

Lancashire County Council

Executive Scrutiny Committee

Tuesday, 6th September, 2016 at 2.00 pm in Cabinet Room 'C' - The Duke of Lancaster Room, County Hall, Preston

Agenda

Part I (Open to Press and Public)

No. Item

1. **Apologies**

2. **Disclosure of Pecuniary and Non-pecuniary Interests**

Members are asked to consider any Pecuniary or Non-pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.

3. **Minutes of the meeting held on 12 July 2016** (Pages 1 - 6)

4. **Reports for decision by Cabinet**

(a) **Money Matters - 2016/17 Financial Position and Medium Term Financial Strategy** (Pages 7 - 64)

(b) **Supporting People and the Prevention and Early Help Fund** (Pages 65 - 448)

(c) **The Property Strategy - Responses to Consultation** (Pages 449 - 1440)

5. **Forthcoming Individual Cabinet Member Key Decisions**

(a) **Resident Parking Schemes in Lancashire** (Pages 1441 - 1452)

(b) **Water and Environment Management Framework** (Pages 1453 - 1456)

6. Urgent Business

An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

7. Date of Next Meeting

The next meeting of the Executive Scrutiny Committee will be held on Tuesday, 4 October 2016 at 2pm at County Hall, Preston.

8. Exclusion of Press and Public

The Committee is asked to consider whether, under Section 100A(4) of the Local Government Act, 1972, it considers that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act, 1972, as indicated against the heading to the item.

Part II (Not Open to Press and Public)

9. Forthcoming Individual Cabinet Member Key Decisions

- (a) **Approval to award Framework Agreement for the provision of Community Short Breaks, Lancashire** (Pages 1457 - 1462)

(Not for Publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

- (b) **Global Renewables Lancashire Operations Limited – Creation of Capital Project for Company Transformation Asset Preservation Activity** (Pages 1463 - 1470)

(Not for publication – exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.)

County Hall
Preston

I Young
Director of Governance,
Finance and Public Services

Agenda Item 3

Lancashire County Council

Executive Scrutiny Committee

Minutes of the Meeting held on Tuesday, 12th July, 2016 at 2.00 pm in Cabinet Room 'C' - The Duke of Lancaster Room, County Hall, Preston

Present:

County Councillor Bill Winlow (Chair)

County Councillors

A Atkinson	D T Smith
A Barnes	S Holgate
Mrs S Charles	J Oakes
D Clifford	D O'Toole
B Dawson	N Penney
G Driver	G Dowding

County Councillors G Dowding and D Smith replaced County Councillors S Perkins and M Green respectively at this meeting.

1. Apologies

None.

2. Disclosure of Pecuniary and Non-pecuniary Interests

County Councillor A Barnes declared a non-prejudicial interest in agenda item 6a (Urgent Business – Rawtenstall Bus Station) as she was the Leader of Rossendale Borough Council.

3. Minutes of the meeting held on 7 June 2016

Resolved: That the Minutes of the meeting held on Tuesday, 7 June 2016 be confirmed and signed by the Chair.

4. Reports for decision by Cabinet

The Committee considered the following decisions due to be taken by the Cabinet.

a. Annual Reports of the County Council Champions

The Committee received a report outlining the activities each Champion had undertaken between 1 April 2015 and 31 March 2016, in their respective roles, from the resources allocated to them on an annual basis.

Resolved: That the recommendation set out in the report to Cabinet be noted, and that no additional comments or suggested alternative recommendations be made.

b. **2015/16 – Preston, South Ribble and Lancashire City Deal Programme: End of Year Review**

The Committee considered a report on the key performance against agreed targets of the Preston, South Ribble and Lancashire City Deal during and up to the end of 2015/16 (Year 2).

The Committee welcomed the considerable progress on highways infrastructure projects and on the housing completions. It was noted that none of the reported variances would affect the overall forecast over the City Deal period as they represented profiling changes only.

Resolved: That the recommendation set out in the report to Cabinet be noted, and that no additional comments or suggested alternative recommendations be made.

c. **The County Council's Financial Position - 2015/16 Outturn**

The Committee considered a report on the County Council's financial position as at the end of 2015/16.

It was noted that the County Council's final revenue outturn position was an underspend of £0.601m against an agreed cash limit budget of £726.675m.

The County Council's 2015/16 capital spending (excluding City Deal and non LCC funded schemes) in the year was £150.877m, which equated to 58.1% of the approved programme. The remaining balance reflected slippage due to a number of different factors that were explained in Appendix 'A' to the report.

Whilst the overall position was more favourable than had been reported previously, it was stressed that this must be balanced by consideration of the significant pressures facing the Council in 2016/17 and beyond.

The Committee noted that work to re-phase and re-profile the Capital Programme was on-going. A further report would be presented to Cabinet in September 2016.

It was MOVED and SECONDED "That the Executive Scrutiny Committee requests the Deputy Leader of the County Council to consider the possibility of revising the funding for the Capital Programme with regard to revenue contributions in order to make a bigger transfer into the transitional reserve." Upon being put to the vote the motion was LOST.

In response to comments about the work being undertaken by PricewaterhouseCoopers (PwC) and the need for local authorities to be fully involved in discussions around the future provision and delivery of services across Lancashire, the Committee noted that public sector partners and agencies

including all District Councils had been invited to attend a work shop to discuss the matter in October. PwC were due to complete their report in September and the work shop would provide an opportunity for all partners to discuss the PwC report.

Resolved: That the recommendations set out in the report to Cabinet be noted, and that no additional comments or suggested alternative recommendations be made.

d. **Lancashire Safeguarding Children Board Annual Report 2015-16**

The Committee considered the draft Lancashire Safeguarding Children Board Annual Report 2015/16.

The Committee welcomed the report including the Board's review of the performance data collected from partners. Members agreed that it was important to understand the context of the data and the reasons why some of the figures had risen and others fallen.

Resolved: That the recommendations set out in the report to Cabinet be noted, and that no additional comments or suggested alternative recommendations be made.

e. **Lancashire Safeguarding Adults Board Annual Report 2015-16**

The Committee considered and welcomed the draft Lancashire Safeguarding Adults Board Annual Report 2015/16.

The Cabinet Member for Adult and Community Services highlighted a number of important issues set out in the report, including:

- The significant challenges facing those responsible for safeguarding vulnerable adults;
- Two thirds (6,502) of the referrals (9,879) to MASH (between January 2015 and end of February 2016) did not merit a safeguarding review. It was important to have a robust system and evidence to show that the referrals were being handled properly;
- Lancashire had been identified as the highest geographical area for suicides between April 2014 and September 2015. It was important to identify any trends in suicides e.g. drug abuse; and
- The closure of Calderstones would have a serious and profound effect on the safeguarding of adults in Lancashire. It was important to obtain an assurance from health services about continuing care and that the funding burden would not fall on Lancashire tax payers.

Resolved: That the recommendations set out in the report to Cabinet be noted, and that, subject to the above-mentioned points, no additional comments or suggested alternative recommendations be made.

5. Forthcoming Individual Cabinet Member Key Decisions

The Committee considered the following reports on Key Decisions due to be taken by individual Cabinet Members as indicated.

a. Approval for Highway Works in Bamber Bridge, South Ribble

The Committee considered a report on proposed highway improvement works for the Bamber Bridge local centre. It was noted that the report asked the Cabinet Member for Highways and Transport to approve the proposals for implementation and the commencement of the detailed design phase.

The Committee was informed that the total cost of the proposed works would be met from funding already secured through the Preston, South Ribble and Lancashire City Deal. It was reported that the total cost of the works was £3.35m and not £1.4m, as set out in the financial implications section of the report. Members were informed that the £1.4m related only to the cost of the phase one works and that the revised overall cost of the proposed works did not have any effect on the recommendation to the Cabinet Member for Highways and Transport.

Resolved: That the recommendations set out in the report to the Cabinet Member for Highways and Transport be noted, and that no additional comments or suggested alternative recommendations be made.

6. Urgent Business

The Chair of the Committee agreed that the following report in relation to Rawtenstall bus station should be considered as an item of Urgent Business. The reason for the urgency was that the demolition and enabling works were scheduled to commence in August but the next meeting of the Committee was not until 6 September 2016. It was agreed that the report should be dealt with at this meeting to avoid any delay in the implementation of the scheme.

a. Rawtenstall Bus Station

As mentioned above, the Committee was informed that the Chair had agreed to a report in respect of Rawtenstall bus station being considered at the meeting as an item of Urgent Business. This was to avoid any delay in the implementation of the scheme.

The Committee considered a report in relation to the County Council entering into a Grant Funding and Management Agreement with Rossendale Borough Council to enable the Borough Council to construct, operate and maintain a bus station in Rawtenstall.

A concern was expressed that the County Council was not a member of the Rossendale Together Barnfield Partnership despite the Council providing a significant contribution towards the construction and maintenance of Rossendale

bus station. That meant that the County Council would not receive a return on its investment from the development.

It was MOVED and SECONDED "That the Executive Scrutiny Committee does not support the recommendation to the Cabinet Members, and that the Deputy Leader be asked to give serious consideration to handing over such sums of money to Rossendale BC, but if he agrees to do that he be requested to look at the possibility of making sure that the County Council's contribution leads to a sufficient return from the RTB Partnership which is going to develop the centre of Rawtenstall." Upon being put to the vote the motion was LOST and it was:

Resolved: That the recommendations set out in the report to the Deputy Leader of the County Council and the Cabinet Member for Highways and Transport be noted, and that no additional comments or suggested alternative recommendations be made.

7. Date of Next Meeting

It was noted that the next meeting of the Committee would be held on Tuesday 6 September 2016 at 2.00 p.m. at County Hall, Preston.

8. Exclusion of Press and Public

Resolved: - That under Section 100A(4) of the Local Government Act, 1972, the press and public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part 1 of Schedule 12A to the Local Government Act, 1972 and that in all circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

9. Forthcoming Individual Cabinet Member Key Decisions

The Committee considered the following reports on Key Decisions due to be taken by individual Cabinet Members as indicated.

a. Disposal of Property - Former Hameldon College, Burnley

(Not for publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

The Committee considered a report on the proposed sale of the former site for Hameldon College, Kiddow Lane, Burnley.

Resolved: - That the recommendations set out in the report to the Deputy Leader of the County Council be noted and that no additional comments or suggested alternative recommendations be made.

b. **Supply and Distribution of Rock Salt**

(Not for publication – Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

The Committee considered a report on the proposed award of a contract for the supply and distribution of rock salt in Lancashire.

Resolved: That the recommendation set out in the report to the Cabinet Member for Highways and Transport be noted and that no additional comments or suggested alternative recommendations be made.

I Young
Director of Governance, Finance
and Public Services

County Hall
Preston

Cabinet

Meeting to be held on Thursday, 8 September 2016

Report of the Director of Financial Resources

Electoral Divisions affected: All

Money Matters – 2016/17 Financial Position and Medium Term Financial Strategy

(Appendix 'A', 'B' and 'C' refer)

Contact for further information:

Neil Kissock, (01772) 536154, Director of Financial Resources

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Executive Summary

This report provides the financial position as at 30th June 2016, the latest position in respect of the County Council's reserves and the County Council's updated financial outlook (Medium Term Financial Strategy) for period 2017/18 to 2020/21.

Financial Position as at 30th June 2016 (Appendix A)

An overspend is forecast for the County Council of £11.267m and represents a variance of c1.6% against the overall County Council budget. This is subject to a number of assumptions around the anticipated profile of expenditure for the rest of the year which is difficult to predict in some demand led budget areas. The report identifies those areas where forecast pressures exist and will be subject to ongoing detailed review with a focus on controlling and reducing costs and the delivery of an improved financial position by year-end.

The 2016/17 budget of £713.020m includes a significant savings requirement of c£100m, however many savings will not be fully implemented until 2017/18 or 2018/19 and therefore it was agreed that these would be covered by the use of reserves.

The report provides details as to progress on the achievement and delivery of the savings relating to each Head of Service. The level of reserves that were approved to be applied from the transitional reserve 2016/17 in support of the delivery of savings was £46.417m and the amount that is now forecast to be required is £40.720m reflecting early delivery of some agreed savings, although this is partially offset by some budget savings that are delayed and will require reserve funding to cover the delay in implementation.

Delivery of the significant savings programme has been identified as a key risk area and the savings plans are subject to detailed regular scrutiny by the Programme Office and Finance.

The Medium Term Financial Strategy

Cabinet have received reports throughout the 2015/16 financial year on the MTFs to cover the period 2016/17 to 2020/21. The last report that highlighted the financial gap to Members was at Full Council in February 2016 where the shortfall in funding by 2020/21 was identified as £194.854m, however following an agreed adjustment at Full Council the revised gap was £196.644m.

This report considers the impact of budget decisions taken by Cabinet and updates other assumptions in light of the most current information available. As a result of these reviews the funding gap has reduced to £147.944m. Whilst this appears positive overall this reflects different funding assumption to that presented previously in that the impact of a 3.99% increase (including the 2% Adult Social Care precept) for each of the next 4 financial years is shown, which is partially offset by increasing spending pressures to those previously identified and agreed, particularly around children's social care.

The financial commitment required to fund statutory demand led services as they are currently delivered is almost certain to result in using up all the available resources available at a point within the timeframe covered by this financial strategy. We cannot be certain of the point at which funding may not cover statutory demand led services as, for example, the resources available to the County Council have yet to be confirmed for future years. However, indications from previous base budget review tied in with the outturn position delivered in 2015/16 suggest that there will be insufficient resources to cover statutory services from 2018/19.

The County Council's Reserves Position

The County Council by 31st March 2018 is expected to have reserves (excluding schools) of £70.660m, of which £36.000m County Fund will remain leaving a residual amount of £35.058m in service reserves. This does however include £8.355m school PFI expenditure and £4.931m which is not LCC money, meaning in effect the available balance of £21.772m.

If the County Council overspends in 2016/17 this will be a further commitment on reserves. This is not currently included within the forecast reserves position in this report due to this being an early forecast within the 2016/17 financial year.

The report indicates that there is potentially sufficient funds within reserves to deliver a balanced budget in 2017/18. However this is dependent upon a number of key factors:

- The forecast in year overspend is minimised.
- All values within reserves that are currently reported to be uncommitted funds are transferred into the transitional reserves with no further commitments emerging in these areas following the transfer.
- There is limited slippage on the agreed savings programme for 2017/18 and 2018/19. As any slippage will result in a requirement for funding from reserves.

When reviewing the County Council's reserves in conjunction with the Medium Term Financial Strategy (Appendix B) the funding requirement to bridge the financial gap in 2018/19 would total £83.900m. Therefore from the forecast contained within this report there will not be sufficient funds within reserves to support the 2018/19 budget.

Recommendation

The Cabinet is asked to:

- (i) Note the forecast overspend of £11.267m on the 2016/17 revenue budget;
- (ii) Note the position in respect of the Council's reserves and to agree the transfers outlined in the report;
- (iii) Delegate authority to the Director of Financial Resources, in consultation with the Deputy Leader of the County Council, to authorise appropriate use of the Transitional Reserve within the parameters of the level of funding agreed by Cabinet and Full Council in setting the budget;
- (iv) Note the revised funding gap of £147.944m as set out in the Medium Term Financial Strategy

Background and Advice

The detailed reports at Appendices 'A', 'B' and 'C' present the County Council's revenue position as at 30th June 2016, Medium Term Financial Strategy for the period 2017/18 – 2020/21 and the latest position in respect of the County Council's reserves.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The County Council's overall approach to managing financial risks continues to be to identify and acknowledge risks early and build their impact into financial plans while continuing to develop strategies which will minimise their impact. This approach operates in parallel with the identification and setting aside of sufficient resources to manage the financial impact of the change risks facing the organisation.

List of Background Papers

Paper	Date	Contact/Tel
The County Council's Budget	11 th February 2016	Neil Kissock/ x36154
Money Matters – The Financial Strategy for 2016/17 to 2020/21	21 st January 2016	Neil Kissock/ x36154

Reason for inclusion in Part II, if appropriate

N/A

Money Matters

The County Council's Financial Position

As at 30th June 2016

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Money Matters – Update on the County Council's Financial Position for 2016/17

1. Introduction

This report provides an update for Cabinet on the County Council's 2016/17 revenue financial position.

2. Summary of the Financial Position

This report provides a view on the Council's current financial performance and the anticipated position at the year end. The forecast is based on the information up to the end of June 2016. The current forecast outturn for the County Council is an overspend of £11.267m and represents a variance of c1.6% against the overall County Council budget. This is subject to a number of assumptions around the anticipated profile of expenditure for the rest of the year which is difficult to predict in some demand led budget areas. The report identifies those areas where forecast pressures exist and will be subject to ongoing detailed review with a focus on controlling and reducing costs and the delivery of an improved financial position by year-end.

The 2016/17 budget of £713.020m includes a significant savings requirement of c£100m, however many savings will not be fully implemented until 2017/18 or 2018/19 and therefore it was agreed that these would be covered by the use of reserves.

The narrative provides details as to progress on the achievement and delivery of the savings relating to each Head of Service. The level of reserves that were approved to be applied from the transitional reserve 2016/17 in support of the delivery of savings was £46.417m and the amount that is now forecast to be required is £40.720m. This is due to early delivery of some savings, particularly through staff vacancies and turnover, although this is partially offset by some budget savings that are delayed and will require reserve funding to cover the delay in implementation.

In total the forecast includes £129.821m from reserves which includes the strategic investment reserve, downsizing reserve, risk management reserve, transitional reserve and specific service reserves. (details can be found in Appendix B). In addition there are transfers between reserves and contributions to reserves that total £5.228m.

Delivery of the significant savings programme has been identified as a key risk area and the savings plans are subject to detailed regular scrutiny by the Programme Office and Finance.

The report reflects the organisational structure with detailed budget monitoring undertaken at Head of Service Level and is summarised in the report up to their appropriate management line, e.g. the Director for Development and Corporate Services. All forecast variances +/- £0.1m are explained within the report along with any mitigating actions being put in place.

A significant budget realignment has taken place in relation to staffing budgets in Quarter 1 and enables post by post budget monitoring, this has been a critical piece of work given the importance and value of staffing budgets within the County Council's

overall budget. It is currently forecast that the overall staffing underspend will be c£1.677m.

2.1 Recommendations

Cabinet are asked to:

- Note the current financial revenue forecast as at the end of quarter 1, this is based on financial data at the end of June 2016.

3. Section A

Key Issues emerging are as follows:

Ref	Service Area	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.1	ADULTS SERVICES	317.410	322.490	5.080
3.2	CHILDREN'S SERVICES	119.356	128.789	9.433
3.3	COMMUNITY SERVICES	134.610	136.892	2.282
3.4	PUBLIC HEALTH & WELLBEING	28.662	30.521	1.859
3.5	DEVELOPMENT AND CORPORATE SERVICES	40.147	40.230	0.083
3.6	COMMISSIONING	43.470	42.639	-0.831
3.7	CHIEF EXECUTIVE	29.364	22.725	-6.639
	TOTAL	713.020	724.286	11.267

3.1 Operations and Delivery – Adult Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.1.1	ADULT SERVICES	0.135	0.150	0.015
3.1.2	DISABILITY (adults)	-4.501	-4.964	-0.463
3.1.3	OLDER PEOPLE	0.619	0.195	-0.424
3.1.4	SAFEGUARDING (adults)	30.577	30.880	0.303
3.1.5	SOCIAL CARE SERVICES (adults)	290.580	296.229	5.649
	TOTAL - ADULT SERVICES	317.410	322.490	5.080

The total net approved budget for Adult Services in 2016/17 is £317.410. The service is forecast to overspend by £5.080m

This forecast includes the impact of the fee increases across homecare services, Learning Disabilities supported living and Physical Support over 65 residential and nursing services. This is in addition to the impact of the further fee uplifts proposed to take effect in September 2016. These increases have been further considered as part of the MTFS review. The forecast also incorporates budgeted savings of £13.223m.

Adult Social Care and Mental Health, Learning Disabilities and Autism are currently implementing their approved staffing restructure which is forecast to utilise £2.832m from reserves.

3.1.2 Disability Service

The service is forecast to underspend by £0.463m

- Day Services are forecast to underspend by £1.962m.
- Domiciliary care services are forecast to overspend by £1.331m.
- There are additional overspends of £0.169m which relate to other small variances across the service.
- This service is currently being reviewed and redesigned and as such most of the underspend on Day Services is being held to off-set overspending in other areas as service plans are being developed, at which point budgets will be realigned appropriately.

3.1.3 Older People – In-House Care Services

The Service is forecast to underspend by £0.424m

- Included within this total, the core service delivery budget delivering care through the operation of 17 care homes and 14 day centres is forecast to overachieve it's budgeted income target by £0.424m resulting in the overall forecast positive variance against budget.

3.1.4 Safeguarding

The Service is due to overspend overall by £0.303m, the breakdown of this variance is detailed below. This budget has been reduced by £0.362m as a result of approved savings, however it was agreed that funding from the transitional reserve would fully support this saving in 2016/17. Due to natural turnover and disbandment of the Health Care Systems Development Team the funding is no longer required.

Mental Health – Residential

- Mental Health residential care is forecast to underspend by £0.520m
- Since April 2015 there has been a 1.5% decrease in the number of service users (April 2016 300; June 2016 – 296) with the average weekly cost of care packages only increasing by 1.5%, which is lower than had been expected.
- There are currently 296 clients supported via this service.

Mental Health – Nursing

- Mental Health Nursing is forecast to overspend by £1.006m due to the average weekly package costs increasing at a rate higher than budgeted for and the number of nursing placements not reducing in line with the assumptions built into the MTFS.

Mental Health - Home Care

- Mental Health Home Care services are forecast to underspend by £0.182m
- In the year to date service user numbers have increased by 1.9% which is lower than anticipated.
- Average care package costs have increased by 1% in year, which is also lower than anticipated.

3.1.5 Social Care Services (Adults)

Changes in statutory reporting requirements has meant the previous client groups of 'Older People' and 'Physical Disability' have been combined to form the client group 'Physical Support'.

The total budget for this service area is £290.580m and is forecast to overspend by £5.649m, at the end of quarter 1.

The significant areas of variance are detailed below. Additionally, there are also a number of other variances amounting to an overspend of £0.334m in total across other service areas including equipment and adaptations, reablement and carers.

Learning Disabilities

- Learning Disability services include the provision of care services including residential and nursing care, but predominantly supported living and direct payments. Services are commissioned via a pooled fund arrangement with the six Lancashire CCGs. The LCC share of the service is forecast to underspend by £5.160m.

- LCC agreed significant additions (c£11.4m) to the 2016/17 Learning Disability budget in relation to demand and inflation, however this has not yet fully materialised and therefore the service is forecast to underspend.
- Increases in service user activity are forecast to increase spending in 2016/17 by £2.000m this includes the impact of transitions from Children's services.
- The forecast includes the impact of agreed fee increases for supported living and domiciliary care valued at £7.400m, £3.500m of this has been funded by reserves in 2016/17 as agreed with the future impacts built into the MTFS.
- The budget has been reduced by £1.000m to reflect the agreed savings relating to the remodelling packages of care, this saving is forecast on track to be achieved in year.

Physical Support

The service is forecast to overspend by £11.413m. This is as a result of delayed achievement of savings and slightly increased demand. This forecast also includes the drawdown of £1.700m from the Transitional Reserve to support an agreed uplift of residential and nursing home fees in 2016/17. The future years impact above the level built into the current budget has been built into the MTFS in future years.

Social Care Service Central Costs

- This service is forecast to underspend by £0.631m through controlling costs on non-essential spending.

The forecast for 2016/17 includes £6.644m contributions from reserves, offsetting the expenditure in relation to the Newton's design work estimated at £2.000m and £4.644m for the agreed repayment of outstanding CCG monies held on their behalf.

Supporting People

- The remaining statutory service is currently forecast to underspend by £0.310m. A full assessment in conjunction with the service consultation is underway to review the ongoing budget requirement.

The forecast for 2016/17 includes £9.355m contributions from reserves, for the continuation of the non-statutory services up to the end of March 2017 as per the agreed BOP 48 savings. It was originally anticipated and approved that £10.150m would be drawn down from reserves to support the transitional arrangements of this budget option however the reduced amount is required due to early delivery of savings.

3.2 Operations and Delivery – Children's Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.2.1	CHILDREN'S SERVICES	-0.623	-0.622	-0.001
3.2.2	SEN & DISABILITY	15.708	14.861	-0.847
3.2.3	SAFEGUARDING INSPEC & AUDIT	9.347	7.459	-1.888
3.2.4	ADOPTION & FOSTERING RESIDENTIAL AND YOT	26.090	25.431	-0.659
3.2.5	CHILDREN SOCIAL CARE	64.719	79.980	15.261
3.2.6	SCHOOL IMPROVEMENT	6.785	6.535	-0.250
3.2.7	TRADED SERVICES (START WELL)	-2.670	-4.855	-2.185
	TOTAL - CHILDREN'S SERVICES	119.356	128.789	9.433

The total net approved budget for Children's Services in 2016/17 is £119.356m. As at the end of quarter 1, the service is forecast to overspend by £9.433m. An additional £5.000m has been included in the 2016/17 budget as agreed in the MTFs following the Ofsted inspection in mid 2015/16.

3.2.2 Special Education Needs and Disability (SEND)

SEN and Disability is forecast to underspend by £0.847m in 2016/17. This is due to the following:

- Children with Disabilities (CwD) Family Support is forecast to underspend by £0.100m.
- CwD Placements, which includes in-house fostering payments and residential and foster care placements with external providers, is forecast to underspend by £0.404m. Of this forecast underspend, £0.295m relates to in-house fostering payments and is in line with the outturn in 2015/16. Forecast underspends of £0.109m relate to foster care placements and is a continuation of the underspend reported in 2015/16 albeit at a reduced level.
- Forecast underspends of £0.300m relate to budgeted increases in charges for SLA's with Health for Occupational Therapy and Speech and Language Services which were built in to the MTFs for 2016/17 but are now not expected to materialise in 2016/17.
- Forecast underspends of £0.043m relate to non-staff costs across a number of teams.

This SEND budget was reduced by £0.301m in 2016/17 to reflect an agreed saving which is forecast to be achieved.

The forecast includes the planned application of non-recurrent funding of £0.228m of SEND Implementation/Reform Grant held on the Former CYP DFM General Reserve.

3.2.3 Safeguarding, Inspection and Audit

Safeguarding, Inspection and Audit is forecast to underspend by £1.888m in 2016/17.

- Forecast underspends of £1.923m relate to staff costs across the service (excluding Lancashire Safeguarding Children's Board), of which circa £1.900m relates to vacant additional post Ofsted posts many of which are covered by agency staff for which the costs are included within Children's Social Care. The cost of all agency staff recruited to social work related posts following the Ofsted inspection in 2015/16 and non-staff costs incurred in response to the Ofsted inspection, are recorded against the Children's Social Care budget in order to identify and track additional costs arising from the inspection.
- Forecast overspends of £0.035m relate to non-staff costs.

The forecast includes the planned application of non-recurrent funding of £0.013m from the Lancashire Safeguarding Children's Board Reserve and £0.100m from the Strategic Investment Reserve to support the Early Response Service.

3.2.4 Adoption, Fostering Residential and YOT

Adoption, Fostering, Residential and YOT is forecast to underspend by £0.659m in 2016/17.

- Adoption Service is forecast to underspend by £0.610m. Underspends of £0.380m relate to staff costs of which circa £0.230m relates to vacant additional post Ofsted posts many of which are covered by agency staff for which the costs are included within Children's Social Care. Underspends of £0.211m relate to adoption allowances although forecast spend is largely in line with spend in 2015/16 and underspends of £0.038m relate to other non-staff costs offset by overspends of £0.019m on interagency adoption fees.
- Overnight Short Breaks Service (ONSB) is forecast to overspend by £0.125m based on spend to date, which largely relates to staff and premises costs and represents a under delivery of savings in 2016/17.
- Residential In-house Provision is forecast to overspend by £0.178m, which largely relates to staff costs.
- In-house Foster Care Allowances is forecast to underspend by £0.122m based on current demand levels. This is an increase of £0.655m from the outturn in 2015/16 which largely reflects an increase of 36 (6.7%) in-house foster care placements from 535 in August 2015 to 571 in March 2016. Whilst numbers of in-house foster care placement has fallen since March 2016 these are still 2% higher in June 2016 than at the same time in 2015/16.
- Forecast underspends of £0.231m largely relate to staff costs as a result of vacancies across a number of teams including the In-house Fostering Service, SCAYT and the Adoption, Fostering, Residential and YOT Management Team. Of this £0.060m relates to vacant additional post Ofsted posts some of which are covered by agency staff for which the costs are included within Children's Social Care.

Approved savings totalling £0.955m have been removed from this budget. The forecast includes the planned application of non-recurrent funding of £0.262m for the Transitional Reserves to cover staff costs, £0.160m also from the Transitional Reserve to cover the impact of reductions to the Youth Justice Board Grant in 2016/17 and £0.010 from the YOT – General Youth Offending Reserve.

3.2.5 Childrens Social Care

Children's Social Care is forecast to overspend by £15.261m in 2016/17.

- Social Work Staff is forecast to overspend by £6.070m.
 - Overspends of £4.613m relate to staff costs which includes agency staff covering vacant posts, additional temporary agency staff required for 12 months to increase capacity in children's social care and temporary workstarts required for 3 months to provide business support to Project Accuracy, in order to implement the agreed actions detailed in the Lancashire Children's Services Improvement Plan following the Ofsted inspection. Of this circa £2.190m is offset by underspends on staff within Safeguarding, Inspection and Audit Service and Adoption Fostering, Residential and YOT Service. It is anticipated that this overspend will reduce following a recent recruitment campaign and a further planned recruitment campaign later in the year, as vacant posts are filled by permanent staff reducing the need to cover posts with agency staff which are more expensive.
 - Overspends of £1.396m relate to a number of other expenses arising as a result of work undertaken in response to the Ofsted inspection. The majority of the additional £5.000m included in the budget in 2016/17 following the Ofsted inspection, circa £4.400m, was budgeted to cover staff costs, with the remaining amount, circa £0.600m, budgeted to cover various non-staff costs, consultant and professional fees. The forecast includes one-off spend of £1.760m for Children's Social Care Referral and Assessment Service Framework, £0.168m for children in need assessments undertaken by an external social work provider in 2016/17 and £0.101m for consultant and professional fees.
 - Overspends of £0.060m relate to non-staff costs
- Children's Social Care Placements, which includes fostering and residential placements with external providers, Special Guardianship Orders (SGO's), Child Arrangement Orders (CAO's) and in-house fostering payments, is forecast to overspend by £10.340m.
 - Forecast overspends of £7.311m relate to agency residential placements. Placements have increased by 62 (46%) placements from 135 in November 2015 to 197 in June 2016. The forecast is based on available financial and activity information and assumes that placements will increase by 0.8% per month for the remainder of the financial year based on historic trends. Work is underway to review the underlying reasons for increases in numbers of placements and to estimate likely future changes in demand. The capacity of a number of in-house residential units is limited due to the placement of young people with increasingly complex needs that require high staff to child ratio's to support. Consequently young people who would otherwise have been placed in these units have been placed with external providers. In June there were 15 vacancies within in-house residential units, although this reflects that 2 units are now operating necessarily operating as 2-3 rather than 6 bed units. It is likely

that demand has been affected by work undertaken following the Ofsted inspection, although the pathway diagnostic work currently underway has already identified some potential for efficiencies which could reduce costs in the future without affecting levels of service delivery.

- Forecast overspends of £2.305m relate to agency fostering placements. Placements have increased by 52 (13%) placements from 392 in October 2015 to 444 in June 2016. The forecast is based on available financial and activity information and assumes that placements will increase by 0.8% per month for the remainder of the financial year based on historic trends. Again work is underway to review the underlying reasons for increases in numbers of placements and to estimate likely future changes in demand.
 - Overspends of £0.712m relate to numbers of SGO's which continue to increase offset by underspends of £0.315m on CAO's.
 - Net overspends of £0.012, relate to agency remand and in-house residential and fostering payments.
- Underspends of £0.360m are forecast for Family Support and include assistance to families and regular payments, based on spend to date.
 - Forecast underspends of £0.296m relate to financial assistance for care leavers.
 - Further underspends of £0.179 relate to a number of items including Children's Social Care Management staff costs and DBS costs.

The forecast includes the planned application of non-recurrent funding of £0.260m from the Risk Management Reserve to cover the cost of the LCC Children's Priority Reporting on LCS contract with Newton's (Project Accuracy), £0.241m from the Transitional Reserve to fund the cost of the Transformation of Children's Services Pathways in Lancashire Assessment/Diagnostic based on payments made to date and £0.200m from the Former CYP DFM General Reserve to fund risk assessment training and models and quality assurance, auditing and training costs.

This budget includes a reduction in 2016/17 for approved savings that total £0.504m. The services are working towards achieving the majority of those savings planned for 2016/17, however the savings relating to CSC Placements and Social Worker Teams are delayed due to demand pressures. It is anticipated that these savings can be achieved in future years, but will need to be funded from the Transitional Reserve in 2016/17.

3.2.5 School Improvement

The service is currently holding vacancies awaiting the approval of its new structure which is resulting in a forecast underspend of £0.250m. The income levels for the service are forecast to achieve the target within their budget however there is potential for this to increase in the new academic year and will be kept under review.

This budget has been reduced by £0.657m with the forecast incorporating that this saving will be achieved.

3.2.6 Traded Services (Start Well)

Traded services are forecast to underspend by £2.185m in 2016/17. This relates to a School Catering Service forecast underspend which represents the continued efficient trading position of the service and is in line with the 2015/16 outturn position that the service achieved. This also incorporates a saving target that is being achieved of £0.037m.

All other traded services are reporting a nil variance to their budget, however it is important to note that this includes the achievement of savings of £0.387m.

3.3 Operations and Delivery – Community Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.3.1	OPERATIONS AND DELIVERY	0.164	0.164	0.000
3.3.2	CUSTOMER ACCESS	3.615	3.480	-0.135
3.3.3	COMMUNITY SERVICES	0.126	0.126	0.000
3.3.4	HIGHWAYS	21.248	20.957	-0.291
3.3.5	LIBRARIES MUSEUMS CULTURE & REGISTRARS	9.698	10.075	0.377
3.3.6	PUBLIC & INTEGRATED TRANSPORT	42.491	42.380	-0.111
3.3.7	WASTE MGT	57.269	59.711	2.442
	TOTAL - COMMUNITY SERVICES	134.610	136.892	2.282

The total net approved budget for Community Services in 2016/17 is £134.610m. As at the end of quarter 1, the services are forecast to overspend by £2.282m.

3.3.2 Customer Access

Customer Access is forecast to underspend by £0.135m in 2016/17. Forecast underspends relate to staff costs and vacancies. Delays in recruiting to vacant posts could lead to further underspends and these will be kept under review over the coming months. This position also reflects the achievement of a saving of £234k for 2016/17.

3.3.4 Highways

The service is forecast to underspend by £0.291m

- This is due to additional income forecast across highways on the permit scheme, section 38 income and through the charges to utilities companies for breaching codes of practice, delays in work and road closures. Additional income was seen in the 15/16 outturn position and as a result part of the savings strategy was to increase these income targets in the 2016/17 budget however these targets are likely to be exceeded during the course of the year.
- The service have a savings target of £3.210m which is on track to be delivered in year and therefore the approved drawn down of £1.404m from the transition reserve is not required.
- The service is forecast to spend the agreed highways maintenance and drainage budget within year.

The forecast includes the planned contribution of non-recurrent funding of £0.100m from the roundabout sponsorship service, this is additional income generated above the budgeted revenue target, these monies are planned to be reinvested in 2017/18 on public realm activity in the district that has generated the funds as has previously been the case.

3.3.5 Libraries, Museums, Culture and Registrars

Libraries, Museums, Cultural Services and Registrars is forecast to overspend by £0.377m in 2016/17.

- Cultural Services Museums is forecast to overspend by £0.326m primarily resulting from delayed delivery of agreed savings. It is forecast that it will cost £0.462m to operate Museums in 2016/17 which reflects the fact that it is anticipated that the County Council will still have to meet some full year costs for those Museums which are due to close and the requirement to retain Collections staff to assist with the closure of museums and relocation of collections beyond October 2016. Following the closure of 5 museums it is expected that the remaining museums will be self-financing, including covering costs associated with collections, with the exception of Gawthorpe Hall for which there is a recurring annual budget to cover running costs.
- County Libraries is forecast to overspend by £0.299m which largely relates to under delivery of previously agreed savings.
- Underspends of £0.248m relate to the remainder of the service which includes Cultural Services Archives, Conservation, Heritage and Arts, Museum School Service and Support and Development, and Registration Service. Of this, underspends of £0.149m relate to staff costs and £0.125m to non-staff costs, offset by under-recovery of income of £0.025m.

The forecast incorporates a range of savings to be achieved that total £5.807m. However following in relation to these savings the forecast includes the application of non-recurrent funding of £0.500m from Transitional Reserve to cover the cost of operating 5 museums which are due to close on 30th September 2016, £0.347m from Transitional Reserve to cover the continuation of Arts Grants to outside bodies within the Cultural Services Heritage and Arts Service, £0.140m from the Transitional Reserve to cover staff costs within Cultural Services Support and Development, and £1.608m, also from the Transitional Reserve, to fund transition costs as the County Library Service downsizes. The forecast also includes £0.020m from the service reserve relating Queen Street's engine repair fund.

3.3.6 Public & Integrated Transport

Public and Integrated Transport is forecast to underspend by £0.111m in 2016/17.

- Public Transport Initiatives is forecast to overspend by £0.932m largely due to lower than originally estimated sales from the Todmorden Curve New Rail Scheme. Whilst demand levels (passenger numbers) appear to be in line with the ramp up period predictions, revenues are lower than expected due to discounted fares with student rather than commuter full price fares accounting for the bulk of sales. The forecast is based on current levels of fare revenue and reflects the fact that franchised payments to Northern Rail are largely fixed.
- Integrated Transport Travelcare is forecast to overspend by £0.489m as a result of partial non-delivery of BOP savings of which £0.389m relates to staff costs and £0.100m relates to non-staff costs.
- Public Transport Concessionary Travel is forecast to underspend by £1.098m, due to changes in eligibility criteria relating to pensionable age (increased from 60 to 65) and a general reduction in take up.

- Public Transport School Transport is forecast to underspend by £0.282m. The BOP saving of £0.282m in 2016/17 is not achievable in the way originally planned because denominational transport services cannot cease until September 2017 at the earliest. However, the impact of this has been off-set by estimated price inflation applied to the 2016/17 budget in the MTFs being higher than actual inflation, lower forecast bus operator costs in real terms than in 2015/16 and a non-recurring year end adjustment in 2015/16.
- Public Transport Bus Stations, Interchanges and Information Centres are forecast to underspend by £0.225m. The forecast underspend is a non-recurring underspend and relates to Accrington Bus Station. Whilst there is a budget for Accrington Bus Station (Pennine Reach) in 2016/17, this has now been superseded by the introduction of departure fees as the service moves towards all bus stations operated or supported by the County Council becoming self-financing in order to deliver BOP savings and therefore this budget will be removed in the MTFs from 2017/18. The forecast does, however, include the receipt and application of £0.700m of Bus Service Operators Grant (BSOG).
- Community transport and tendered network bus services are forecast to overspend by £0.073m.

The forecast includes the planned application of non-recurrent funding of £0.400m from the Transition Reserve to cover the travel costs for young people not in education, employment or training (NEET), £0.089 from the Transitional Reserve to cover the naval architecture fees employed to carry out a feasibility study on and valuation of the Knott End Ferry and revenue costs in 2016/17 and £0.836m also from the Transitional Reserve to fund the cost of transport to day centres. The forecast also includes a contribution of £0.864m of Bus Service Operators Grant (BSOG) to transport reserves to be used to fund shortfalls in 2017/18 arising from the phased introduction of departure charges at bus stations and a contribution of £0.030m to the NoWCard Renewal Reserve to fund the costs of replacing NoWCard machines every 5 years.

In total the forecast above incorporates savings of £15.133m with the narrative highlighting areas where there are delays in achieving those planned budget reductions.

3.3.7 Waste Management

Waste Management is forecast to overspend by £2.442m in 2016/17.

Forecast overspends of £1.841m can be attributed to assumptions made in the MTFs which have not materialised. In addition, an increase in residual waste arisings of 4% is being forecast (compared to a previously assumed 1%) which is resulting in forecast overspends of £1.170m. This is partly offset by forecast underspends of £0.569m in a number of other areas including garden waste composting, where work with district councils to remove food waste from garden waste collections has been completed allowing in year reductions in gate prices. The high cost of insurance premiums at the waste recovery parks, and deflated markets for the sale of recyclable materials, continue to put pressure on the waste budget.

The forecast includes agreed budget reductions of £20.337m however some of the savings are offset by the approved application of non-recurrent funding of £10.258m from the Transitional Reserve to cover the costs of payments to District Councils under cost sharing arrangements and £7.750m also from the Transitional Reserve to cover transition costs associated with the transformation of the waste company.

3.4 Operations and Delivery – Public Health and Wellbeing Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.4.1	PUBLIC HEALTH & WELLBEING	-73.727	-71.778	1.949
3.4.2	PATIENT SAFETY & QUALITY IMPROVEMENT	4.832	4.643	-0.189
3.4.3	HEALTH EQUITY WELFARE & PARTNERSHIPS	9.399	9.399	0.000
3.4.4	WELLBEING PREVENTION & EARLY HELP	83.879	84.553	0.673
3.4.5	EMERGENCY PLANNING & RESILIENCE	0.999	0.466	-0.533
3.4.6	TRADING STANDARDS & SCIENTIFIC SERVICES	2.978	3.077	0.099
3.4.7	DEPUTY DIR PUBLIC HEALTH & CONSULTANTS	0.301	0.161	-0.140
	TOTAL - PUBLIC HEALTH AND WELLBEING	28.662	30.521	1.859

The total net revised budget for Public Health & Wellbeing Services in 2016/17 is £28.662m. As at the end of quarter 1, the service is forecast to overspend by £1.859m.

3.4.1 Public Health & Wellbeing

The overspend reported at £1.949m is largely due to a reduction in the Public Health grant amounting to £1.925m. These grant reductions continue into 2017/18 and have been highlighted and adjusted for within the revised MTFS.

3.4.2 Patient Safety & Quality Improvement

This service is forecast to underspend by £0.189m and incorporates the forecast delivery of the 2016/17 saving of £0.788m. The forecast also includes the planned application of non-recurrent Health reserve funding of £0.369m in relation to the Steady On falls prevention strategy.

3.4.3 Health Equity, Welfare & Partnerships

There is no variance against the service budget however this forecast includes the application of non-recurrent reserve funding of £0.952m in relation to the Domestic Abuse strategy to continue this service up to the end of March 2017. The forecast also includes approved budget reductions of £197k in relation to Welfare Rights.

3.4.4 Wellbeing, Prevention & Early Help

An overall overspend of £0.673m has been forecast for the service.

- Under Public Health General there has been a delay in ceasing the Homestart contract £0.170m earmarked to end March 2016 as part of the BOP 48 savings however this activity aligns with the 0-19 service recommissioning and has therefore been extended to March 2017 to coincide with this full reprocurement of services. There has also been a delay in the substance misuse saving strategy causing an in year pressure of £0.920m. These pressures are partly off set by the early delivery of BOP33 savings £0.417m in Children's services as the service redesign moves forward.
- Under the Public Health Combined Offer the underspend seen in 2015/16 is forecast to continue into 2016/17 meaning a reduced requirement from reserves to fund the service in its transition year.
- Working together with Families is forecast to exceed its income target, and has been reflected within the updated MTFS.

The forecast position for 2016/17 includes budget reductions of £9.173m but offsetting these savings is an approved drawdown from the transitional reserve of £4.755m. However due to early delivery of savings of the PH combined offer only £3.315m has been drawn down from the transitional reserve. In addition the forecast includes £0.354m earmarked reserve funding for public health projects such as affordable warmth strategy.

The forecast also includes the application of £0.570m from the former CYP DFM General Reserve for commitments against the Working Together with Families Programme.

3.4.5 Emergency Planning & Resilience

An underspend of £0.533m has been forecast due to the over-delivery of income against current targets for Health & Safety work. This income stream is being explored further as part of the services zero based budget review to ensure the fees and budget are set at the correct level going forward.

3.4.6 Trading Standards & Scientific Services

The forecast position for 2016/17 includes a £0.117m contribution from non-recurrent reserves to support the scientific services equipment renewal programme and the trading standards improved outcomes work reinvesting crime proceeds into local crime reduction initiatives delivered via the service.

The forecast also incorporates agreed budget savings of £0.363m.

3.4.7 Deputy Dir Public Health & Consultants

This service is forecast to underspend as a result of staffing savings of £0.140m within the management structure due to consultant vacancies and delayed utilisation of this funding in the service staffing redesign.

3.5 Development and Corporate Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.5.1	DEVELOPMENT AND CORPORATE SERVICES	0.171	0.171	0.000
3.5.2	LANCASHIRE ADULT LEARNING	-0.076	-0.076	0.000
3.5.3	CORPORATE SERVICES	0.108	0.108	0.000
3.5.4	CORE BUSINESS SYSTEMS TRANSFORMATION	23.983	23.944	-0.039
3.5.5	FACILITIES MGT	5.405	5.996	0.591
3.5.6	HUMAN RESOURCES	1.260	1.260	0.000
3.5.7	ECONOMIC DEVELOPMENT	0.170	0.170	0.000
3.5.8	BUSINESS GROWTH	0.080	0.080	0.000
3.5.9	LEP COORDINATION	0.000	0.064	0.064
3.5.10	STRATEGIC ECONOMIC DEVELOPMENT	0.080	0.080	0.000
3.5.11	PROGRAMMES & PROJECT MGT	0.119	0.119	0.000
3.5.12	DESIGN and CONSTRUCTION	2.406	2.275	-0.131
3.5.13	ESTATES	1.552	1.552	0.000
3.5.14	PLANNING AND ENVIRONMENT	1.614	1.212	-0.402
3.5.15	PROGRAMME OFFICE	0.102	0.102	0.000
3.5.16	SKILLS LEARNING & DEVELOPMENT	3.173	3.173	0.000
	TOTAL - DEVELOPMENT AND CORPORATE	40.147	40.230	0.083

The total net approved budget for Development and Corporate Services in 2016/17 is £40.147m. As at the end of quarter 1 the service is forecast to overspend by £0.083m. The forecast includes the planned application of non-recurrent funding of £0.030m from the Lancashire Adult Learning Reserve to cover the cost of back dated pay awards for lecturer staff. This is not listed separately below as there is no variance for that service.

3.5.4 Core Business Systems/Transformation

Core Business System Transformation is forecast to underspend by £0.039m in 2016/17. This forecast incorporates approved budget reductions of £0.817m with £0.175m originally approved to be funded from the transitional reserve in 2016/17, however due to early delivery of savings this is no longer required.

3.5.5 Facilities Management

The service are reporting an overspend of £0.591m.

- An overspend of £0.290m relates to delays in delivering savings as a result of the impact of the property strategy and a number of properties transferred to Facilities Management for which there is insufficient budget.

- Overspends of £0.224m relate to Staff and Civic Catering which are largely due to partial non-delivery of 2015-16 savings on Woodlands and non-delivery of 2015/16 and 2016/17 savings for Reflections. The financial position of both Woodlands and Reflections will need to be considered as part of the combined conferencing and catering service at County Hall once Woodlands closes.
- Overspends of £0.077m relate to the non-delivery of service offer savings and changes to the opening hours of County Hall which will not now go ahead.

The forecast includes approved savings of £0.286m.

3.5.6 Human Resources

No variance from budget is forecast for Human Resources in 2016/17. This forecast includes a budget reduction of £0.064m, however this is fully funded from the transitional reserve in 2016/17. Initially £0.146m was approved to be funded from reserves however this is no longer required due to early delivery of savings.

This forecast also includes a saving of £0.211m in relation to the Transformation Team however this is offset by non-recurrent reserve funding of £0.211m to continue to support the staffing off this service during 2016/17.

3.5.7 Economic Development

This service is forecast to break-even in 2016/17. This incorporates a saving of £0.650m that was approved, however it was also approved that this would be offset by funding from the transitional reserve of £0.650m in 2016/17.

3.5.12 Design and Construction

Design and Construction is forecast to underspend by £0.131m in 2016/17.

- Building Services Engineers is forecast to underspend by £0.131m due to overachievement of income which has been identified as part of a recent zero based budget review (ZBBR).

The forecast includes the planned application of non-recurrent reserves funding of £6.210m from the Schools Prop Reserve to cover the cost of schools repairs and maintenance. The forecast also includes an approved saving of £0.220m.

3.5.14 Planning and Environment

This service is forecasting an underspend of £0.402m primarily as a result of additional income.

3.5.15 Programme Office

No variance from budget is forecast for Programme Office in 2016/17. The forecast includes savings of £2.590m with the planned application of non-recurrent reserves funding of £0.369m from the Transitional Reserve to cover staff costs. It was originally approved that £0.831m would be required to support the 16/17 budget saving, however the service only now require the figure stated above.

3.5.16 Skills, Learning and Development

No variance from budget is forecast for Skills, Learning and Development in 2016/17. The forecast includes a saving of £0.646m for 2016/17 with this offset by the approved application of non-recurrent reserves funding of £0.461m from the Transitional Reserve to cover staff costs, £0.287m is also from the Strategic Investment Reserve to cover the costs of the Ex Service Personnel Mentoring in Schools Programme. In addition £0.423m has been applied as part of the forecast from the Strategic Investment Reserves to cover the costs of promoting sustainable employment for young people.

The forecast also includes a draw down of £2.955m from the Transitional Reserve in relation to the approved Apprentices and Graduates programme.

3.6 Commissioning Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.6.1	COMMISSIONING	0.163	0.163	0.000
3.6.2	CORPORATE COMMISSIONING	0.136	0.136	0.000
3.6.3	ASSET MGT	10.838	10.838	0.000
3.6.4	POLICY INFO & COMMISSION AGE WELL	0.528	0.528	0.000
3.6.5	POLICY INFO & COMMISSION LIVE WELL	0.506	0.506	0.000
3.6.6	POLICY INFO & COMMISSION START WELL	0.432	0.432	0.000
3.6.7	PROCUREMENT	1.271	1.271	0.000
3.6.8	BUSINESS INTELLIGENCE	0.793	0.793	0.000
3.6.9	FINANCIAL RESOURCES	0.113	0.113	0.000
3.6.10	EXCHEQUER SERVICES	3.816	3.516	-0.300
3.6.11	FINANCIAL MGT (DEVELOPMENT AND SCHOOLS)	0.424	0.324	-0.100
3.6.12	FINANCIAL MGT (OPERATIONAL)	1.793	1.743	-0.050
3.6.13	OFFICE OF THE POLICE AND CRIME COMMISSIONER TRES	-0.015	-0.015	0.000
3.6.14	CORPORATE FINANCE	6.373	6.323	-0.050
3.6.15	GOVERNANCE FINANCE & PUBLIC SERVICES	0.139	0.139	0.000
3.6.16	CORONER'S SERVICE	2.472	2.567	0.095
3.6.17	INTERNAL AUDIT	0.528	0.528	0.000
3.6.18	LEGAL AND DEMOCRATIC SERVICES	13.058	12.632	-0.426
3.6.19	LEGAL DEMOCRATIC & GOVERNANCE	0.101	0.101	0.000
	TOTAL - COMMISSIONING	43.470	42.639	-0.831

The total net approved budget for Commissioning Services in 2016/17 is £43.470m. As at the end of quarter 1, the service is forecast to underspend by £0.831m.

3.6.3 Asset Management

No variance from budget is forecast for Asset Management in 2016/17. The forecast includes savings of £0.391m which is offset by the approved application of non-recurrent funding of £0.341m from the Transitional Reserve. The forecast also includes a contribution from the Schools PFI Reserves of £0.070m and a contribution to the PFI BSF Reserve of £0.560m to fund BSF PFI costs over the life of the PFI contracts.

3.6.4 Policy, Information and Commissioning Age Well
3.6.5 Policy, Information and Commissioning Live Well
3.6.6 Policy, Information and Commissioning Start Well

No variance from budget is forecast for the Policy, Information and Commissioning Teams for Start Well, Live Well and Age Well in 2016/17.

The forecast includes the approved saving of £1.337m and is offset by £0.922m from the approved application of the Transitional Reserve. Approval was given to draw down £1.337m from the transitional reserve, however due to early delivery of savings the reduced amount of £0.922m is required.

3.6.7 Procurement

No variance from budget is forecast for Procurement in 2016/17.

The forecast includes the approved saving of £0.416m, however this is offset by the approved application of non-recurrent reserves funding of £0.416m from the Transitional Reserve to cover staff costs.

3.6.8 Business Intelligence

No variance from budget is forecast for Business Intelligence in 2016/17.

The forecast includes the approved saving of £0.555m, however this is offset by the approved application of non-recurrent reserves funding of £0.477m from the Transitional Reserve to cover staff costs.

3.6.9 Financial Resources

3.6.10 Exchequer Services

3.6.11 Financial Management (Development and Schools)

3.6.12 Financial Management (Operational)

3.6.13 Office of the Police and Crime Commissioner Treasurer

3.6.14 Corporate Finance

An underspend of £0.500m is currently forecast for Financial Resources due to staff vacancies. The forecast includes the delivery of £0.911m of savings.

3.6.17 Internal Audit

No variance from budget is forecast for Internal Audit in 2016/17.

3.6.18 Legal and Democratic Services

Legal and Democratic Services is forecast to underspend by £0.426m in 2016/17.

- Management Legal and Democratic Services is forecast to underspend by £0.204m which relates to staff costs.
- Democratic Services is forecast to underspend by £0.129m which largely relates to staff costs.
- Legal Services is forecast to underspend by £0.093m of which £0.318m relates to staff costs offset by overspends of £0.089m which relates to non-staff costs

including printing and legal fees and overspends or under recovery of income against budget of £0.145m across a number of income streams.

The forecast includes savings of £0.286m offset by the approved application of non-recurrent reserves funding of £0.135m from the Transitional Reserve. The forecast also includes £0.049m of SEND Implementation/Reform Grant held on the Former CYP Directorate Grant Funded Reserve to cover the cost of a temporary SEN solicitor and a contribution to the County Council Elections reserve of £0.400m to fund the cost of future local elections.

3.7 Chief Executive Services

Ref	HEAD OF SERVICE	Approved Budget £m	Current Period Forecast Outturn £m	Current Period Forecast Variance £m
3.7.1	CHIEF EXECUTIVE	-0.686	-0.617	0.069
3.7.2	SERVICE COMMUNICATIONS	0.791	0.791	0.000
3.7.3	LARGE SPECIFIC GRANTS TO SUPPORT THE AUTHORITY	-14.589	-14.589	0.000
3.7.4	NON SERVICE ISSUES CORPORATE BUDGETS	43.848	37.140	-6.708
	TOTAL - CHIEF EXECUTIVE	29.364	22.725	-6.639

The total net approved budget for Chief Executive in 2016/17 is £29.364m. As at the end of quarter 1 the service is forecast to underspend by £6.639m. The budget includes the application of savings of £0.065m which has reduced the former contingencies budget to zero and is therefore not reported in the table above.

3.7.1 Chief Executive

No significant variance from budget is forecast for Chief Executive. The forecast includes approved savings of £0.890m which is offset by the approved application of non-recurrent funding of £0.930m from the Transitional Reserve to cover staff costs (specifically Executive Directors, Directors and Executive Support). In addition £1.033m has been forecast to be drawn down from the Transitional Reserve to cover the cost of work being undertaken by PwC.

3.7.2 Service Communications

No variance from budget is forecast for Service Communications.

The forecast includes an approved saving of £0.829m which is offset by the application of non-recurrent funding of £0.618m from the Transitional Reserve. This was approved to be £0.760m, however due to the early delivery of savings the amount required has now been reduced.

3.7.4 Non Service Issues Corporate Budgets

Non Service Issues Corporate Budgets is forecast to underspend by £6.708m in 2016/17.

- Forecast underspends of £1.588m relates to inherited liabilities and central employers costs. This forecast is a continuation of the underspend reported in 2015/16 albeit currently forecast to be higher than the previous year's underspend.
- Strategic is forecast to underspend by £1.620m. The strategic budget funds an annual contribution to the City Deal of £1.295m which is currently forecast to be not required.
- Treasury Management is forecast to underspend by £3.500m. Of this £1.654m relates to forecast interest payable being lower than budgeted and the level of

borrowings (net of shared investment scheme) reducing along with more favourable interest rates which has thereby reduced interest payable. A further £1.846m relates to a forecast surplus on interest receivable largely due to gains incurred for the sale of core bonds offsetting the reduction in interest receivable on sold bonds which was reflected in the budget.

This budget contains the approved application of non-recurrent of £18.286m from the Transitional Reserve. This amount relates to the agreed application funds to support the shortfall in the County Council's revenue budget. This budget also includes an agreed £5.000m contribution from capital receipts, also to support the shortfall in the revenue budget.



Money Matters
Financial Outlook for the County Council
Medium Term Financial Strategy as at
30th June 2016

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1. Executive Summary

1.1 Introduction

This report updates the financial position facing Lancashire County Council over the period 2017/18 to 2020/21. The County Council is experiencing an ongoing period of unprecedented financial pressure as a result of the Government's extended programme of austerity combined with significant increases in demand for public services.

Cabinet have received reports throughout the 2015/16 financial year on the MTFS to cover the period 2016/17 to 2020/21. The last report that highlighted the financial gap to Members was at Full Council in February 2016 where the shortfall in funding by 2020/21 was identified as £194.854m, however following an agreed adjustment at Full Council the revised gap was £196.644m.

Although an underspend of £0.601m was achieved in 2015/16 the County Council is still facing a hugely challenging future with savings of c£100m to achieve as part of the 2016/17 budget and significant additional inflation and demand pressures across Children's Social Care, Adults Social Care and Waste Services which have emerged in recent months. This report considers the impact of budget decisions taken by Cabinet and updates other assumptions in light of the most current information available. As a result of these reviews the funding gap has reduced to £147.944m. Whilst this appears positive overall this reflects different funding assumptions to that presented previously in that the impact of a 3.99% increase (including the 2% Adult Social Care precept) for each of the next 4 financial years is included, which is partially offset by increasing spending pressures to those previously identified and agreed.

The table below provides a detailed analysis and movements between the previously reported financial gap and the revised financial gap:

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m	Total £m
Spending Gap as reported to Full Council February 2016	46.518	51.733	50.614	47.779	196.644
Add change to forecast of spending:					
Pay and Pensions	1.297	1.841	1.764	2.261	7.163
Price Inflation and Cost Changes	3.339	-3.242	-1.958	-1.250	-3.111
Service Demand and Volume Pressures	15.954	1.936	3.875	4.078	25.843
Other	-3.639	1.694	0.759	0.000	-1.186
Loss of specific grants	3.668	1.797	1.778	0.000	7.243
Undeliverable savings	0.729	0.000	0.000	0.000	0.729
Total change to forecast of spending	21.348	4.026	6.218	5.089	36.681
Funding	-19.888	-19.837	-22.654	-23.002	-85.381
Total change to forecast of resources	-19.888	-19.837	-22.654	-23.002	-85.381
Revised funding gap	47.978	35.922	34.178	29.866	147.944

1.2 Conclusion

Lancashire County Council continues to face, as previously stated, an unprecedented period of financial constraint through to at least 2020/21.

The financial commitment required to fund statutory demand led services as they are currently delivered is almost certain to result in using up all the available resources available at a point within the timeframe covered by this financial strategy. We cannot be certain of the point at which funding may not cover statutory demand led services as, for example, the resources available to the County Council have yet to be confirmed for future years. However, indications from previous base budget review tied in with the outturn position delivered in 2015/16 suggest that there will be insufficient resources to cover statutory services from 2018/19.

The County Council, in redesigning the services it provides to the public, faces the challenge of doing so whilst delivering savings over and above those already agreed of an estimated £148m over the next 4 years.

As part of the process of redesigning its services the County Council has previously explicitly recognised that it will need to utilise its reserves. Details on the reserves are detailed in the Money Matters report Appendix B. In this report it is noted that as at 1 April 2016 the County Council had £314.647m of reserves, some of which are already committed. Including the Funding Gap identified in this report, it has been identified that there is an estimated reserves requirement of £47.978m to support the revenue budget in 2017/18. Consequently, by 31st March 2018 it is anticipated that there will only be the £36.000m County Fund and a residual £35.058m of service reserves which includes £8.355m school PFI expenditure and £4.931m which is not LCC money, meaning in effect an available balance of £21.772m. This position is a forecast dependent upon a number of key factors that are detailed within Appendix B.

2. Resources

The MTFs includes government funding based on the Secretary of State's proposed allocations up to 2019/20.

Following decisions on Council Tax and the application of capital receipts taken in setting the 2016/17 budget by Full Council in February 2016 the estimated resources built into the current MTFs are as follows:

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m
Revenue Support Grant	81.508	56.979	32.894	26.928
Business Rates	179.418	185.508	190.480	195.569
Council Tax	412.182	413.196	414.215	415.237
New Homes Bonus	5.530	3.475	3.334	3.334
Better Care Fund	3.210	22.656	40.014	40.014
Transitional Grant	1.154	0.000	0.000	0.000
Capital receipts	12.500	5.000	0.000	0.000
Total	695.502	686.814	680.937	681.082

These were based on a number of assumptions which have revisited as part of this report.

2.1 Settlement Funding Assessment (SFA)

The Secretary of State announces a Settlement Funding Assessment (SFA) for each authority. This is an indication of the level of resources required by an authority which is to be met from business rates and RSG. In 2016/17 the Secretary of State announced details of proposed support for the next 3 years, i.e. up to 2019/20 and the MTFS has been based on this Settlement. These were:

	2017/18	2018/19	2019/20
	£m	£m	£m
Settlement Funding Assessment (SFA)	258.326	239.014	220.747
Funded by:			
Revenue Support Grant	81.508	56.979	32.894
Business Rate Baseline	176.818	182.035	187.853
Total	258.326	239.014	220.747
Reduction in SFA	-33.923	-19.312	-18.267

The Settlement for 2017/18 to 2019/20 were indicative but the Secretary of State offered local authorities the opportunity to apply for a four year finance settlement covering the Revenue Support Grant, Rural Services Delivery Grant and Transitional Grant. Authorities have until 14th October 2016 to accept the offer which is subject to being supported by a published efficiency plan and needs to be considered in the context of the identified gap in funding and the fact that based on current assumptions the funding covered under the offer represents c12% of the Council's assumed core funding in 2017/18 and is already assumed to reduce further each year until ultimately Revenue Support Grant is phased out completely by April 2021 at the latest.

The indicative figures that have been provided remain the best available forecast of Central Government's funding intentions. They have therefore been retained as the basis of this MTFS.

However, there is still significant risk associated with the figures include in the table above. At the time of the final settlement in February 2016 the forecast of economic growth was in the region of 2% per annum. Since then economic conditions and uncertainty both at home and in the world economy have worsened, particularly following the United Kingdom's decision to leave the European Union. Most estimates of UK economic growth over the lifetime of this MTFS are now lower. This will have an impact on Government finances and could potentially result in further public sector expenditure reductions although the Chancellor has announced that the aim to generate a surplus by the end of parliament is no longer sustainable. Further clarity

of the Government's intentions are unlikely to be known until the Autumn Statement when some indication of public sector expenditure will be given.

Business Rates

The business rates budget consists of:

- Business rate top up grant
- Business rate income from District Councils
- Section 31 grants

As shown in the table above detailing the SFA the business rate income is a significant portion of funding to local authorities. The baseline is an assessment of the business rate income required to meet service needs. For the County Council the amount anticipated to be received from the business rates collected in the area is less than its assessed need therefore it receives a top up grant.

The MTFs that was reported to Full Council consisted of:

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m
Top Up grant	142.827	147.041	151.741	156.441
Funding from Districts at baseline	33.991	34.994	36.112	36.542
S31 Grants	2.600	3.473	2.627	2.586
Total	179.418	185.508	190.480	195.569

Note: 2020/21 does not form part of the indicative settlement announced by the Secretary of State.

Unless there is change in the SFA due to the economic uncertainties referred to above; the level of the top up grant between 2017/18 and 2019/20 is the best basis of the forecast available for business rates figures in the MTFs. There is however some degree of discretion over the locally raised amounts.

Under the business rates system a proportion of growth above the baseline accrues to the local authorities. As an example in 2016/17 it is estimated that the County Council will receive £0.500m above the baseline amount.

It is also possible that business rate income could fall, although there is a safety net within the business rates retention system which ensures that no authority's income will fall by more than a set percentage of their original baseline funding level (and this level will be increased by RPI every year). The Safety Net percentage has been set at -7.5%.

In terms of the MTFs, whether or not to add additional income is difficult to assess. There is little local information and much will depend on the general economic performance of local areas. In addition, there are valuation appeals outstanding, some of which are on large value properties. If successful these will have a negative impact on the ability to generate business rates.

The baseline data already assumes an increase in income derived from local business rates. Therefore given the economic uncertainty forecast income has been maintained at the baseline funding level.

In 2015/16 the Government compensated authorities for the cost of a number of measures introduced by the Government. These were the multiplier cap, the temporary doubling of small business rates relief, the temporary maintenance of small business rate relief when a second property is occupied, relief given to newly built properties whilst they are empty (herein after referred to as “new empty” property relief), relief given to long-term empty property brought into occupation (“long-term empty relief”), retail relief, flooding relief and payments made in lieu of transitional relief. Compensation is provided by means of a grant paid under Section 31 of the Local Government Act 2003 and the County Council has been notified that its S31 grant in 2016/17 is £3.992m. There is no information in respect of future years but the main elements of the grant relate to the multiplier cap and the doubling of the small business rate relief.

Assuming that the reliefs continue the impact of the multiplier cap is likely to rise with inflation as without the cap the income would have increased. Other reliefs are more likely to relate to the change in the business rate base. It has been assumed that the level of S31 grants is maintained at the current level.

Overall the increase in forecasted income from business rates is as follows:

	£m	Year on Year change (£m)
2017/18	1.443	1.443
2018/19	0.633	-0.810
2019/20	1.558	0.925
2020/21	1.686	0.128

The final aspect of the business rate forecast is the pooling arrangement. The 2016/17 budget includes an additional £0.400m due from the pooling arrangement. The pool is a one year arrangement. Clearly, it is possible that it could be extended for future year(s). This will largely depend on the willingness of the District Councils to continue to participate. A key risk for District Councils is the possibility of losing the safety net as a result of being in a pool. The current MTFS currently excludes the impact of the pool but will be reviewed and updated once the position on the continuation of pooling arrangements beyond 2016/17 is known.

Council Tax

The MTFS previously did not include any provision for an increase in Council Tax for 2017/18 and beyond. With respect to the Council Tax the position now built into the MTFS is that, due to the size of the funding gap, an assumption that Council Tax would

increase by 3.99% per annum which is the current referendum limit; although it is important to note that this has not been confirmed for future years.

The MTFs last presented to Cabinet assumed a small percentage increase in the tax base of between 0.25% and 0.56% per annum.

The tax base growth will increase in relation to the number of new properties but any growth will also be offset by the reliefs and assumed collection rates. So like the business rates the overall economic picture would have an impact on the forecast. Recent tax base data are:

	Tax base	% change
2010/11	382,201	
2011/12	383,227	0.27
2012/13	383,703	0.12
2013/14	331,648	-13.57
2014/15	336,050	1.33
2015/16	342,636	1.96
2016/17	348,980	1.85

The financial year 2013/14 saw the introduction of a new system whereby local authorities were responsible for Council Tax support with the abolition of the national council tax benefits scheme. The year on year change in the tax base are not comparable.

Ignoring 2013/14 the council tax base has grown each year. The growth rate does exceed the rate provided for in the MTFs by up to 1.7%. These recent years are data from a time when the economy was growing and it would be reasonable to expect growth. Whether or not this trend continues is one which needs to be kept under review. Before the introduction of the technical changes in April 2013 the national average annual increase was approximately 0.6%. If the Council Tax was kept the same yet the council tax base was assumed to increase by 1% per annum the impact would be:

	2017/18	2018/19	2019/20	2020/21
	£m	£m	£m	£m
Increase in income	1.921	5.048	8.211	11.414
Impact on Funding Gap	1.921	3.127	3.163	3.203

The MTFs now presented assumes a 3.99% increase in Council Tax along with a 1% increase in the tax-base. This has the following impact:

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m
Increase in Income	18.444	39.092	60.821	83.695
Impact on the Funding Gap	18.444	20.647	21.729	22.874

New Homes Bonus

The 2016/17 Local Government Finance Settlement included an actual New Homes Bonus figure for 2016/17 and indicative allocation for 2017/18 to 2019/20. These future years' form the basis of the MTFS. They are lower in later years to reflect a reduction in the total funding allocated. However, the New Homes Bonus System (NHB) is subject to change and actual allocations will depend upon the outcome of the consultation that was undertaken earlier in 2016 and also the impact of future local growth. At this stage it is still the best information available for NHB allocations.

Better Care Fund/ Transitional Grant

The MTFS is based on indicative data in the last Settlement and therefore represent the best estimate available.

Capital Receipts

As part of the Autumn Statement the Chancellor of the Exchequer announced that the rules for the use of capital receipts, which is the income received from the sale of the County Council's fixed assets, were to be amended to help local authorities deliver more efficient and sustainable services. Previously the use of capital receipts has been restricted to the funding of capital expenditure or the repayment of debt. From 1 April 2016 capital receipts can be used to fund revenue expenditure which meets qualifying criteria, which is that the revenue expenditure needs to be on any project which is designed to generate ongoing revenue savings or to transform the service so as to make savings or improve the quality of service provision.

Local authorities will only be able to use capital receipts from the sale of property, plant and equipment received in the years in which this flexibility is offered. They may not use their existing stock of capital receipts to finance the revenue costs of reform.

Current estimates of the capital receipts to be generated are:

	2016/17 £m	2017/18 £m	2018/19 £m
Capital receipts generated	5.000	12.500	5.000

An estimated £22.500m has previously been agreed to be applied to the revenue budget. It should be noted that the receipts are one-off resources and there is a possibility that the level of receipts to be generated from the sale of assets will not be maintained at these levels for a sustained period of time. The actual receipts received in any one year will fluctuate in line with local property markets and the type of asset

available for sale. Therefore, there is a risk that in any given year the receipts actually received will be less than assumed and therefore the situation will be monitored closely.

The funding gap shown in section 1.1 already assumes the use of these receipts. This is subject to the approval of the recommendation that the capital receipts are applied to revenue as outlined above.

Based on the potential increases outlined above the funding gap would be reduced by £85.781m from changes in resourcing. This is primarily due to the assumed increase in Council Tax. The breakdown is shown below:

	2017/18	2018/19	2019/20	2020/21	Total
	£m	£m	£m	£m	£m
S31 grants	1.444	-0.810	0.925	0.128	1.687
Council tax increase	18.444	20.647	21.729	22.874	83.694
Total	19.888	19.837	22.654	23.002	85.381

3. Net Spending Pressures

The MTFs covers spending pressures including pay increases, contractual inflation, increased demand for services and the impact of previously agreed savings measures that are either no longer achievable at all or not to the scale or in the timeframes originally planned.

3.1 Pay

In the July 2015 Budget the Chancellor announced a 4 year restriction on public sector pay increases at 1% per year. This assumption was built into the current MTFs and remains unchanged, however a full review of the current staffing cohort and future savings that may impact on staffing has been included. This also incorporates a separate calculation for the National Living Wage which the County Council is committed to paying its employees as an accredited member of the Living Wage Foundation.

As part of the review of the MTFs a resource requirement has been built in to fund the cost of increments that will be paid to staff as they progress up their respective grades. The staffing budgets have undergone a full realignment in 2016/17 with budgets being allocated on specific grade points at the start of 2016/17, therefore additional budget will be required to fund increments over future years and this has not previously been built into the MTFs.

The table below presents the amounts already built into the MTFs for pay and the impact of the revised calculation:

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m	Total £m
Pay – Previous MTFS	4.149	3.289	3.368	3.428	14.234
Pay requirement (1% increase and Living Wage)	3.107	2.970	3.448	4.360	13.885
Incremental Pressure	2.339	2.160	1.684	1.329	7.512
Revised Pay Budget Requirement	5.446	5.130	5.132	5.689	21.397
Impact on Financial Gap	1.297	1.841	1.764	2.261	7.163

It is important to note that the figures detailed above do not include the impact of any additional adjustments to salary scales to maintain wage differentials and this represents a significant risk in terms of the potential additional cost.

3.2 Price Inflation and Cost Changes

Contractual price increases represent a significant cost pressure to the County Council. The assumptions have been subject to regular review by services with an increase of £3.111m identified over the 4 year period.

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m	Total £m
Total price inflation	16.698	16.894	17.813	19.731	71.136
Revised price inflation requirements	20.037	13.652	15.855	18.481	68.025
Impact on Financial Gap	3.339	-3.242	-1.958	-1.250	3.111

Some of the key areas of price pressure are:

- An estimated £48m over the MTFS period for payments to external providers of social care attract annual inflation in order for the fees paid by the County Council to keep up with increases in the price of resources for suppliers. The

County Council has a legal responsibility to demonstrate the suppliers are able to deliver services with the fees paid to them. The inflation assumptions used for externally provided social care are based on the application of relevant inflation rates to a costing model. This figure also incorporates recent fee increases of £5.2m that were agreed by the Cabinet Member which is the main reason behind the additional requirement in 2017/18.

- The overall additional budget requirement for the provision of waste disposal over the period of the MTFs is £7.262m. The requirement within the previous MTFs was £11.005m with the revised position incorporating assumptions surrounding waste transport in relation to a new contract from 2018/19 onwards.
- The overall additional budget requirement for children's social care including agency payments, residence orders, foster and other allowances and payments to health is £6.086m. In the previous MTFs the requirement was £4.621m. The increased inflationary pressure is linked to the increased demand that will have an inflationary pressure applied to it.

3.3 Demand Pressures

All services have reviewed the demand pressures faced by the County Council in future years. The impact of this review has been identified and is reflected in the revised MTFs and it can be seen that a significant proportion of the funding gap that has been identified is due to demand pressures.

In total it is estimated that the demand pressures are now £85.141m. This is an increase of £25.843 from the previous MTFs over this time period.

	2017/18 £m	2018/19 £m	2019/20 £m	2020/21 £m	Total £m
Total Demand	14.027	13.512	14.623	17.136	59.298
Revised Demand Requirements	29.981	15.448	18.498	21.214	85.141
Impact on Financial Gap	15.954	1.936	3.875	4.078	25.843

Adult Social Care represents a large proportion of the demand pressures. Adult Social Care has long seen annual increases in the demand for services and the MTFs attempts to predict growth in future years largely based on past activity trends but also taking into account future population changes.

In deriving the estimated cost of demand the following projections have been used:

- Older People – population projections from the ONS for the aged over 85 population.

	2017/18	2018/19	2019/20	2020/21
Total Older People Population Projection Growth	1.92%	2.52%	3.07%	3.57%

These have been updated from the previous MTFS resulting in an £5.6m increase in the budget requirement, primarily from 2019/20 onwards.

All other demand assumptions contained within this revised MTFS regarding Adult Social Care have remained the same as those used in the MTFS and funding gap reported to Full Council in February 2016.

- The cost of Children's Social Care demand has significantly increased as part of this revised MTFS (and can be linked to the budget monitoring position for Children's Social Care). An amount of £6.807m including £5.000m to meet additional costs, primarily social worker capacity post Ofsted inspection were previously included in the MTFS for the 4 year period.

The forecast is based on available financial and activity information and assumes that placements will increase over the next 12 months by 0.8% per month and then after that will increase as per child population increases. Work is underway to review the underlying reasons for increases in numbers of placements and is an area that is being kept closely under review.

The additional budget requirement of £12.234m in 2017/18 for Children's Social is included within the revised MTFS. This reflects the overspend that is being reported as part of budget monitoring in 2016/17 and continues to anticipate a growing population of children looked after in 2017/18 and beyond with an overall additional £13.238m included from 2017/18 – 2020/21.

- The revised MTFS for 2017/18 includes an additional £5.240m for Waste Services. This includes £1.241m which had incorrectly double counted a saving in the previous MTFS. In addition demand assumptions made in the previous MTFS are estimated to be too low, therefore an additional £0.600m has been included to rectify the overspend position reported. The remaining requirement is due to an increase in residual waste arisings with 4% now being forecast (compared to a previously assumed 1%) and some additional green waste costs.

3.4 Other

This section contains adjustments that are required that do not predominantly fall into any of the categories noted above. The total reduction of £1.186m is comprised of the following:

- A reduction in the budget required for of £1.140m in the Public and Integrated Transport due to charges being made to the schools block in relation to non-maintained special schools.
- Re-phasing of the income expected from Working Together with Families Grant.

3.5 Loss of specific grant

The County Council receives various grants which are specific and form part of the net expenditure pressures rather than the general resources of the authority referred to in section 2 above. The County Council was subject to an in-year reduction to the Public Health Grant of £4.3m in 2015/16 with a further reduction now confirmed in 2016/17 and reported as part of budget monitoring. It is anticipated that this will be a continuing reduction and has been revised for this MTFS.

3.6 Savings and Cabinet Decisions

The savings to be achieved are constantly under review. This has resulted in some savings plans being identified as now not being fully deliverable, most significantly public and Integrated Transport whereby £0.493m of the £2.499m agreed saving for transport to day centres cannot be delivered.

4. Future Risks

In addition to the economic uncertainty post-Brexit outlined earlier in the report, the following are key future risks, the full impact of which is not yet known at this stage:

4.1 Agreed Savings Plans Delivery

The scale of agreed savings is hugely significant given both the scale and areas covered, and there are inherent risks in their delivery. Any significant under-delivery of agreed savings will create an additional funding gap and impact on the ongoing and longer-term financial health of the Council. This has been identified as one of the highest level risks in the Risk and Opportunity Register. There are comprehensive arrangements in place to track delivery of financial savings and take corrective actions where required.

4.2 Identification of Further Savings Opportunities

Cabinet has agreed a financial strategy based on:

- Setting an expenditure target for service expenditure levels to move in line with the lower quartile of the most appropriate group of local authorities for individual services.
- Stage 3 of the base budget review being the zero base with a fundamental review of all expenditure within services to ensure the best value for money. Work is progressing on identifying the scope for further savings opportunities.

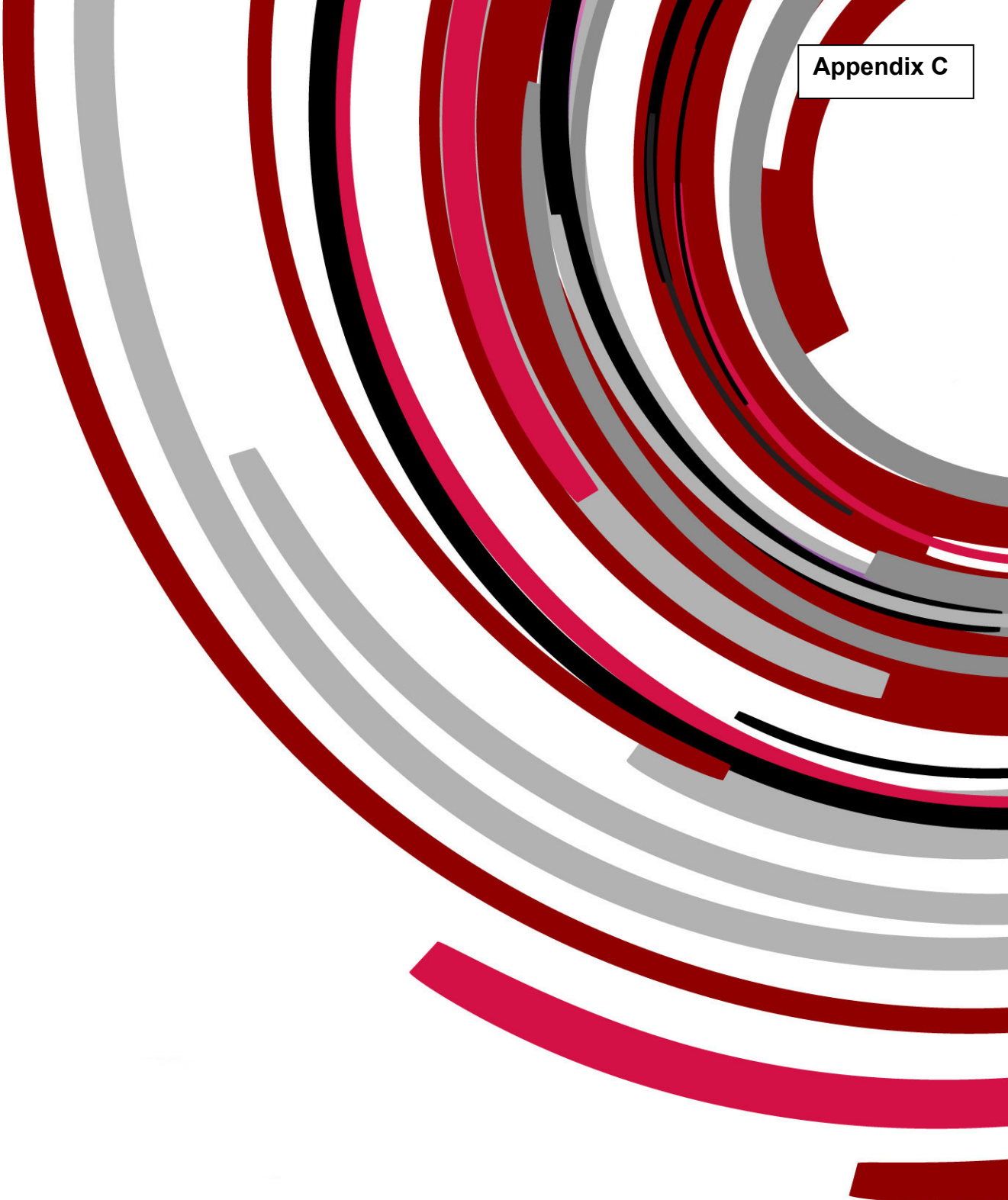
- External consultants have been appointed to assist the council in scoping and undertaking the review of its operating model. A key element of this is the development of a public services operating model for the County Council to enable it to be sustainable within its forecast financial resource envelope by 2020/21.
- Transformational work across Adult Social Care aimed at both improving systems and processes and delivering significant financial savings. Work is well progressed on identifying the overall scale and phasing of benefits from the review.

4.3 Business Rates Retention / Changes to Funding Formula

In 2015 the Chancellor announced that local government as a whole would be able to keep 100% of business rates by 2020. Using Office for Budget Responsibility (OBR) forecasts the Government has estimated that additional business rates kept by councils will be c£13bn by 2020/21 with the intention to transfer new responsibilities to local government to ensure cost neutrality overall of the funding changes. There is currently a system of redistribution (top-ups and tariffs) to reflect there are councils with relatively higher needs but lower income from business rates and vice versa. The Secretary of State for Communities and Local Government has also announced a full review of needs and redistribution which will be use as the starting point for the new system when it comes into force. The County Council currently receives a top-up grant, primarily as a result of having Adult Social Care responsibilities, and there is insufficient information currently, although work is progressing nationally with a consultation regarding the changes underway, to model what the financial impact of the changes will be and the financial impact on the County Council.

4.4 STP

Since 2015 the County Council has been a partner organisation in the Better Care Fund planning and pooled budget arrangements with Clinical Commissioning Groups (CCG's). Building on this is the requirement for every part of the NHS to have a locally led Sustainability and Transformation Plan (STP) in place by 2017. This is within the context of the substantial financial challenges for the health and social care system in Lancashire and will necessarily involve the development of new delivery models and ways of working to minimise the impact of funding reductions and provide a better offer for patients and service users.



Money Matters
Update on the County Council's Reserves
Position as at 30th June 2016

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Money Matters – Update on the County Council's Reserves Position for 2016/17

1. Executive Summary

1.1 Introduction

As at 1st April 2016 the County Council had total reserves of £400.669m. Of this, £86.022m was held for schools and its use is restricted. Therefore the County Council's reserves were £314.647m and included £15.730m held on behalf of other organisations and not at the direct discretion of LCC to spend.

This report sets out the reserves position in line with the current budget monitoring report.

1.2 Summary

As part of the process of redesigning its services the County Council has previously explicitly recognised that it will need to significantly utilise its reserves over the next 2 financial years.

The forecast reserves position contained an approved commitment from the Transitional Reserve of £46.518m in 2017/18 to support the previously reported financial gap. However, following a review of the MTFs (Appendix C) it is now identified that £47.978m is required in 2017/18 (an additional £1.460m). The additional requirement **has been included within the reserves forecast detailed within this report.**

The budget monitoring position for the financial year 2016/17 (Appendix A) is reporting a forecast overspend of £11.267m. If this is the financial outturn 2016/17 for the County Council this will be a further commitment against the Transitional Reserve that **is not currently included within the forecast reserves position in this report due to this being an early forecast within the 2016/17 financial year.**

In summary, by 31st March 2018 it is expected that there will only be the £36.000m County Fund and a residual £35.058m of service reserves which includes £8.355m school PFI expenditure and £4.931m which is not LCC money, meaning in effect the available balance of £21.772m. All other reserves will have been spent. If the additional funding is required of £11.267m (budget monitoring forecast overspend), this will result in a balance of service reserves being available as at 31st March 2018 of £23.791m which includes £8.355m school PFI expenditure and £4.931m which is not LCC money, in effect leaving £10.505m available within reserves.

When reviewing the County Council's reserves in conjunction with the Medium Term Financial Strategy (Appendix C) the funding requirement to bridge the financial gap in 2018/19 would total £83.900m. Therefore from the forecast contained within this report there will not be sufficient funds within reserves to support the 2018/19 budget.

In summary, this report indicates that there is potentially sufficient funds within reserves to deliver a balanced budget in 2017/18. However this is dependent upon a number of key factors:

- The forecast in year overspend is minimised.
- All values within reserves that are currently reported to be available funds are transferred into the transitional reserves with no further commitments emerging in these areas now that the transfer has taken place.
- There is limited slippage on the agreed savings programme for 2017/18 and 2018/19. As any slippage will result in a requirement for funding from reserves.

However, it must also be noted that the County Council is currently seeking to find any further additional savings opportunities, linked primarily to the zero based budget review work-streams.

3. Reserves

The table below illustrates the summary forecast position in respect of the Council's reserves:

Reserve Name	Approved as at 1st April 2016	2016-17 Forecast Spend	2016-17 Transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
	£m	£m	£m	£m	£m	£m	£m	£m
County Fund (3.1)	-36.000	0.000	0.000	-36.000	0.000	0.000	0.000	-36.000
Strategic Investment Reserve (3.2)	-10.971	8.118	0.194	-2.658	0.739	0.643	0.000	-1.276
Downsizing Reserve (3.3.1)	-64.841	42.384	4.664	-17.793	17.753	0.040	0.000	0.000
Risk Management Reserve (3.3.2)	-15.784	6.733	4.500	-4.552	4.164	0.000	0.000	-0.387
Transitional Reserve (3.4)	-141.837	67.189	-14.251	-88.899	73.787	0.530	0.000	-14.582
To facilitate the transition of services (3.4)	0.000	0.000	-3.000	-3.000	0.000	0.000	0.000	-3.000
Service Reserves (3.5)	-45.214	14.647	2.665	-27.902	13.302	-0.767	-0.048	-15.415
TOTAL	-314.647	139.071	-5.228	-180.804	109.746	0.446	-0.048	-70.660

Note: the Service Reserves reflect the inclusion of the actual income and committed expenditure for the Growth Deal of £52.825m. This cannot be seen in the table above as these are funds that come into reserves and are spent during the year and therefore have a net nil impact.

3.1 County Fund Balance

The County Fund is the balance set aside to cover the authority against a serious emergency situation (e.g. widespread flooding); a critical and unexpected loss of income to the authority and for general cash flow purposes. In considering these various factors the County Council holds a County Fund balance at £36.000m. It is proposed this balance is retained as a prudent safeguard against any unexpected financial pressures.

3.2 Strategic Investment Reserve

This reserve is held to fund an agreed programme of investment in areas including economic development, increasing employment opportunities and green energy.

The reserve currently has a balance of £10.971m. £8.118m is forecast to be spent in 2016/17, £0.194m is being transferred to the Transitional Reserve and another £1.382m is forecast to be spent by 2019/20 leaving a balance of £1.276m.

Details of the commitments are shown in Annex A.

3.3 Reserves held to deliver Organisational Change

The County Council currently has two reserves to deliver organisational change: the Downsizing Reserve and the Risk Management Reserve.

3.3.1 Downsizing Reserve

The Downsizing Reserve is predominantly used to fund voluntary redundancies arising from the reduction in the size of the organisation.

This reserve currently has a balance of £64.841m. In 2016/17 spend against the reserve is forecast to be £42.384m of which £38.136m is committed for estimated redundancy costs. The value required for redundancy costs is currently being reviewed and will continue to be closely monitored as individual services restructure to confirm whether the value and phasing of the commitment remains appropriate.

In addition, as part of the review of this reserve an uncommitted amount of £4.664m has been transferred to the Transitional Reserve. There are currently an estimated £17.793m of costs by 2019/20 which will leave a nil balance on the reserve at 31 March 2020.

Details of the commitments are shown in Annex B.

3.3.2 Risk Management Reserve

The Risk Management Reserve was created as a result of extraordinary Treasury Management performance during 2014/15 and previous years. This reserve is available to help the authority manage risks to funding and service delivery going forward.

This reserve has a balance of £15.784m on 1st April 2016. It is forecast that £6.733m will be spent in 2016/17 in addition to £4.500m uncommitted reserves transferring to the transitional reserve. It is forecast that a further £4.164m is committed in 2017/18 leaving a balance of £0.387m at the end of 2019/20.

Details of the commitments are shown in Annex B.

3.4 Transitional Reserve

The plans announced at 26th November Cabinet for the period 1st April 2016 until 31st March 2018 are heavily supported by reserves. A Transitional Reserve has been created to provide a source of funding for these plans and the balance at the 1st April 2016 was £141.837m. Cabinet plans have specifically identified £141.506m use of reserves during the period which includes the funding gap identified in the Medium Term Financial Strategy (MTFS) for 2016/17 and 2017/18 of £66.264m. After additional net transfers in from other reserves and transfer in of surplus balances on the 2015/16 council tax, business rates and new homes totalling £14.251m the forecast balance on the reserve at the end of 2019/20 is a surplus of £14.582m.

Details of the commitments are shown in Annex C.

3.4.1 Reserve to facilitate the transition of services

At Full Council on 11th February 2016 a budget amendment was approved that requested a £3.000m contingency be made available from reserves to facilitate the transition of services. This has been set aside from the Transitional Reserve because of this specific nature of the approval.

Details are shown in Annex C.

3.5 Service Reserves

The County Council holds numerous reserves for specific service provision.

As at 1st April 2016 service reserves totalled £45.214m. There are forecast costs of £14.647m in 2016/17, transfers to the Transitional Reserve of £2.665m and spend from reserves of £12.487m in later years to leave a balance of £15.415m at the end of 2019/20. £9.065m of this balance relates to long term PFI programmes and £5.728m is not LCC money.

Details of the Service Reserves are shown in Annex D.

3.6 Schools

Under statute schools have delegated budgets. It is the responsibility of the individual schools to maintain reserves to cover risks and meet future plans. As schools make their own delegated decisions on when to use reserves, no forecast is made. School reserves cannot be used for any other purpose. The current status of schools' reserves is as follows:

Reserve Name	Opening Balance as at 1 April 2016	YTD actual 2016/17	Forecast Closing Balance as at 31 March 2017
	£m	£m	£m
School Reserves	86.022	-5.794	80.228

4. Impact of 2016/17 Outturn Forecast

The current monitoring report is showing an overspend of £11.267m. Any overspend at the year-end will need to be funded from the Transitional Reserve.

5. Transfers between Reserves

A further review of reserves held has identified areas where there are no commitments and therefore the following transfers between reserves that have been included in this report are:

TRANSFERS BETWEEN RESERVES	£m	Transfer from	Transfer To	Reason
Young Person's Travel	-0.194	Strategic Investment Reserve	Transitional Reserve	Additional spend needed
School Crossing Patrols	-1.500	Risk Management Reserve	Transitional Reserve	Reserve not required
Delay in Wellbeing & Prevention Service Offer	-3.000	Risk Management Reserve	Transitional Reserve	Additional spend needed
Unallocated surplus	-4.664	Downsizing Reserve	Transitional Reserve	Reserve not required
Schools Forum money	-0.416	Former CYPDFM* General	1093306 Schools DSG Reserve	Surplus transferred back to Schools
Schools Forum money	-0.884	Former CYPDFM* General	Transitional Reserve	Reserve not required
Adult fee increases	-1.365	1293755 Adult Social Care - Transit	Transitional Reserve	Uncommitted balance in Adult Social Care for work being funded from Transitional Reserve
To facilitate the transition of services	-3.000	Transitional Reserve	Facilitate of transition of services	Transfer to keep separate from Transitional Reserve

Annex A – Strategic Investment Reserve

STRATEGIC INVESTMENT RESERVE	Opening Balance as at 1 April 2016	2016-17 Forecast Spend	2016-17 Transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
	£m	£m	£m	£m	£m	£m	£m	£m
Promoting Sustainable Employment for Young People	-0.304	0.423	0.000	0.119	0.000	0.000	0.000	0.119
Young Person's Travel	-0.194	0.000	0.194	0.000	0.000	0.000	0.000	0.000
Economic Development - GAMMA	-0.017	0.017	0.000	0.000	0.000	0.000	0.000	0.000
Economic Enterprise Zone Strategic Development	-0.500	0.500	0.000	0.000	0.000	0.000	0.000	0.000
Economic Development - Exertis	-0.500	0.500	0.000	0.000	0.000	0.000	0.000	0.000
Economic Development - Boost Continuation	-1.929	0.643	0.000	-1.286	0.643	0.643	0.000	0.000
Armed Forces Apprentice Costs	-1.770	0.287	0.000	-1.483	0.096	0.000	0.000	-1.387
Early Action /Early Response	-0.100	0.100	0.000	0.000	0.000	0.000	0.000	0.000
Green Energy Fund	-5.000	5.000	0.000	0.000	0.000	0.000	0.000	0.000
Core Systems Transformation	-0.657	0.649	0.000	-0.008	0.000	0.000	0.000	-0.008
Total on Strategic Investment Reserve	-10.971	8.118	0.194	-2.658	0.739	0.643	0.000	-1.276

Annex B – Downsizing and Risk Management Reserves

DOWNSIZING & RISK MANAGEMENT RESERVES	Opening Balance as at 1 April 2016	2016-17 Forecast Spend	2016-17 Transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
<u>Downsizing Reserve</u>	£m	£m	£m	£m	£m	£m	£m	£m
Redundancy provision	-50.849	38.136	0.000	-12.713	12.713	0.000	0.000	0.000
Transitional costs associated with Transformation Programme	-2.328	2.248	0.000	-0.080	0.040	0.040	0.000	0.000
Review for Adult Social Care (Newtons)	-7.000	2.000	0.000	-5.000	5.000	0.000	0.000	0.000
Unallocated surplus	-4.664	0.000	4.664	0.000	0.000	0.000	0.000	0.000
Total on Downsizing Reserve	-64.841	42.384	4.664	-17.793	17.753	0.040	0.000	0.000

<u>Risk Management Reserve</u>	£m	£m	£m	£m	£m	£m	£m	£m
Occupational Health	0.003	0.000	0.000	0.003	0.000	0.000	0.000	0.003
Adults LD Remodelling Reserve	-0.784	0.784	0.000	0.000	0.000	0.000	0.000	0.000
Provision to mitigate against risk DoLS- Deprivation of Liberty Safeguards	-2.900	0.725	0.000	-2.175	2.175	0.000	0.000	0.000
Impact of Fairness Commission Report Council Welfare Provision and the Care and Urgent Needs	-3.000	3.000	0.000	0.000	0.000	0.000	0.000	0.000
School Crossing Patrols	-1.500	0.000	1.500	0.000	0.000	0.000	0.000	0.000
Social Work Dedicated Review Team	-2.653	0.664	0.000	-1.989	1.989	0.000	0.000	0.000
Liquid Logic - Children's Services	-0.400	0.260	0.000	-0.140	0.000	0.000	0.000	-0.140
Liquid Logic - Adult Social Care	-0.250	0.000	0.000	-0.250	0.000	0.000	0.000	-0.250
Payment of additional allowances when staff are on leave	-1.300	1.300	0.000	0.000	0.000	0.000	0.000	0.000
Transfer to Transitional Reserve for Wellbeing	-3.000	0.000	3.000	0.000	0.000	0.000	0.000	0.000
Total on Risk Management Reserve	-15.784	6.733	4.500	-4.552	4.164	0.000	0.000	-0.387

Annex C – Transitional Reserve & Transition of Services Reserve

TRANSITIONAL RESERVE	Approved as at 1st April 2016	2016-17 Forecast Spend	2016-17 transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
	£m	£m	£m	£m	£m	£m	£m	£m
SPEND FROM THE TRANSITIONAL RESERVE								
Use of reserves in future years as per 26th Nov Cabinet paper - revised in Feb 16 (BoP) 16/17 & 17/18 spend	-65.856	37.405	0.000	-28.451	23.061	0.000	0.000	-5.390
Use of reserves in future years to cover revenue shortfall	-64.804	18.286	0.000	-46.518	47.978	0.000	0.000	1.460
Delay in Wellbeing & Prevention Service Offer	-4.755	3.315	0.000	-1.440	0.000	0.000	0.000	-1.440
Children's Newtons + Skylake	-0.200	0.241	0.000	0.041	0.000	0.000	0.000	0.041
To fund shortfall on domestic abuse contracts (C&D)	-0.238	0.238	0.000	0.000	0.000	0.000	0.000	0.000
To facilitate the transition of services	-3.000	0.000	3.000	0.000	0.000	0.000	0.000	0.000
Brierfield Mill - May16 approval for Capital spend	0.000	0.250	0.000	0.250	0.000	0.000	0.000	0.250
PwC Consultancy packages	0.000	1.033	0.000	1.033	0.000	0.000	0.000	1.033
Older People's Residential & Nursing Homes	0.000	1.700	0.000	1.700	0.000	0.000	0.000	1.700
Repayment of funds held for East Lancs CCG	0.000	0.544	0.000	0.544	0.000	0.000	0.000	0.544
Supported Living and Domiciliary Care Fees for 2016/17	0.000	3.500	0.000	3.500	0.000	0.000	0.000	3.500
Apprentices & Graduate salaries	0.000	0.177	0.000	0.177	2.248	0.530	0.000	2.955
Young Person's Travel	0.000	0.500	0.000	0.500	0.500	0.000	0.000	1.000
Unallocated Balance on Transitional Reserve	-2.984	0.000	0.000	-2.984	0.000	0.000	0.000	-2.984
TRANSFERS INTO THE TRANSITIONAL RESERVE								
Council Tax Collection Fund surplus 2015-16	0.000	0.000	-7.037	-7.037	0.000	0.000	0.000	-7.037
Returned New Homes Bonus 2015-16	0.000	0.000	-0.399	-0.399	0.000	0.000	0.000	-0.399
Business Rates Collection Fund Deficit 2015-16	0.000	0.000	2.334	2.334	0.000	0.000	0.000	2.334
Clayton Park Conference Centre Limited	0.000	0.000	-0.542	-0.542	0.000	0.000	0.000	-0.542
Transfer to / from other Reserves	0.000	0.000	-11.607	-11.607	0.000	0.000	0.000	-11.607
Total on Transitional Reserve	-141.837	67.189	-14.251	-88.899	73.787	0.530	0.000	-14.582

TRANSITION OF SERVICES RESERVE	Approved as at 1st April 2016	2016-17 Forecast Spend	2016-17 transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
	£m	£m	£m	£m	£m	£m	£m	£m
To facilitate the transition of services	0.000	0.000	-3.000	-3.000	0.000	0.000	0.000	-3.000

Annex D – Service Reserves

Reserve Name	Opening Balance as at 1 April 2016	2016-17 Forecast Spend	2016-17 transfers to / from other reserves	2016-17 Forecast Closing Balance	2017-18 Forecast Spend	2018-19 Forecast Spend	2019-20 Forecast Spend	Total as at 31 March 2020
	£m	£m	£m	£m	£m	£m	£m	£m
YOT - General Youth Offending	-1.024	0.010	0.000	-1.014	0.210	0.103	0.000	-0.701
Former CYP DFM* General	-5.902	0.770	1.300	-3.832	3.793	0.000	0.000	-0.040
Former CYP Directorate Grant Funded	-1.852	0.278	0.000	-1.574	1.574	0.000	0.000	0.000
Crime & Disorder	-0.714	0.714	0.000	0.000	0.000	0.000	0.000	0.000
Schools – Fulwood High School Private	-1.014	0.070	0.000	-0.944	0.060	0.070	0.080	-0.734
Finance Initiative Earmarked Reserve Schools – Private Finance Initiative - Building Schools for the Future Wave 1	-6.311	-0.560	0.000	-6.871	-0.600	-0.490	-0.370	-8.331
LSCB Reserve	-0.449	0.013	0.000	-0.436	0.000	0.000	0.000	-0.436
Museum Acquisition Fund	-0.002	0.000	0.000	-0.002	0.000	0.000	0.000	-0.002
Queen Street Steam Engine Repair Fund.	-0.204	0.020	0.000	-0.184	0.000	0.000	0.184	0.000
Lancaster City General Acquisitions Fund	-0.008	0.000	0.000	-0.008	0.000	0.000	0.008	0.000
Lancaster Adult Learning HQ General	-0.429	0.280	0.000	-0.149	0.000	0.000	0.000	-0.149
Former Adults Directorate Grant Funded	-0.537	0.131	0.000	-0.406	0.335	0.000	0.500	0.428
Adult Social Care - Transitional Reserve	-4.004	0.660	1.365	-1.979	1.979	0.000	0.000	0.000
Health Services	-4.100	4.100	0.000	0.000	0.000	0.000	0.000	0.000
Better Care Fund Reserve	-1.368	0.000	0.000	-1.368	1.368	0.000	0.000	0.000
BSOG Reserve	0.000	-0.864	0.000	-0.864	0.864	0.000	0.000	0.000
Roundabout Sponsorship Income	-0.048	-0.100	0.000	-0.148	0.000	0.000	0.000	-0.148
Improved Outcomes Partnership	-0.057	0.057	0.000	0.000	0.000	0.000	0.000	0.000
UK & Ireland Civinet Network	-0.030	0.017	0.000	-0.013	0.000	0.000	0.000	-0.013
Waste PFI Compensation Payments Reserve	-0.482	0.015	0.000	-0.467	0.467	0.000	0.000	0.000
Equipment Renewal Reserve	-0.331	0.060	0.000	-0.271	0.000	0.000	0.000	-0.271
Joint Service Needs Assessment Reserve	-0.104	0.000	0.000	-0.104	0.000	0.000	0.000	-0.104
Multi Agency Data Exchange Reserve	-0.051	0.000	0.000	-0.051	0.000	0.000	0.000	-0.051
Parking Reserve Fund Reserves	-0.144	0.000	0.000	-0.144	0.000	0.000	0.000	-0.144
Building Design & Consultancy Reserve	-0.020	0.000	0.000	-0.020	0.000	0.000	0.000	-0.020
NoW Card Renewal	-0.400	-0.030	0.000	-0.430	0.400	-0.050	-0.050	-0.130
Energy Surveys	-0.066	0.000	0.000	-0.066	0.000	0.000	0.000	-0.066
Priorities Contingencies Reserve	-0.010	0.010	0.000	0.000	0.000	0.000	0.000	0.000
Waste Plant Rectification	-7.500	6.500	0.000	-1.000	1.000	0.000	0.000	0.000
Former Finance & Information DFM General	-0.060	0.000	0.000	-0.060	0.000	0.000	0.000	-0.060
Former OCE General Reserve	-0.727	0.727	0.000	0.000	0.000	0.000	0.000	0.000
Economic Development Reserve	-0.027	0.027	0.000	0.000	0.000	0.000	0.000	0.000
Lancashire Enterprise Partnership (LEP) Reserve	-1.553	0.000	0.000	-1.553	0.000	0.000	0.000	-1.553
Growth Deal	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Champions Funds	-0.003	0.000	0.000	-0.003	0.003	0.000	0.000	0.000
Former Corporate DFM Schemes	-1.830	1.830	0.000	0.000	0.000	0.000	0.000	0.000
Election Reserve	-1.251	-0.400	0.000	-1.651	1.651	-0.400	-0.400	-0.800
Local Member & Gateway Grant	-0.083	0.000	0.000	-0.083	0.083	0.000	0.000	0.000
School Catering Repair And Maintenance	-1.743	-0.210	0.000	-1.953	0.000	0.000	0.000	-1.953
Funding of Capital Projects - Resources	-0.147	0.000	0.000	-0.147	0.000	0.000	0.000	-0.147
Public Health	-0.628	0.523	0.000	-0.105	0.115	0.000	0.000	0.010
TOTALS	-45.214	14.647	2.665	-27.902	13.302	-0.767	-0.048	-15.415

Report to Cabinet

Date: 8th September 2016

Part I - Item No.

Electoral Division affected:

All

Supporting People Savings and Prevention and Early Help Fund

(Appendices 'A' – 'O' refer)

Contact for further information:

Dianne Gardner, Partnership Manager, Health Equity, Welfare & Partnerships

Sarah McCarthy, Manager, Policy, Information and Commissioning (Supporting People)

Executive Summary

This report informs Cabinet of the outcomes of the consultation on the proposed savings to the Supporting People budget; describes the work of the Prevention and Early Help Cabinet Member Working Group and outlines their recommendations in relation to the allocation of the Prevention and Early Help Fund.

Recommendation

Cabinet is requested:

- (a) To agree to the proposal to cease the funding of the non-statutory Supporting People services as set out in the Report.
- (b) To agree an annual budgetary provision from the Prevention and Early Help Fund of:
 - up to £500k for crisis support
 - up to £1.25 million for domestic abuse services, comprising refuges, medium to high risk victim services and perpetrator services
 - up to £1.25 million to services for homeless people with complex needs.
- (C) To utilise up to £1 million of the planned underspend from the 2016/17 Prevention and Early Help Fund budget during 2017/18 to facilitate:
 - the reconfiguration of housing and support pathways / services for care leavers and young people who are homeless; and
 - the development of commissioning intentions and re-procurement of services for homeless households with complex needs

1.0 Background and Advice

This report informs Cabinet of the outcomes of the consultation undertaken in relation to the proposed savings to the Supporting People (SP) budget (including refuges, sheltered accommodation, supported accommodation, floating support) and describes the work and recommendations of the Prevention and Early Help Cabinet Working Group.

In January 2015, Cabinet agreed savings to the SP budget of £4.8 million to be implemented by April 2017. Subsequently, in November 2015, Cabinet also agreed that all Supporting People funding for non-statutory services cease with effect from 1st April 2016. Reserves of £10.15m were earmarked for use in 2016/17 to fund a 12 month 'transition period'. The proposed savings were subject to consultation being undertaken to fully understand the impact of the proposals, with the outcomes to be reported back to Cabinet and to be used to update the Equality Analysis reports previously presented.

In addition, it was also agreed by Cabinet in November 2015 that the Care and Urgent Needs (CaUNSS) service and a number of public health grants would cease, and that a Prevention and Early Help Fund (PEHF) be established from the 1st April 2016, with an indicative annual revenue budget of £3m.

2.0 Member Working Group - Prevention and Early Help Fund

The Cabinet Working Group (CWG) was established to consider the impact of the decision of Full Council to cease the CaUNSS Service and the proposals to cease the non-statutory elements of the Supporting People Service and to consider the use of the PEHF.

The Working Group has considered information presented about CaUNSS, SP and Domestic Abuse services. They have deliberated over the consultation and engagement exercise feedback and assessed the findings against agreed criteria with the aim to mitigate and minimise impact on the most vulnerable people.

The Working Group adopted the following criteria in order to assist in determining the allocation of funding:

- Immediate crisis need is resolved
- Improved self-sufficiency with the aim to prevent future crisis
- Prevent or reduce demand on statutory services
- Ensuring that services are not being duplicated
- Maximising other sources of funding

In particular, the Working Group was keen to ensure that the commitment to funding being targeted at prevention of future crisis be noted, together with the need to maximise opportunities afforded by working closely with partners, and in particular the voluntary, community, faith sectors (VCFS), to ensure best value and local connectivity.

The CWG utilised information about the current CaUNSS and domestic abuse services, together with feedback from the consultation on the de-commissioning of non-statutory SP services, to agree the recommendations for consideration by Cabinet in relation to the utilisation of the PEHF.

The following sections describe the services that have been considered as follows:

- Section 3: Care and urgent needs support scheme
- Section 4: Sheltered housing
- Section 5: Supported accommodation for people with mental health issues
- Section 6: Floating support
- Section 7: Refuges
- Section 8: Supported accommodation for young people and teenage parents
- Section 9: Supported accommodation for people who are homeless including supported housing for those with a history of offending; people with substance misuse issues; single people who are homeless; homeless families and floating support for Multi Agency Public Protection Arrangements (MAPPA)
- Section 10: Support for older people with sensory disabilities
- Section 11: Domestic abuse services

Each section includes a description of the service, the original proposal, the engagement / consultation process, feedback and the Cabinet Working Group's recommendation.

In addition, a report summarising the findings of the consultation, and an equality analysis, are available for all services in the attached appendixes.

In view of the scale of the consultation response, it has not been possible to redact personal information from hard copy responses or electronic submissions, therefore full individual responses are restricted to County Councillors only and are not available to the public.

3.0 Care and Urgent Needs Support Scheme/Crisis Support (Appendix A refers)

Description

- In 2013 the national Discretionary Social Fund (including the community care grant and crisis loan schemes), administered by the Department for Work and Pensions (DWP) was replaced with discretionary local provision, administered by top-tier or unitary local authorities.
- In response Lancashire County Council established the CaUNSS service, helping people hit by severe financial hardship in meeting their immediate and short term needs for subsistence and to maintain their independence within the community.
- The scheme provides two types of assistance either urgent needs or care needs awards, through the provision of, for example, food, essential household goods and heating for individuals and families at times of crisis.

- There are a number of contracts currently being managed in order to deliver the CaUNSS model. These include contracts to provide recycled furniture and household goods, a contract for the information system used by staff who administer the service, and grant agreements with local foodbanks to provide food parcels, plus a contract with Paypoint for clients to access cash as a last resort.
- To be eligible for assistance people must be over 16 years and living in Lancashire, receiving benefits or able to demonstrate that they do not have the immediate resources to meet their basic needs or those of their dependents.
- In 2015/16 approximately 4,500 people were supported through CaUNSS with the total scheme cost being around £1.1 million (including staffing costs).

Original Proposals

Cease funding the current service.

Engagement Process

An engagement process has taken place with current providers, key officers, district council representatives, and other stakeholders e.g. DWP, with the aim of capturing the strengths of the scheme, scoping potential future models, identifying opportunities to work together across the system and identifying risks.

Engagement Feedback

Feedback resulting from the engagement process has demonstrated that crisis support is highly valued by partners and that this type of support (to meet peoples basic needs such as food, fuel and furniture) is not duplicating other provision and is essential in supporting residents and preventing demand on other services including social care services, health services, district councils, the criminal justice system and the third sector.

Concerns were expressed about the sustainability of some voluntary sector provision such as furniture recycling organisations, if this funding is withdrawn. Key points from the feedback are:

- It is important that any scheme continues to provide support for those experiencing the greatest need and, meets the anticipated need moving forward.
- Longer term support is essential to prevent people coming back to the service.
- Work with services from the VCFS, including social enterprises, as this helps address crisis, empowering and improving deprived communities and retaining investment locally. It is also important to maximise social value e.g. up to the end of 2015 CaUNSS had supported the diversion of 250 tonnes of reusable furniture from landfill by enabling reuse through local social enterprise.
- A consistent model across Lancashire is essential.
- A simple clear model is required that can be easily accessed, is well communicated and has minimal administration costs.

Recommendation

That Cabinet agree to utilise up to £500k of the PEHF to design crisis support which captures the key points collated from the engagement exercise, streamlining and simplifying the current service to reduce costs and maximise social value whilst continuing to meet crisis needs. It is anticipated that the issues to be supported are food, fuel and furniture provision for individuals and families at times of crisis. It is recognised that engagement of service users with existing services such as the Wellbeing Service and supporting wider VCFS provision will be crucial in preventing recurring demand.

Although the CWG proposed this recommendation, County Councillor Gina Dowding requested that her preference for the support to be wholly administered and delivered by district councils or the VCFS sector be noted.

4.0 Sheltered Accommodation and Community Alarms (Appendix B and C refers)

Description

- Sheltered accommodation provides accommodation and support for older people. Rents/housing benefit pay for the accommodation and housing management, and the SP budget funds housing related support
- The support element includes the support delivered by scheme managers and the emergency alarm monitoring service
- Around 14,000 people are receiving a service. Historically around 12,000 people received financial assistance
- £2.5 million annual budget

Original Proposals

To cease SP funding for housing related support service with effect from 31st March 2017

Consultation Process

- All current service users were sent questionnaires to their home (13,369 plus around 1,000 extra questionnaires were made available so that couples could also make a response)
- 5,448 questionnaires were returned
- All district councils and provider were sent the link to electronic questionnaires. Responses were received from 14 providers (including 2 district councils which provide services), 8 district councils and 3 other stakeholders. Other responses received include: 3 MPs letters, 6 specific responses to the consultation undertaken in advance of Full Council (in addition to the more generic responses) and a response from the Over 50s Forum

Consultation Feedback

Service user

- Respondents were most likely to say that the following are important aspects of the service: visitor calls from support worker (70%); help in emergencies (68%);

help with reporting repairs (61%); and support to maintain personal safety and security (59%)

Provider plans for services and impact on providers

- Withdrawal/change in support services (7 providers)
- New or increased charges (7 providers)
- Don't know/currently reviewing position (6 providers)
- Exploring alternative funding such as housing benefits (5 providers)
- Reduced staffing/redundancies (7)
- Issues with rent or voids (6)

Impact on service users and community (from providers, districts and stakeholders)

- Loss of, or reduced, support (16) and independence impacted (4)
- Health and wellbeing impacted (13) and increased social isolation (5)
- Unaffordable for people on low incomes (4)
- Pressure on public services (hospital admissions, GP, social care) (20)
- Cutting preventative services is false economy and will cost more in long term (7)
- Less of a community hub (6)

Recommendation

Cabinet are recommended to agree that funding ceases at the end of March 2017. Where individuals meet the national eligibility criteria as defined in the Care Act then they will be able to access domiciliary care and telecare service. Tenants who do not have an assessed statutory need would nevertheless be able to access the Lancashire Wellbeing Service which helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing.

5.0 Supported Accommodation for People with Mental Health Issues

(Appendix D and E refers)

Description

- This service offers housing and support to people with a history of mental health needs who require support to live in the community. The service focusses on maintaining skills, or promoting the recovery of skills, required for coping with the demands of everyday life.
- Currently the accommodation is funded from rents and housing benefit and the support is funded from the SP Budget
- Annual budgetary spend is £1.53m
- Approximately 239 units/bed spaces available

Original Proposals

To cease SP funding for housing related support service with effect from 31st March 2017

Consultation Process

- All current service users were given questionnaire, and 125 questionnaires returned
- All district councils and providers were sent the link to electronic questionnaires. Responses were received from 5 providers and nil districts
- A range of stakeholders were sent the link to an electronic questionnaire. 9 responses received

Consultation Feedback

Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important aspects of the service to them.

Provider plans for services and impact on providers

- Intensive housing management (2),
- Contract is ending and individuals will be signposted (2) and
- Seeking proposal to work alongside housing providers (2).

Impact on service users and community (from providers, districts and stakeholders)

- Support not available/ gap / less support (5),
- Increased homelessness (7),
- Lead to deterioration in health (4)
- Reduced independence (3).
- Pressure on other services (GP, Acute, Social care, VCFS) (9)
- ASB / community safety/neighbourhood issues (7).
- Withdraw housing supply if support not in place (2)
- Increased unemployment 4)

Recommendation

Cabinet are recommended to agree that funding ceases at the end of March 2017. Where individuals meet the national eligibility criteria as defined in the Care Act then they will be able to access domiciliary care. Tenants who do not have an assessed statutory need would nevertheless be able to access the Lancashire Wellbeing Service which helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing. In addition, people who are homeless with complex needs would be able to access the provision described in Section 9 below.

6.0 Floating Support (Appendix F and G refers)

Description

- A short term visiting support service to assist people with housing related issues develop the skills to live independently with the aim of preventing homelessness
- Generic countywide service
- £1.3 million annual budget

Original Proposals

To cease SP funding for housing related support service with effect from 31st March 2017

Consultation Process

- All current service users were sent questionnaire to their home (1200)
- 81 questionnaires returned
- All district councils and the provider (Calico) were sent links to electronic questionnaires. Responses were received from Calico and 7 district councils.
- A range of stakeholders were sent the link to an electronic questionnaire and 2 responses were received
- One response, which included detail information on floating support, was received in advance of Full Council.

Consultation Feedback

Service users

- Respondents were most likely to say that the following are important aspects of the service to them: support to claim the right benefits (75%); support to learn to budget properly and pay (70%); support to find, set up and maintain your home (69%); support with managing a short-term personal crisis (66%); and support to improve mental health (60%)
- Respondents were most likely to say that if this service ended then they would: seek help from CAB (Citizen Advice Bureau) or another advice agency (58%); seek help about housing from their local district council (57%); stay in unsafe/inappropriate accommodation (53%); seek help from family/friends (48%).

Provider plans for services and impact on providers

- Seeking alternative funding; however if not successful the service will cease
- 57 people likely to be made redundant

Impact on service users and community (from providers, stakeholders and districts)

- Increase in homelessness/accommodation issues (8)
- Vulnerable people will no longer receive support/less support (7)
- Increase in debt (6), reduced access to benefits and increased sanctions on benefits
- Increased demand to district for housing advice and support (6)
- Increased community safety issues /local crime rates will increase (8)
- Shift the volume and cost of providing support to Lancashire's most vulnerable people to other budget-pressured and in-demand public services (housing, social care, health, mental health teams, Drug & Alcohol Teams, A&E departments, GP, public health, criminal justice, voluntary sector provision) (8)
- Impact on clients' abilities to overcome issues that stop them being safe and more productive citizens. (provider)
- Exacerbation of mental health issues with a potential of fewer opportunities to regain/retain independence. (provider)

- Without help, the chance to change for individuals and families is restricted. (provider)
- Service users with learning disabilities and literacy issues will struggle to maintain benefits, housing and other crucial correspondence without the help to complete forms, attend appointments and engage effectively with other services thus increasing homelessness and need for response from statutory agencies (provider)

Recommendation

Cabinet are recommended to agree that funding ceases at the end of March 2017 and that there is further exploration to determine the elements of the service which may be able to be provided by the Lancashire Wellbeing Service or universal services.

7.0 Refuges

(Appendix H and I refers)

Description

- A short/medium term safe and secure accommodation and support providing a place of safety and the appropriate support for those who have experienced, or who are at risk of, domestic abuse and/or harassment e.g. honour based violence, forced marriages, female genital mutilation.
- Currently the accommodation is funded from rents and housing benefit and the support is funded from the SP Budget
- Annual budget is £870,507
- 77 units/bed spaces

Original Proposals

To cease SP funding for housing related support service with effect from 31st March 2017

Consultation Process

- All current service users were sent paper questionnaires (77) via their support providers and 63 questionnaires were returned
- All district councils and the providers were sent links to electronic questionnaire. Responses were received from all 5 refuge providers and 7 district councils
- A range of additional stakeholders were also sent the link to an electronic questionnaire, but only 1 response was received
- There were 12 letters sent to the County Council regarding the proposals including 5 from MPs, 3 from members of the public and 1 from a District. 11 responses to the consultation undertaken prior to Full Council in February were also received.
- Petition to save all refuges within Lancashire signed by 8,831 people.

Consultation Feedback

Service user

- Respondents were most likely to say that: accommodation (63); support to keep you safe and to avoid harm caused by others (61); support to claim right benefits (61); dedicated support team within the accommodation/project (60) are important aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; stay in unsafe/inappropriate accommodation (51), sleep on the streets/homeless (37), seek help from Lancashire County Council (social services) (29) and seek help from the police (28).

Provider plans for services and impact on providers

- Cease service (6) or services at risk (5) and reduction in staffing and services (5)
- Seeking alternative sources of funding (5)

Impact on service users and community (from providers, stakeholders and districts)

- More suicide /murders of women and children/ongoing risk of serious harm to more women and children/rising domestic abuse and women stay in abusive relations/children affected by seeing domestic abuse (12)
- Unable to support most vulnerable (no recourse to public funds) (3)
- Increase demand on other public sector (police, NHS,CSC) (13)
- No specialist dv services (4)
- Increase in homeless presentations

Recommendation

That Cabinet agree to implement the savings to the SP budget as proposed, but to allocate from the PEHF up to £1.25 million annually to domestic abuse services including refuges, medium to high risk victim services and perpetrator services. The budget allocation for refuges is anticipated to be in the region of £800k, which reduces the current allocation by approximately £70k. If agreed, it is proposed that contract variations are negotiated to bring current spend within the proposed budget. It is also proposed that value for money be maximised by encouraging service providers to work together more effectively

8.0 Services for Young People and Teenage Parents (Appendix L and M refers)

Description

- The service provides short term housing and support to young people who are vulnerable and unable to live independently in the of community, thereby enabling them to develop some of the skills required to move on successfully to more independent living or to return home to family where this is a safe and appropriate outcome.
- Currently the accommodation and housing management is funded from rents and housing benefit and the support is funded from the SP Budget
- Annual spend is £2.4million
- 77 units for young people and 24 for teenage parents

Original Proposals

£1.35 million has been identified as funding for supported accommodation for 16 and 17 year olds to whom the County Council owes a statutory duty

Consultation Process

- All current service users were sent paper questionnaires (227 young people and 24 teenage parents)
- In total, 163 completed questionnaires were returned. 158 responses were received from young people and 5 responses were received from teenage parents
- All district councils and the providers were sent links to electronic questionnaires. Responses were received from 8 providers and 8 district councils.
- A range of stakeholders were sent the link to an electronic questionnaire and 4 responses were received.
- 33 responses were received in advance of Full Council in February 2016 from a range of Lancashire residents including one MP; a Hyndburn Borough Council Councillor; 6 service users; members of voluntary and community organisations and employees of providers and representatives of district councils. There were 7 anonymous comments. A large number of responses related to one particular service.

Consultation Feedback

Provider plans for services and impact on providers

- Examining options for alternative delivery methods (6)
- Seeking alternative funding (6)
- End of service (6)
- Service to be reviewed (5)
- Financial/ management risk(4)

Impact on service users and community (Providers, district and stakeholders feedback)

- Increase in homelessness, rough sleeping, sofa surfing, difficulty accessing accommodation without support (17 young people and 5 teenage parents)
- Impact on demand for children's social care (8 young people and 2 teenage parents)
- Community safety (9)
- Increased use of temporary accommodation/B&B/financial implications (8 young people and 6 teenage parents)
- Domestic abuse (5)
- Increased vulnerability to sexual exploitation/ other abuse (6)
- Lack of support to develop life skills and tenancy skills (8)
- Increased substance misuse and mental health issues(8 young people and 4 teenage parents)
- Impact on acute services (7 young people and 2 teenage parents)

- Impact on EET (9)
- Less support services (14)

Recommendation

Cabinet are recommended to agree to implement the proposed savings to the SP budget, but to make available up to £500k of underspend from the 16/17 PEH budget, to be used in 2017/18. This is to facilitate the reconfiguration of housing and support pathways and services for care leavers and young people who are homeless.

It is also recommended that the £1.35m SP monies, retained to meet the statutory duty of LCC to 16 and 17 year olds, will be considered in conjunction with resources currently being used for emergency placements by CSC. This is to enable a more sustainable and planned approach to meeting the needs of care leavers and homeless young people. Pooling budgets and reconfiguring pathways and services is projected to deliver an overall saving to the Council.

9.0 Services for people who are homeless including supported housing for those with a history of offending; people with substance misuse issues; single people who are homeless; homeless families and floating support for Multi Agency Public Protection Arrangements (MAPPA) (Appendix J(i), J(ii) and K refers)

Description

- Single people who are homeless – 4 services, £667,610
- People who have a history of offending – 2 services, £538,435
- People who have substance misuse issues – 2 services, £127,980
- People who are homeless (including families, people who are homeless, young people) – 4 services, £732,828

The services provide a short to medium term housing and support service

- Services for people who are homeless (single people or families who are homeless or at risk of homelessness and who are vulnerable and need support) – aimed at enabling individuals to develop or regain the skills required to live more independently in the community,
- In addition, substance misuse services are aimed at assisting people who are abstinent to develop the skills required to live independently in the community, thereby assisting their recovery,
- In addition, offender services are aimed at people with a history of offending who present a high risk of harm and/or high risk of re-offending and require a high level of ongoing supervision and support. This includes those who have more complex or challenging needs e.g. substance misuse, mental health needs or mild learning disabilities whilst recognising the need to provide and maintain a safe living environment for all users of the service.

Original Proposals

Cease funding from SP budget for housing related support service with effect from 31st March 2017

Consultation Process

- All current service users were sent paper questionnaires (240)
- 131 questionnaires were returned
- All district councils and the provider were sent link to electronic questionnaire. Responses were received from 10 providers and 9 districts
- A range of additional stakeholders were sent the link to an electronic questionnaire, but only 1 response was received
- 7 responses specific to services for people who are homeless and 1 more generic response, which addresses issues relating to a particular scheme, were received in advance of Full Council in February 2016 from 4 Lancashire residents and 3 providers.

Consultation Feedback

Provider plans for services and impact on providers

- Examining options for alternative funding (6)
- Services to be reviewed (5)
- Service ceases (6)
- Service at risk (4)
- Welcome opportunity to discuss with LCC the option of a contract cut and for the provider to seek match funding (1)
- Exploring housing management only (i.e. no support) (4)

Impact on service users and community (from providers, stakeholders and districts)

- Disagree with Funding cuts (8)
- Increase in homelessness/accommodation issues (17)
- Increased community safety issues /local crime rates will increase (15)
- Shift the volume and cost of providing support to Lancashire's most vulnerable people to other budget-pressured and in-demand public services (housing, social care, health, mental health teams, Drug & Alcohol Teams, A&E departments, GP, public health, criminal justice, voluntary sector provision) (14)
- Exacerbation of mental health issues with a potential of fewer opportunities to regain/retain independence. (4)
- Impact on ability of individuals to access and maintain employment, education and training(5)
- Risk to individuals (5)
- Impact in relation to substance misuse issues(9)

Recommendation

Cabinet are recommended to agree to implement the proposed savings to the SP budget, but to allocate from the PEHF up to £1.25 million annually for services for homeless people with complex needs. Whilst it was originally envisaged that these services would primarily be aimed at single people, it is recognised that the needs of homeless families with complex needs are not fully understood.

Consequently, in order to ensure that we utilise this funding most effectively, we are also proposing to extend supported housing contracts for this group of services

(with the exception of the MAPPA floating support service) until September 2017 to provide sufficient time to determine our commissioning intentions and to procure services. It is proposed that £500k of underspend from the 16/17 PEH budget is used in 2017/18 to fund the contract extensions

In the event that this review leads to the withdrawal of funding from specific supported housing services, the Cabinet Member will be provided with details of the review and approval will be sought for the recommendation.

10.0 Services for Older People who have a Sensory Disability (Hearing Impairment) (Appendix N and O refers)

Description

- This service is a specialist housing related support service for older people with a sensory disability (hearing impairment) who require support and are living in 13 dedicated flats within a sheltered housing scheme in Preston.
- £84,653
- 13

Original Proposals

To cease SP funding for housing related support service with effect from 31st March 2017

Consultation Process

- All 13 current service users were sent paper questionnaires via their support providers and 13 questionnaires were returned
- All district councils and the provider were sent links to electronic questionnaire. Responses were received from 1 provider and 1 district.
- A range of stakeholders were sent the link to an electronic questionnaire. 1 response was received

Consultation Feedback

Provider plans for services and impact on providers

- Cease service
- Seek alternative funding if there is any
- Explore social care to provide services who are eligible.
- Unable to support vulnerable people and risk of redundancy

Impact on service users and community (from providers, stakeholders and districts)

- No staff available in scheme or part time staff with no sign language skills
- Increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other
- Risk to maintaining tenancies without the support and concerned about health and wellbeing of a very vulnerable group
- Negative impact on other public services (health, benefits, police etc.) as they rely heavily on this service to communicate with service users

Recommendation

Cabinet are recommended to agree that funding ceases at the end of March 2017 and that there is further exploration to identify the elements of the service that may be able to be provided by the Lancashire Wellbeing Service, statutory services and telecare

11.0 Domestic Abuse Services

Description

- Currently the County Council acts as lead commissioner on behalf of partners for domestic abuse services comprising medium / high risk victims and perpetrator services; together with support to the Multi Agency Risk Assessment Conference (MARAC) process and workforce development initiatives. The total value of these jointly funded elements of domestic abuse provision amount to approximately £1.3m per year.
- This partnership approach has been in place for just over three years, with the contracts for the currently commissioned services coming to an end on 31 March 2017.

Consultation Process

Historically the County Council has been the lead commissioner for these domestic abuse services on behalf of partners including the Office of the Police and Crime Commissioner (OPCC), district councils, and health services.

Consultation Feedback

The OPCC has agreed to take the role as lead partner for future commissioning that is done jointly for DA provision in relation to medium / high risk victims services. This will facilitate integration with wider victims' services commissioned by the OPCC such as general victim support, hate crime etc. on a pan - Lancashire basis. This will provide the necessary capacity to work with partners to secure funding contributions and to undertake the work required to commission services from 1 April 2017.

12.0. Recommendations for the Allocation of the Prevention and Early Help Fund by the Cabinet Member Working Group

The outcomes of the consultation undertaken in relation to the proposed savings to the Supporting People budget are outlined above. The CWG utilised information about the current CaUNSS and domestic abuse services, together with feedback from the consultation on the de-commissioning of non-statutory SP services, to agree the recommendations for consideration by Cabinet.

In conclusion, the Working Group recommended allocating the PEHF as follows:

- up to £500k for crisis support
- up to £1.25 million for domestic abuse services, comprising refuges, medium to high risk victim services and perpetrator services

- up to £1.25 million for services for homeless people with complex needs

The Working Group also recommended Cabinet to utilise up to £1 million of reserves to facilitate:

- the reconfiguration of housing and support pathways / services for care leavers and young people who are homeless; and
- the development of our commissioning intentions and re-procurement of services for homeless households with complex needs

Implications

Legal/Procurement

It is proposed that existing Supporting People contracts for supported accommodation (excluding floating support) for people who are homeless (single people and homeless families), people with substance misuse issues and people at risk of offending will be extended until 30th September 2017, where contract extensions are allowed for under the current contract terms.

This will provide sufficient time for the County Council and partners to determine the most appropriate approach to allocating the £1.25 million in terms of location and needs of households (single, homeless families) and to re-procure services as required.

In addition, it is also proposed that supporting people contracts for supported accommodation for young people and teenage parents will also be extended to enable the reconfiguration of housing pathways and services, where contract extensions are allowed for under the contract terms.

Financial

The proposal can be funded from base budget provision and will fully commit from 2017/18 the recurrent £3m Prevention and Help Fund budget. This budget is forecast to significantly underspend in 2016/17 and therefore £1m can be transferred to reserves to support in 2017/18 the reconfiguration of housing and support pathways and services for care leavers and young people who are homeless, and to provide sufficient time to determine our commissioning intentions and re-procure services for households with complex needs

Equality and Diversity/Consultation

Consultation findings and Equality Analysis are attached as the following appendixes.

Appendix A:	Crisis Support: Equality Analysis
Appendix B:	Sheltered Housing and Community alarms: Consultation Report
Appendix C:	Sheltered Housing and Community alarms: Equality Analysis
Appendix D:	Supported Accommodation for People with Mental Health Issues: Consultation Report
Appendix E:	Supported Accommodation for People with Mental Health Issues: Equality Analysis
Appendix F:	Floating Support: Consultation Findings

Appendix G:	Floating Support: Equality Analysis
Appendix H:	Refuges: Consultation Findings
Appendix I:	Refuges: Equality Analysis
Appendix J (i):	Supported Accommodation for People who are Homeless including supported housing for those with a history of offending; people with substance misuse issues; single people who are homeless; homeless families: Consultation Findings
Appendix J (ii)	Specialist Floating Support (MAPPA and IOM): Consultation Findings
Appendix K:	Supported Accommodation for People who are Homeless including supported housing for those with a history of offending; people with substance misuse issues; single people who are homeless; homeless families and specialist floating support (MAPPA and IOM): Equality Analysis
Appendix L:	Supported Accommodation for Young People and Teenage Parents: Consultation Findings
Appendix M	Supported accommodation for Young People and Teenage Parents: Equality Analysis
Appendix N;	Supported Accommodation for Older People with Sensory Disabilities: Consultation Findings
Appendix O:	Supported housing for Older People with Sensory Disabilities: Equality Analysis

List of Background Papers

Paper	Date	Contact/Directorate/Tel
N/A		

Section 4

Equality

Analysis Toolkit

Crisis Support

(Care and Urgent Needs Support Scheme)

July 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

CRISIS SUPPORT:

To cease the Care and Urgent Needs Support Scheme (CaUNSS).

Creation of a new service, the Prevention and Early Help Fund, with an annual revenue budget of £3m. This would be a flexible "safety net" fund to provide one-off support to individuals and families at times of crisis.

What in summary is the proposal being considered?

- 1) Cease the Care and Urgent Needs service from 1st January 2017 (current cost approx. £1.2m)
- 2) Create a new service, Prevention and Early Help Fund, with an annual revenue budget of £3m.
- 3) The Cabinet Member Working Group for the Prevention and Early Help Fund is recommending that a revised model of crisis support, with a budget of approx. £500,000, is implemented as part of the Prevention and Early Help Fund.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

It will affect people across the county in a similar way, the current CaUNS scheme is standardised county wide and the aim of the proposed scheme will also be consistent across all 12 districts.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)



Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

The Care and Urgent Needs service has been in place since 1 April 2013 to replace the Department for Work and Pensions Discretionary Social Fund in the Lancashire County Council (LCC) area.

8 staff are currently employed who will be affected by the scheme ending (6 females and 2 males).

The "Urgent Need" side of the service currently award grants to food banks. 5 food banks have benefited from grants totalling £31,500 in 2015/16.

The "Care Need" side of the service uses 2 furniture recycling organisations, one of which acts as a parent organisation to 7 smaller furniture recycling organisations.

All these providers place a large reliance on the funding received through CaUNSS and in some cases it is the only monetary income they receive, providing an element of security and sustainability. Concerns have been raised that withdrawal of this finance will not only impact on the customers supported directly through the scheme but also thousands of other residents who benefit from the foodbank and furniture recycling organisations service. The statistics are not available to us but reviewing national figures it is evident that these type of crisis support organisations benefit a greater percentage of people with protected characteristics, especially disability and age.

The service has seen 11,466 applications between April 2015 and the end of March 2016, 4349 of which were granted. Urgent needs accounted for 61% of the awards, and 39% for Care needs awards. Only a small proportion of grants are for people aged over 60 (approximately 3%), while 27% are for single parents. Presumably a large proportion of these are women. 19% were granted for under 25's.

Not surprisingly, the largest numbers of applications come from the most deprived districts in Lancashire.

We do not have information about service users who share other protected characteristics.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

An engagement process has taken place with:

- Current providers including food banks, furniture recycling organisations, Selnet, Lancaster CAB
- District Council representatives
- Other key stakeholders e.g. DWP, Housing Associations, Voluntary Sector organisations, Probation

The aim of the engagement process was to:

- capture the strengths of the scheme
- identify where the scheme has the greatest impact
- scope potential future models
- identify opportunities to work together across the system
- identify risks and actions to mitigate these risks

The engagement took the form of both an on line survey plus a 'Think Tank' workshop (30th June 2016) pulling current providers together. As a wide range of partners had been engaged, and because the proposition is not to end crisis support but to develop a different model, it was felt that a full consultation exercise was not essential.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In terms of the Care and Urgent Needs service, it is likely that cessation of the service will impact disproportionately on women, especially those who are single parents. It is also likely to impact on the most vulnerable, although there is insufficient data to determine whether other groups who share protected characteristics are among them.

These impacts, however, will need to be measured against the positive impacts of the new model as part of the Prevention and Early Help Fund. The aim of the new service, even though there is a difference in current and future funding (approximately half) will remain to support people in crisis and will also aim to help a similar number of residents. The plan is that access to the scheme will be clearer, simpler and well communicated for both residents and stakeholders, enabling those in the greatest need to access the scheme. The key difference will be:

- Only 3 elements (food, energy, household goods) will be

available for support. There will no longer be any cash offered as part of the service. This reflects models seen elsewhere and reduces the possibility of scheme exploitation.

- Household goods can only be accessed once per year per person / family. Food and energy can be accessed twice.
- The offer for household goods will be reduced. Only basic furniture and white goods will be available e.g. oven, fridge, bed, and there will be a cap per person / couple / family.

These proposed changes will impact on people accessing the scheme but present the opportunity to continue to support a wide number of people in a crisis and should not disproportionately impact on particular groups.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Many of the groups potentially likely to be impacted adversely by this proposal are already being impacted by welfare reform measures and other departmental saving cuts. Disabled groups have been adversely impact by welfare cuts and women have been affected by a number of government measures over the past few years. Some of these groups were affected disproportionately by the last recession as well.

Some of the changes proposed here may exacerbate the vulnerability

of many of the groups that benefit from both the Care and Urgent Needs service and the non-statutory elements of Supporting People but the aim is that the new service will mitigate any impact.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

The proposal has been adjusted a few times since its first delineation as a result of the feedback from the engagement process, discussions at the Prevention and Early Help Cabinet Member Working Group and as a result of the Equality Analysis. The majority of people accessing the scheme do so as a result of being signposted by a support organisation. Completing this Equality Analysis has highlighted the importance of communicating effectively with a wider range of organisations, especially those in touch with groups sharing protected characteristics who currently may not access the crisis support when needed.

Feedback resulting from the engagement process demonstrated how highly crisis support is valued by partners and that this type of support (to meet peoples basic needs such as food, fuel and furniture) is not duplicating other provision and is essential in supporting residents and preventing demand on other services including social care, health, districts, police and the third sector. There was a real concern on the sustainability of some voluntary sector provision e.g. Furniture recycling organisations, if this funding is withdrawn. For example for every 7 Care and Urgent Needs Support Service referrals, furniture reuse organisations are currently able to support a further 10

households by providing affordable essential items, usually to people falling outside of CaUNSS eligibility criteria. Key points being considered in the new model resulting from the feedback include:

- Important that any scheme continues to provide support for those experiencing the greatest need and, as a result of the recent changes in welfare provision, meets the predicted increased need moving forward.
- Longer term support is essential, rather than just addressing peoples immediate crisis need, to address the root cause of residents crisis and prevent people coming back to the service.
- As far as possible reap the benefits of working with services from social enterprises, ensuring the majority of the funding is utilised through the Voluntary, Community and Faith Sector (VCFS) as this represents a real solution in addressing crisis, empowering and improving deprived communities and retaining investment locally. It is also important to maximise on social value, for example up to the end of 2015 CaUNSS had supported the diversion of 250 tonnes of reusable furniture from landfill by enabling reuse through local social enterprise.
- Consistency in the model across the 12 Lancashire districts is essential.
- A very simple clear model is required that can be easily accessed, is well communicated and has minimum administration costs.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

The proposed new Crisis Fund model will continue to target areas with the greatest needs and will offer significant mitigation, particularly to vulnerable individuals experiencing 'crisis'.

Plans to mitigate any adverse effects include:

- *Continue to offer food, energy and household goods to residents and families in a crisis. Due to reduced funding the household goods 'offer' will be capped per person / couple / family but core essentials such as beds, cookers and fridges will be available.*
- *A clear communication plan will be implemented to reach out to our current key stakeholders e.g. housing associations, but also to support groups active for protected characteristic groups e.g. disability groups, BME Forums.*
- *Pathways to longer term support will be an important element of the new model and will offer opportunities to tackle the root cause of the crisis for all groups.*
- *Potentially the number of staff will reduce. Any displaced staff will be supported through the LCC redeployment process and assisted through to new roles and opportunities.*

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial

Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that certain groups sharing protected characteristics may be negatively affected, however we will strive to minimise any negative impacts by developing as many mitigating actions as possible within the new crisis fund model, taking into account the views from the engagement exercise.

The services that are proposed to cease are not statutory. However, the County Council is still committed to help those people most in need, particularly those experiencing 'crisis'. The aim of the new model will be to continue to support all people in a crisis, and even though the allocation (e.g. number of household goods received) may be reduced to meet the abridged financial envelope, the help will remain through a crisis.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The proposal remains to cease the Care and Urgent Needs service from 1st January 2017 (current cost approx. £1.2m) and to recommend a revised model of crisis support, with a budget of approx. £500,000, is implemented as part of the Prevention and Early Help Fund. This may

affect some groups more than others, such as disabled and women but the plans for the new model aim to mitigate this impact.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

The implementation of the new model if agreed will be subjected to regular reviews and feedback from clients and stakeholders. Improved data collection will provide a richer picture of who is accessing the scheme and the impact the scheme is having to ensure no groups are adversely affected by the model implementation. The Equality & Cohesion Team will continue to work with colleagues to ensure the impacts on protected characteristics group is monitored and addressed moving forward.

Equality Analysis Prepared: By Dianne Gardner

Position/Role: Health Equity, Welfare and Partnerships Manager

Equality Analysis Endorsed by

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Appendix B

Sheltered accommodation and community alarm consultation 2016

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

July 2016

For further information on the work of the Corporate Research and Intelligence Team, please contact us at:

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1. Executive summary

This report summarises the responses to Lancashire County Council's sheltered accommodation and community alarm consultation 2016.

For the consultation, paper questionnaires were sent to all service users and made available at sheltered accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 30 March until 24 June 2016. Questionnaires were sent to approximately 14,000 service users. In total, 5,448 completed questionnaires were returned, giving a response rate of 38.9%.

A separate questionnaire was sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received responses from 14 providers, 4 stakeholders and 7 district councils.

1.1 Key findings

1.1.1 Providers

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: a possibility of withdrawal of services/change in support services (7 providers), new or increased charges (7 providers), don't know /currently reviewing position (6 providers) and exploring alternative funding such as housing benefits (5 providers).
- The top mentions from responding providers for the impact on services users were: loss of or reduced support services (9 providers), new or increased charges/financially detriment (9 providers), services users' health and wellbeing impacted (6 providers) and sheltered housing will be unaffordable for people on low income (4 providers).
- The top mentions from responding providers for the impact on their organisation were: be reduced staffing/redundancies (7 providers) and issues with rent or voids (6 providers).
- The top mentions from responding providers for the impact on the community were: pressure on other public services such as hospital admissions, GP use, social care (12 providers), increased number of vulnerable people/unmet needs increase (7 providers), cutting preventative support is a false economy and will cost more in long term (7 providers) and less of community hub for wider community (6 providers).

1.1.2 Stakeholders

- The top mentions from responding stakeholders¹ for the impact on services users were; health and wellbeing impacted (7 stakeholders), services users receive less or no support (7 stakeholders), unsure/under review/dependent upon on provider response (4 stakeholders) and independence impacted (4 stakeholders).
- The top mentions from responding stakeholders for the impact on their organisation were: it will impact on other areas of their business (4 stakeholders), it will increase pressure on budget (2 stakeholders) and unsure of impact/dependent upon market response (2 stakeholders).
- The top mentions from responding stakeholders for the impact on community were: increased pressure on other public services (8 stakeholders), increased social isolation (5 stakeholders), wellbeing issues (3 stakeholders) and direct impact on residential care (3 stakeholders).

1.1.3 Service users

- More than two-fifths of respondents (42%) said that they receive a daily visit or call from the scheme manager/warden/support visitor. Nearly a fifth of respondents (17%) said that they receive a weekly visit of call.
- The types of help respondents were mostly likely to say they receive were: visits or calls (65%); help in emergencies (58%); and help with reporting repairs (57%).
- Respondents were most likely to say that: visits or calls from the scheme manager/warden/support visitor (70%); help in emergencies (68%); help with reporting repairs (61%); and support to maintain the personal safety and security (59%) are important² aspects of the service to them.
- Nearly all respondents (96%) have emergency alarm equipment. Of those respondents who have the emergency alarm equipment, over three-fifths (62%) said that they had used the emergency alarm equipment.
- Over a third of respondents who said they have used the emergency alarm equipment (35%) said that they used it in an emergency, just less than a quarter (23%) said that they had used it to contact scheme manager/warden.
- Nearly three-quarters of respondents (73%) said that the emergency alarm equipment is very important to them. Almost one in ten respondents (9%) said that the emergency alarm equipment is not very important or not at all important to them.
- When asked to provide any feedback or comments about the budget proposal and how it will affect them, respondents were most likely to say that this service is vital/lifeline (8%), wouldn't feel safe/vulnerable (8%), disability/old age requires warden support (8%) and for reassurance/peace of mind (8%).

¹ Responses to the district council consultation and stakeholder consultation have been combined

² Very important and fairly important

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides some of the funding that is used to deliver support within sheltered housing. As part of the savings, the county council is proposing to stop funding support for sheltered accommodation at the end of March 2017. The funding provided by the county council currently supports:

- the scheme manager/warden/support workers who check to make sure residents are safe and well and provides support to help them stay independent; and
- the emergency alarm which enables residents to obtain help 24 hours a day, seven days a week if they need help in an emergency.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at sheltered accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 30 March until 24 June 2016. In total, approximately 14,000 questionnaires were sent to service users and 5,448 completed questionnaires were returned, giving a response rate of 38.9%.

Before they received the questionnaire service users should have received a letter that explained how their landlord intends to respond to the budget proposal. If they hadn't receive the letter from their landlord they were encouraged to contact them for further information. Service users were also encouraged to contact their landlord if they felt that they needed support to help them understand or respond to the questionnaire, as their landlord could support them directly or provide access to an advocacy service.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Summaries of provider and stakeholder responses have been provided in the main findings section of this report. Further details of their responses are presented in appendix 2 and appendix 3.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

The 14 providers that responded to the sheltered accommodation consultation were Ribble Valley Homes, Together, Accent, Riverside, Community Gateway Association, Great Places Housing, West Lancashire, Places for People, St. Vincent's, Calico, Lancaster City Council, Progress Housing, Anchor, and Contour.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of provider responses are presented in appendix 2.

4.1.1 *Key findings*

The top mentions from respondents for what changes they are considering for their schemes were;

- possibility of withdrawal of services/change in support services (7);
- new or increased charges (7);
- don't know /currently reviewing position (6); and
- exploring alternative funding such as housing benefits (5).

The top mentions from respondents for the impact on services users were;

- loss of or reduced support services (9);
- new or increased charges/financially detriment (9);
- services users' health and wellbeing impacted (6); and
- sheltered housing will be unaffordable for people on low income (4).

The top mentions from respondents for the impact on their organisation were:

- reduced staffing/redundancies (7); and
- issues with rent or voids (6).

The top mentions from respondents for the impact on the wider community were:

- pressure on other public services such as hospital admissions, GP use, social care (12);
- increased number of vulnerable people/unmet needs increase (7);
- cutting preventative support is a false economy and will cost more in long term (7); and
- less of community hub for wider community (6).

4.2 Stakeholder and district responses

The 11 stakeholders and district councils who responded to the sheltered accommodation consultation were Borough Council, Crossroads Care RV, Preston Older People, Blackburn with Darwen CCG, Hyndburn BC, Burnley BC, Fylde BC, Pendle BC, Chorley BC, South Ribble BC and Wyre BC. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of stakeholder and district responses are presented in appendix 3.

4.1.1 Key findings

The top mentions from respondents for the impact on services users were;

- health and wellbeing impacted (7);
- services users receive less or no support (7);
- unsure/under review/dependent upon on provider response (4); and
- independence impacted (4).

The top mentions from respondents for the impact on their organisation were:

- impact on other areas of their business (4);
- increased pressure on budget (2); and
- unsure of impact/dependent upon market response (2).

The top mentions from respondents for the impact on the wider community were:

- increased pressure on other public services (8);
- increased social isolation (5);
- wellbeing issues (3); and
- direct impact on residential care (3).

4.3 Service user responses

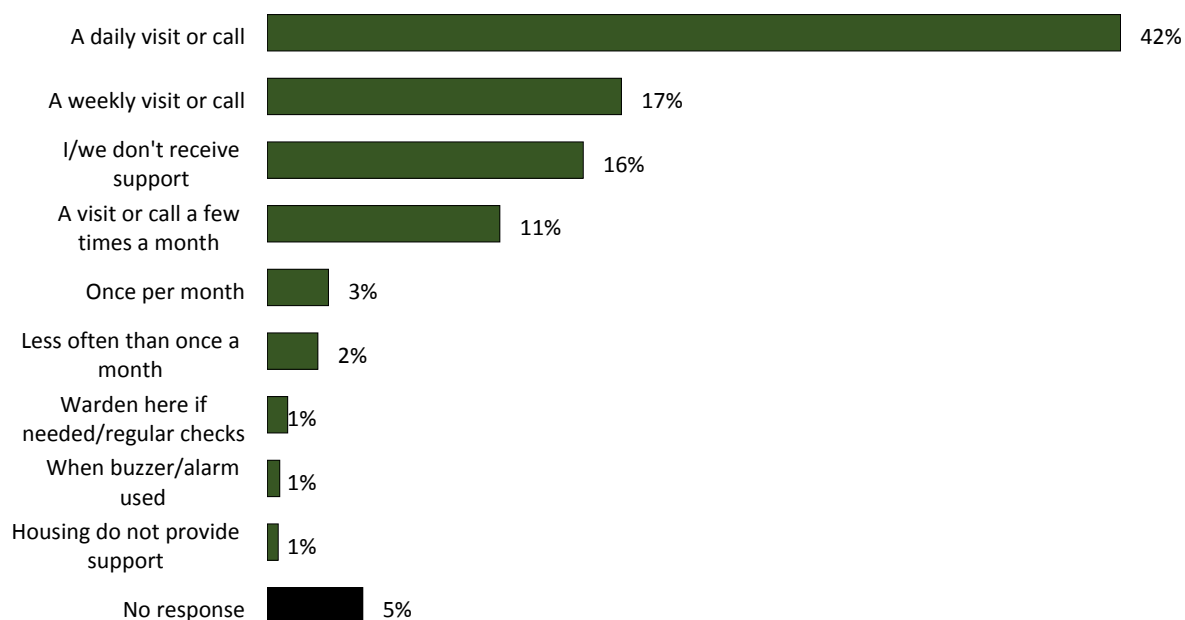
4.3.1 Support needs

First, respondents were asked how much support they or their partner currently receive from the scheme manager/warden/support visitor.

More than two-fifths of respondents (42%) said that they receive a daily visit or call from the scheme manager/warden/support visitor. Nearly a fifth of respondents (17%) said that they receive a weekly visit or call.

About a sixth of respondents (16%) said that they didn't receive support from the scheme manager/warden/support visitor.

Chart 1 - How much support do you or your partner currently receive from the scheme manager/warden/support visitor?

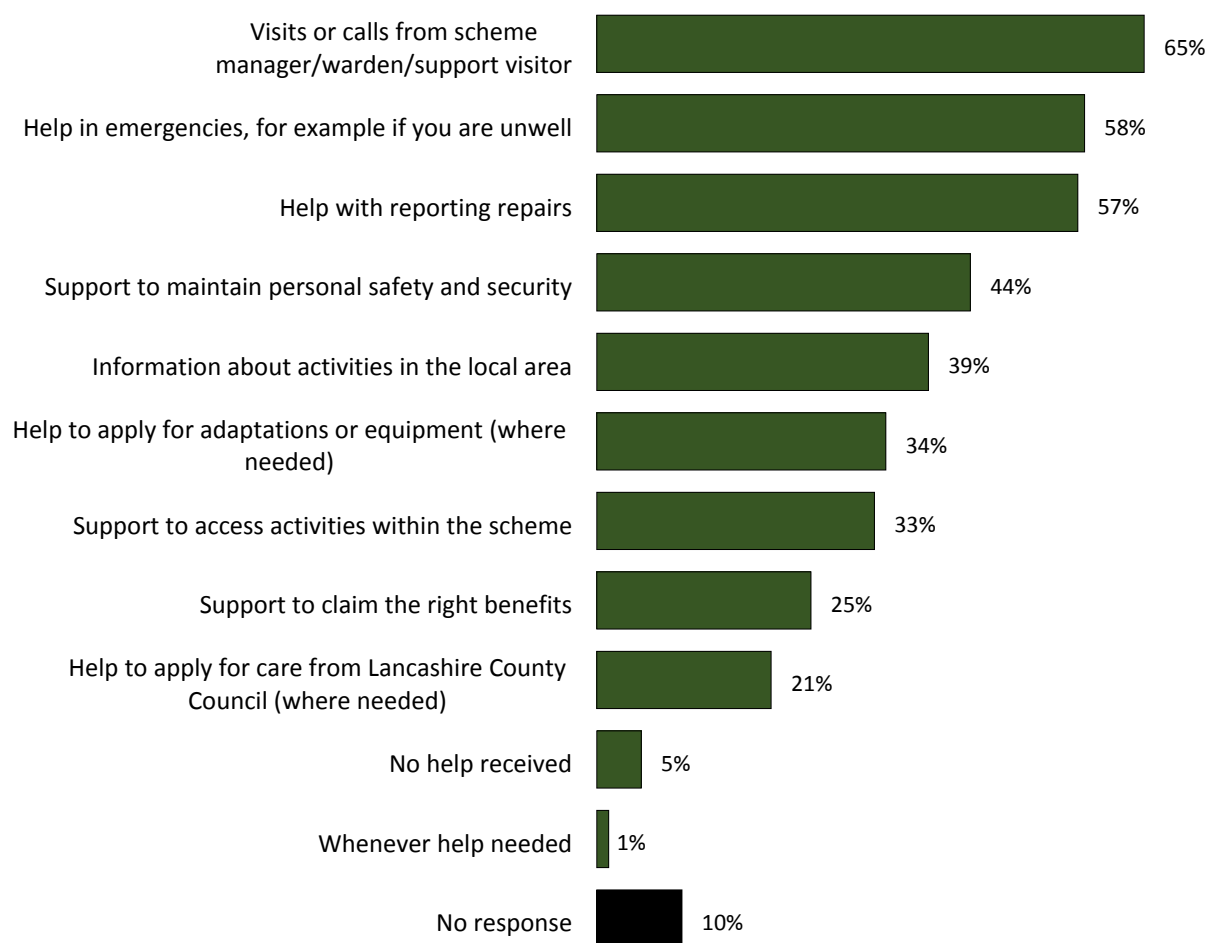


Base: all respondents (5,366)

Respondents were asked which of the main types of help offered by the service they receive from the scheme manager/warden/support visitor.

Of the different types of help listed in the question, respondents were most likely to say that they receive: visits or calls (65%); help in emergencies (58%); and help with reporting repairs (57%).

Chart 2 - Which of the following do you receive help with from the scheme manager/warden/support visitor?

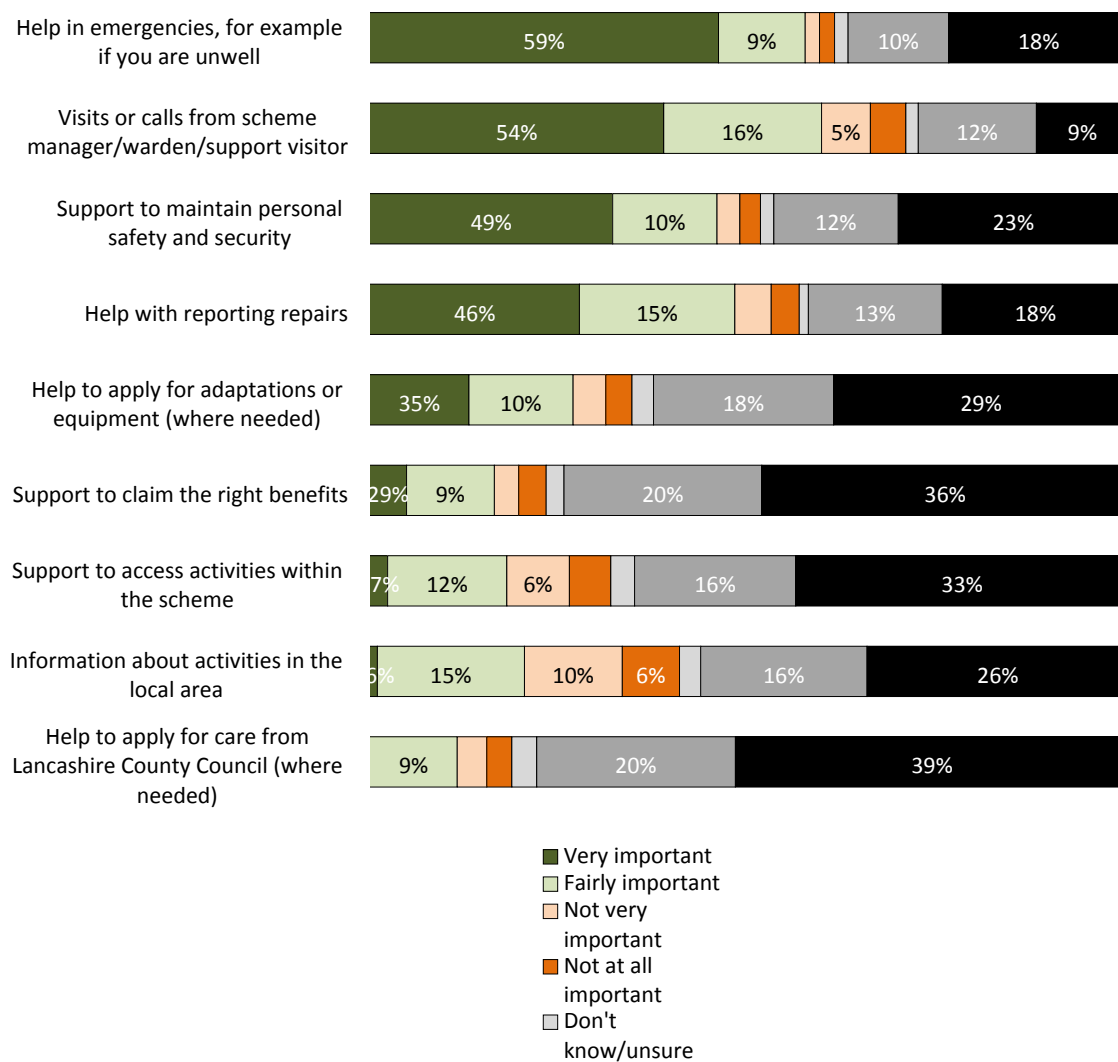


Base: all respondents (5,395)

Respondents were then asked how important different aspects of the service are to them.

Respondents were most likely to say that: visits or calls from the scheme manager/warden/support visitor (70%); help in emergencies (68%); help with reporting repairs (61%); and support to maintain the personal safety and security (59%) are important³ aspects of the service to them.

Chart 3 - How important are the following aspects of the service to you?



Base: all respondents (5,448)

³ Very important and fairly important

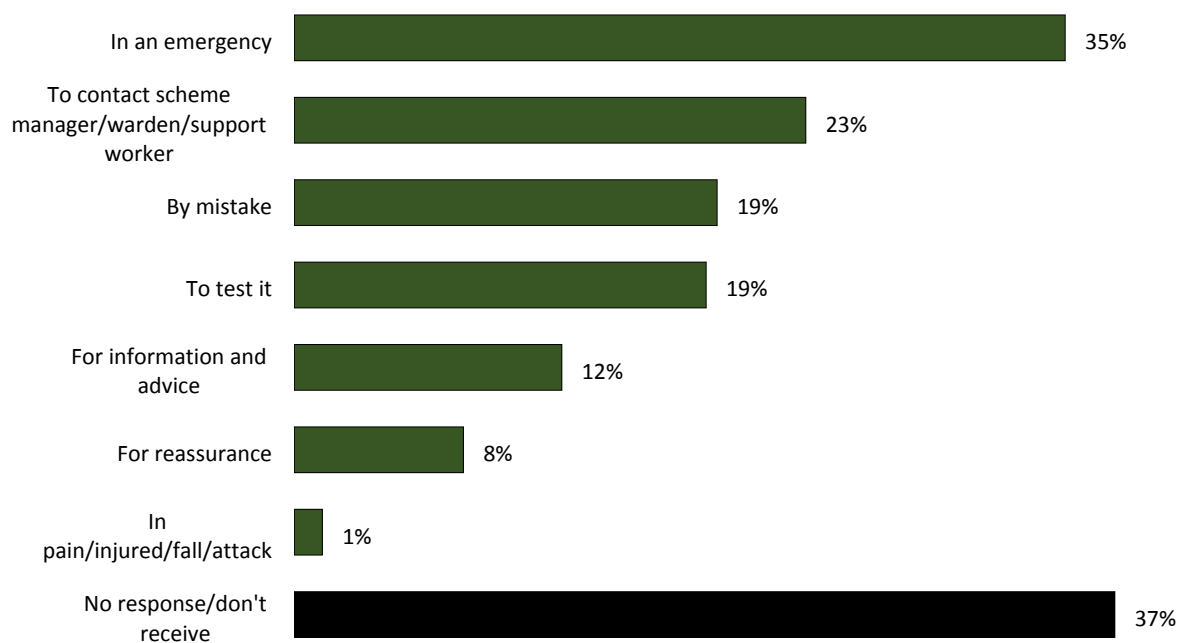
4.3.2 Emergency alarm equipment

Respondents were asked about emergency alarm equipment. They were asked if they have emergency alarm equipment, if they have used it and why they used it.

Nearly all respondents (96%) have emergency alarm equipment. Of those respondents who have the emergency alarm equipment, over three-fifths (62%) said that they had used the emergency alarm equipment.

Respondents were then asked why they used the emergency alarm equipment. Over a third of respondents who said they have used the emergency alarm equipment (35%) said that they used it in an emergency, just less than a quarter (23%) said that they had used it to contact scheme manager/warden.

Chart 4 - If you have used the emergency alarm equipment, why did you use it?

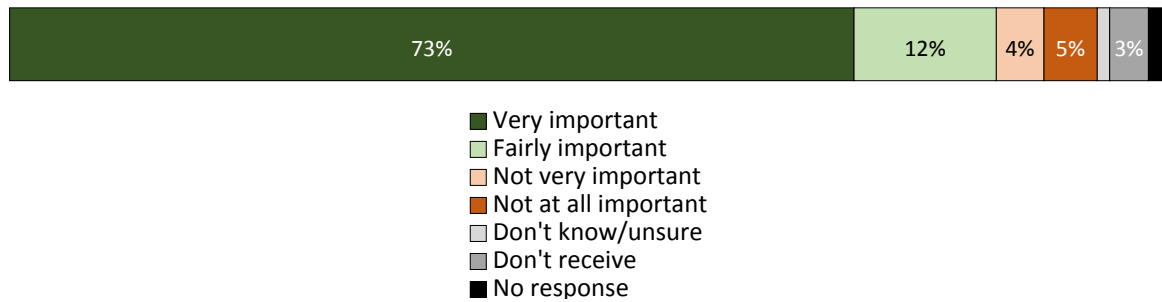


Base: all respondents (5,384)

Respondents were then asked how important the emergency alarm equipment is to them.

Nearly three-quarters of respondents (73%) said that the emergency alarm equipment is very important to them. Almost one in ten respondents (9%) said that the emergency alarm equipment is not important to them⁴.

Chart 5 - How important is the emergency alarm equipment to you?



Base: all respondents (5,448)

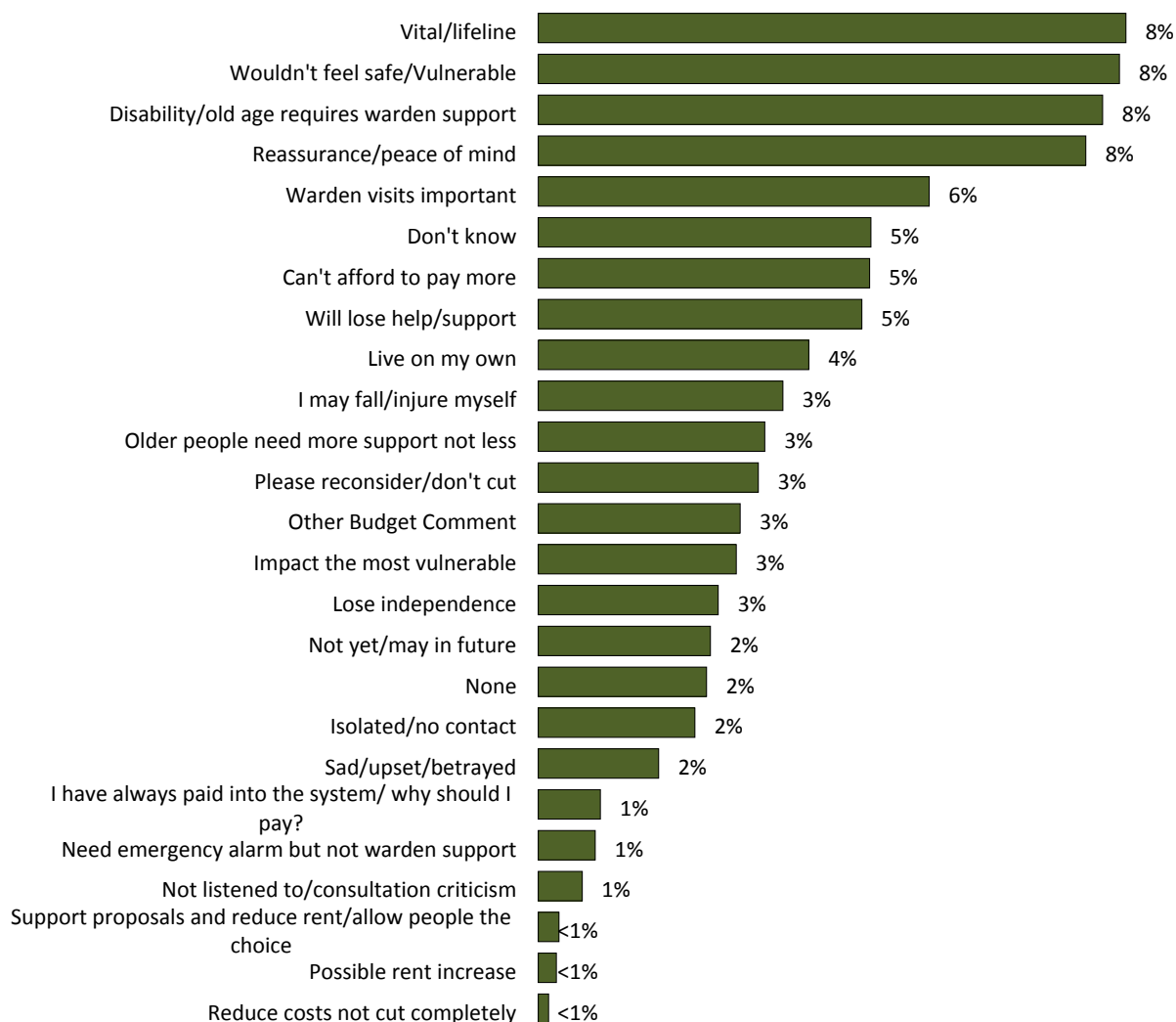
⁴ Either not very important or not at all important

4.3.3 Views about the budget proposal

Respondents were then asked to provide any feedback or comments about the budget proposal and how it will affect them.

Respondents were most likely to say that this service is vital/lifeline (8%), wouldn't feel safe/vulnerable (8%), disability/old age requires warden support (8%) and it offers reassurance/peace of mind (8%).

Chart 6 - Please provide any further feedback or comments about how the budget proposal will affect you in the box below.

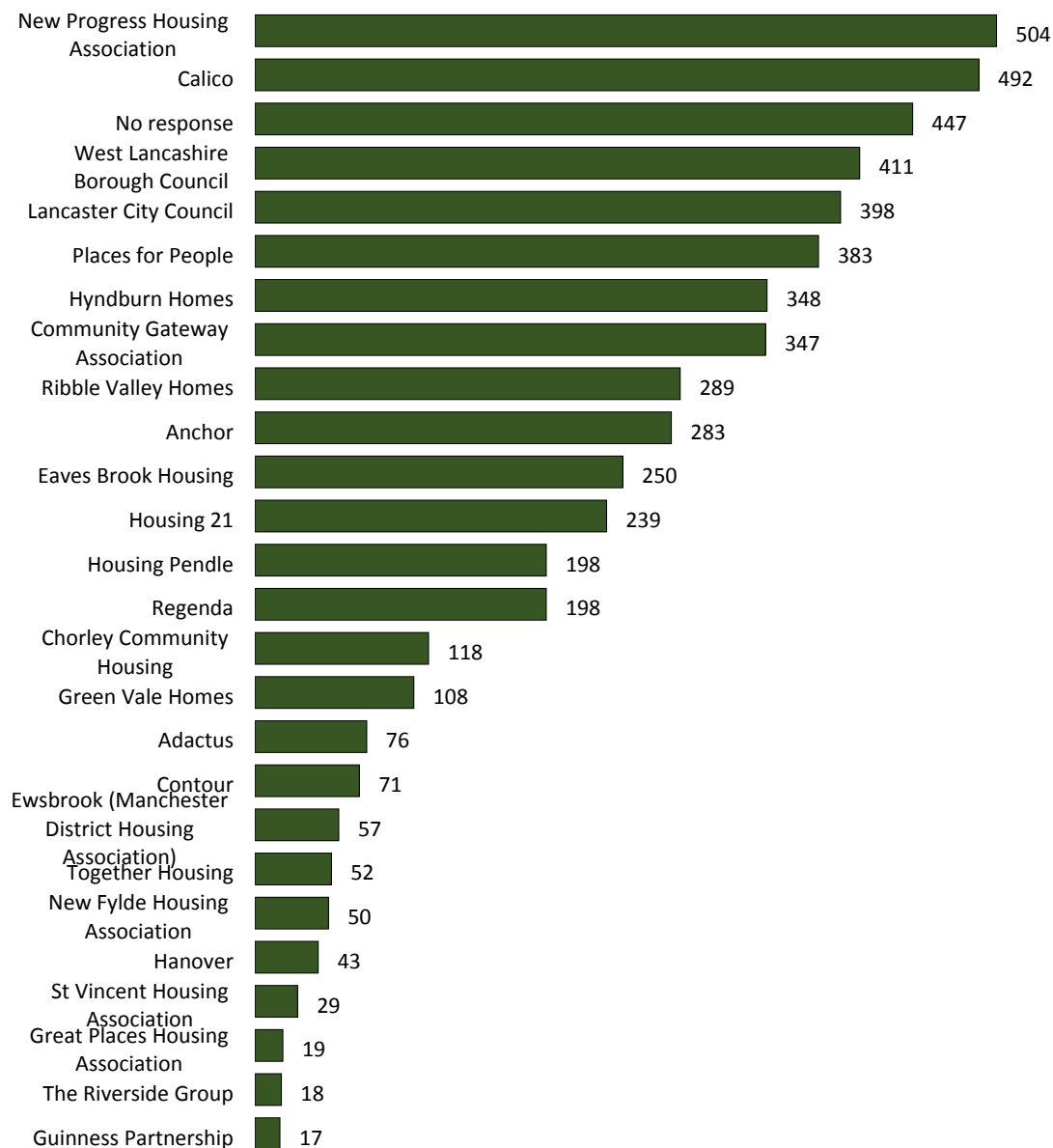


Base: all respondents (5,448)

4.3.4 Name of current landlord

Respondents were then asked to name their current landlord. The results are given below (the number of responses by provider is given instead of the percentage of responses as in charts 1-6).

Chart 7 - What is the name of your current landlord?



Base: all respondents (5,448)

5. Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, contacting their councillor, or signing a petition.

5.1 Other responses

We received four emails/letters from three members of parliament from Pendle, Fylde and Chorley which have not been included in the findings of this report.

Approximately eight responses from individuals, partner organisations and voluntary sector organisation were received as part of other ongoing/closed consultations in Lancashire County Council; we have extracted the supporting people related comments and presented them below.

In general, respondents were against the supporting people proposal and stated that it will have a negative impact on older people if ongoing supporting people support is withdrawn. Respondents felt that it was important to have calls/visits from scheme manager for those who haven't got any family members. Respondents said this proposal will result in increased number of falls and hospital admissions, the abuse of the elderly in the community, and further segregation and isolation for vulnerable groups of people. Overall this will have major negative impact on people, wider community and other important services.

We also received a response from one of the older people forums in Lancashire. The respondent forum was concerned and worried about the proposed changes. Some of the service users were being asked to pay more for the services which were vital and important to maintain an independence. The forum also stated that older people were unable to pay for increasing cost of services and Lancashire County Council needed to reconsider these proposals for safety of older people.

Appendix 1: Demographic breakdown

Table 1- Are you...?

	%	Count
Male	36%	1,953
Female	61%	3,299
No response	4%	196
Total		5,448

Table 2- Have you ever identified as transgender?

	%	Count
Yes	1%	29
No	88%	4,776
Prefer not to say	2%	135
No response	9%	506
Total		5,448

Table 3- What was your age on your last birthday?

	%	Count
Under 35	0%	5
35-49	1%	42
50-64	13%	725
65-74	33%	1,783
75+	50%	2,728
No response	3%	165
Total		5,448

Table 4 - Are you a deaf person or do you have a disability?

	%	Count
Yes	54%	2,944
No	41%	2,234
No response	5%	269
Total		5,448

Table 5- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	94%	5,146
No response	3%	172
Irish	1%	65
Eastern European	1%	28
Indian	0%	13
Other	0%	6
Caribbean	0%	7
Pakistani	0%	5
Total		5,448

Table 6- What is your religion?

	%	Count
No religion	10%	529
Christian (including CofE, Catholic, Protestant and all other denominations)	84%	4,554
Buddhist	0%	10
Hindu	0%	8
Jewish	0%	1
Muslim	0%	10
Sikh	0%	1
Any other religion	1%	70
No response	5%	265
Total		5,448

Table 7- Are you in a marriage or civil partnership?

	%	Count
Marriage	25%	1,338
Civil partnership	1%	40
Prefer not to say	1%	74
None of these	65%	3,562
No response	8%	434
Total		5,448

Table 8- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	85%	4,635
Bisexual	0%	7
Gay man	0%	16
Lesbian/gay woman	0%	5
Other	0%	15
Prefer not to say	4%	248
No response	10%	522
Total		5,448

Table 9- In which district do you live in Lancashire?

District	%	Count
Burnley	12%	631
Chorley	5%	299
Fylde	4%	245
Hyndburn	9%	499
Lancaster	9%	500
Pendle	7%	361
Preston	15%	813
Ribble Valley	7%	389
Rossendale	6%	316
South Ribble	7%	405
West Lancashire	13%	686
Wyre	3%	180
Don't know/unsure	0%	23
No response	2%	101
Total		5,448

Appendix 2: Providers responses

Table 10 - changes to provider schemes

	Possible withdraw / change support services	Don't know/ currently reviewing position	New or increased charges	Exploring alternative funding such as housing benefit	Reduced staffing	More use of alarms / technology/ telecare	Recruit volunteers	Withdrawn alarm only services/ private only	Reassess housing	No change	Increased use of other preventative services such as wellbeing service
Provider 1	x	x	x		x						
Provider 2	x		x			x		x			x
Provider 3			x					x			
Provider 4		x		x							
Provider 5	x	x									
Provider 6	x	x	x	x		x					
Provider 7	x				x						
Provider 8	x	x	x	x	x						
Provider 9										x	
Provider 10		x					x				
Provider 11				x							
Provider 12			x	x							
Provider 13							x				
Provider 14	x		x								
Total	7	6	7	5	3	2	2	1	1	1	1

Table 11 - impact on service users

	loss of or reduced support services	New or increased charges /financially detrimented	S/U health and wellbeing impacted	Increased social isolation	Preventative work will cease or reduce	Sheltered housing unaffordable for people on low income	Safety impacted/ SU at risk	Prevent or reduce independence	Unsuitable accommodation	Safeguarding concerns	S/U may opt out of alarm	No change	Uncertainty	Don't know yet	Potential evictions
Provider 1		x	x	x	x		x	x							
Provider 2	x				x						x				
Provider 3	x	x			x							x			
Provider 4	x														
Provider 5			x	x											
Provider 6	x	x	x				x	x						x	
Provider 7	x	x	x	x					x	x					
Provider 8	x	x				x				x			x		
Provider 9		x													
Provider 10	x														
Provider 11		x				x									
Provider 12	x	x	x			x	x	x							
Provider 13			x			x			x						x
Provider 14	x	x													
Total	9	9	6	3	3	4	3	3	2	2	1	1	1	1	1

Table 12 - impact on organisation

	Reduced staffing/ redundancies	Issues with rent or voids	Increase use or reliance on technology/ alarms	Service restructures	Disposal of housing/ closure of schemes	Financial strain	Less reinvestment in properties including extra care	Impact on wider business	Fewer resources for vulnerable	Subsidised deficit	Withdraw service	Under review/ uncertain
Provider 1						x		x		x	x	
Provider 2								x				
Provider 3												
Provider 4	x		x									
Provider 5	x			x		x	x					
Provider 6					x				x			
Provider 7	x	x	x	x	x							
Provider 8	x	x		x	x							x
Provider 9												x
Provider 10	x	x				x			x			
Provider 11												
Provider 12	x	x										x
Provider 13	x	x					x					
Provider 14		x										
Total	7	6	2	3	3	3	2	2	2	1	1	3

Table 13 - impact on the wider community

	Pressure on other public services: hospital admissions, GP use, social care	Increased no of vulnerable people/ unmet needs increase	Cutting preventative support is a false economy and will cost more in long term	Less of a community hub for wider community	Reduced employment	Loss /reduction of vital community service	People unable to move to retirement living/ living in unsuitable homes	Increase anti-social behaviour	Less connected/ increased isolation or loneliness	No safety net	Impact on other small business linked to services	Negative impact on other tenants/ services	Increased social problems	Vulnerable will struggle without support	Community and other services against cuts	Increased Mental health issues
Provider 1	x		x		x			x				x				
Provider 2	x		x		x			x	x							
Provider 3																
Provider 4	x	x					x									
Provider 5	x	x	x			x				x						
Provider 6	x	x	x	x	x								x	x		
Provider 7	x	x	x	x		x	x								x	
Provider 8	x			x	x	x				x	x					
Provider 9	x		x													
Provider 10	x	x		x					x							x
Provider 11	x		x													
Provider 12	x	x		x			x				x					
Provider 13	x	x		x		x										
Provider 14																
Total	12	7	7	6	4	4	3	2	2	2	2	1	1	1	1	1

Appendix 3: Stakeholders responses

Table 14 - impact on service users

	Health and wellbeing impacted	Service users receive less or no support	Unsure/ under review/ dependent upon provider response	Independence impacted	Safety/ security impacted	Increased social isolation	Unable to cope	More targeted support	Reduced choice/	Unable to move to suitable accommodation	Increased use of residential care	Increased or new charges
Stakeholder 1	X				X							
Stakeholder 2							X					
Stakeholder 3								X				
Stakeholder 4									X	X		
Stakeholder 5		X										
Stakeholder 6	X	X	X	X								
Stakeholder 7	X	X	X	X							X	
Stakeholder 8	X	X	X									X
Stakeholder 9	X	X		X	X	X						
Stakeholder 10	X	X	X	X		X						
Stakeholder 11	X	X			X	X						
Total	7	7	4	4	3	3	1	1	1	1	1	1

Table 15 - impact on organisation

	impact on other areas of business	increased pressure on budgets	unsure of impact/ dependent upon market response	loss of jobs	increase in requests for housing advice	HB may not fund the gap
Stakeholder 1						
Stakeholder 2	X			X		
Stakeholder 3						
Stakeholder 4	X	X				
Stakeholder 5					X	
Stakeholder 6			X			
Stakeholder 7						X
Stakeholder 8			X			
Stakeholder 9	X					
Stakeholder 10	X	X				
Stakeholder 11						
Total	4	2	2	1	1	1

Table 16 - impact on community

	Increased pressure on other public services	Increased social isolation	Wellbeing issues	Direct impact on res care	Services close / empty buildings/ loss of community resource	People not supported to stay in own homes	Unknown/ dependent upon market response	Impact on wider support networks/informal care	Job losses	increase in privately funded services	impact on other small businesses
Stakeholder 1	x		x	x							
Stakeholder 2	x	x		x		x			x	x	
Stakeholder 3											x
Stakeholder 4	x	x		x		x					
Stakeholder 5					x						
Stakeholder 6	x										
Stakeholder 7	x						x				
Stakeholder 8							x	x			
Stakeholder 9	x	x	x								
Stakeholder 10	x	x						x			
Stakeholder 11	x	x	x		x						
Total	8	5	3	3	2	2	2	2	1	1	1

Table 17 - other comments

	Impact of cuts is very concerning	Cuts are a mistake/false economy	Voluntary services unable to fill gap
Stakeholder 1		x	
Stakeholder 2			x
Stakeholder 3			
Stakeholder 4			
Stakeholder 5			
Stakeholder 6			
Stakeholder 7	x		
Stakeholder 8	x		
Stakeholder 9	x		
Stakeholder 10			
Stakeholder 11			
Total	3	1	1



Appendix C

Equality

Analysis Toolkit

For Decision Making Items

**Sheltered Accommodation and
Community Alarms**

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Withdrawal of £2.5m funding for support within sheltered housing services and community alarm services in Lancashire

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to cease SP funding for non-statutory services from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding for support within sheltered accommodation and community alarms.

As services are jointly funded with rental/housing benefit income we don't know what the proposal will mean for each service, however there is a possibility for any or some of the following to take place:

- Reduction in level of support
- Some services ceasing to provide support
- Charges for services
- Alternative types of funding and /or support

As part of the consultation, we asked providers to give us details of their current plans. The responses received have been included within Question 2.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

We currently have 22 housing providers delivering sheltered housing support across all districts of Lancashire. As the proposal is to remove all funding, any decision is likely to affect all sheltered housing service users across the county in a similar way.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. There are currently around 12,000 people receiving support. As a result of current eligibility criteria for services, people affected will predominantly be over 55 years old, however there will be a small number of people below 55 years old with disabilities.

Further detail is presented in response to question 1 below

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

Sheltered Housing Schemes

- Sheltered schemes offer housing with support, a 24 hour alarm service and a scheme manager/support worker who will visit the scheme to make contact with individuals, to provide support or to arrange communal activities.
- Around 14,000 people currently receive a service. Historically around 12,000 accessed financial assistance.
- Services are accessed by people over the age of 55 and people with disabilities who benefit from the sheltered housing service model.
- The provision of sheltered housing is not a statutory service. Services have been funded in order to promote health and wellbeing and to prevent individuals requiring more high cost intensive services.

As part of the consultation process we have contacted around 14,000 people receiving sheltered housing support or a community alarm, and we received 5448 responses to the consultation which show the following demographic profiles in relation to protected characteristics

		%	Count
Are you...?	Male	36%	1953
	Female	61%	3299
	No response	4%	196
	Total		5448

		%	Count
Have you ever identified as transgender?	Yes	1%	31
	No	88%	4776
	Prefer not to say	2%	135
	No response	9%	506
Total			5448

		%	Count
What was your age on your last birthday?	Under 35	0%	5
	35-49	1%	42
	50-64	13%	725
	65-74	33%	1783
	75+	50%	2728
	No response	3%	165
Total			5448

		%	Count
Are you a deaf person or do you have a disability?	Yes	54%	2944
	No	41%	2234
	No response	5%	269
	Total		5448

		%	Count
Which best describes your ethnic background?	English/Welsh/Scottish/Northern Irish/British	94%	5146
	No response	3%	172
	Irish	1%	65
	Eastern European	1%	28
	Indian	0%	13
	Caribbean	0%	7

Other	0%	6
Pakistani	0%	5
White and Black Caribbean	0%	3
White and Asian	0%	2
African	0%	2
Chinese	0%	2
White and Black African	0%	1
Bangladeshi	0%	1
Gypsy or Irish Traveller	0%	1
Arab	0%	0
Total		5448

		%	Count
What is your religion?	No religion	10%	529
	Christian (including CofE, Catholic, Protestant and all other denominations)	84%	4554
	Buddhist	0%	10
	Hindu	0%	8
	Jewish	0%	1
	Muslim	0%	10
	Sikh	0%	1
	Any other religion	1%	70
	No response	5%	265
Total		5448	

		%	Count
Are you in a marriage or civil partnership?	Marriage	25%	1338
	Civil partnership	1%	40
	Prefer not to say	1%	74
	None of these	65%	3562
	No response	8%	434
Total		5448	

		%	Count
How would you describe your sexual orientation?	Straight (heterosexual)	85%	4635
	Bisexual	0%	7
	Gay man	0%	16
	Lesbian/gay woman	0%	5
	Other	0%	15
	Prefer not to say	5%	248
	No response	10%	522
Total		5448	

		%	Count
In which district do you live in Lancashire?	Burnley	12%	631
	Chorley	5%	299
	Fylde	4%	245
	Hyndburn	9%	499
	Lancaster	9%	500
	Pendle	7%	361
	Preston	15%	813
	Ribble Valley	7%	389
	Rosendale	6%	316
	South Ribble	7%	405
	West Lancashire	13%	686
	Wyre	3%	180
	Don't know/unsure	0%	23
	No response	2%	101
	Total		5448

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

CONSULTATION PROCESS

Meetings

- Two meetings were held on 23rd November 2015 with district councils (commissioners) (AM) and providers (PM) to inform them of the proposal to cease SP funding from 31st March 2017.
- Eleven district council (commissioners) and approximately 60 providers attended the above meetings.
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on

1st July 2016 and discussions were held with providers and stakeholders

- Meeting held with district councils on 4th July to consider interim consultation findings
- Two meetings were held with providers of sheltered housing

Questionnaires

For the consultation, paper questionnaires were sent to around 14,000 service users and made available at sheltered accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

Separate questionnaires were sent to the 12 district councils of Lancashire, current Supporting People sheltered housing providers and stakeholders to find out the impact of this proposal on service users, on their respective organisations and on the wider community.

The consultation ran for twelve weeks from 30 March until 24 June 2016. In total, around 14,000 questionnaires were sent to service users and 5,448 completed questionnaires were returned

A full analysis of the consultation responses from sheltered housing providers, service users and other stakeholders is available as Appendix B.

CONSULTATION RESPONSES

14 providers responded to the consultation. Key issues raised **by providers** were highlighted as follows:

- 12 believed the proposal will increase demand on other public services such as hospitals, GP's and Social Care
- 9 believed Service Users will receive less support as a result of the proposal
- 7 providers believe they will increase or introduce new charges for service users, directly impacting service users financially
- 6 are currently reviewing their service offer and don't yet know what the outcome will be
- 7 believe the proposal will result in reduced staffing/redundancies

11 Stakeholders responded to the consultation, including 8 district councils and one CCG, Key Issues raised by **stakeholders including district councils** were:

- 8 believe the proposal will increase demand on other public services such as hospitals, GP's and social care
- 7 believe Service Users will receive less support as a result of the proposal
- 5 believe social isolation will increase within the older population

5448 service users responded to the consultation; the key issues raised by **service**

users are:

- 65% of service users receive regular support visits or calls and 54% of service users rate these as very important
- 49% of service users said support helps them feel safe and secure
- 59% said support is particularly important when they are unwell or in other emergencies
- 96% of service users have a community alarm service and 73% rate a community alarm as very important to them
- 36% of service users have benefitted from the community alarm in an emergency

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?

- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

When comparing the profile of people accessing services with the wider Lancashire population, it is clear that there will be a disproportionate impact on a number of groups.

Age

- 83% of service users receiving sheltered housing support are over the age of 65, as this proportion of service users is considerably larger than the proportion of older people in the wider population (2011 Census 18% were 65+), it would appear that older people may be disproportionately impacted by the proposal

Disability, including deaf people

- 51% of service users receiving sheltered housing support considered themselves disabled, as this proportion of service users is considerably greater than the proportion of disabled people in the wider population (2011 census, 20% disabled or limiting health condition), it would appear disabled people may be disproportionately affected by the proposal

Gender reassignment

- The proportion of service users identifying themselves as transgender appears to be broadly representative of the wider population (approx. 1% average from previous LCC consultations)

Pregnancy / maternity

- No data was available in relation to pregnancy/ maternity, however as the service is accessed primarily by older people, it would be reasonable to assume that it is unlikely people with this protected characteristic would be disproportionately affected by the proposal

Race/Ethnicity

- The race/ ethnicity profile of service users appears to be broadly representative of the wider population (2011 Census, 92.3% White/British, 7.7% BME)

Religion/ belief

- The religious profile of service users appears to be broadly representative of

the wider population (2011 census, 69% Christian, 19% no religion, 6% Muslim)

Gender

- 61% of service users receiving Sheltered housing support are female. As this proportion of service users is considerably greater than the proportion of females in the wider population (2011 census, 51% female, 49% male), it would appear women may be disproportionately affected by the proposal

Sexual orientation

- The information in relation to the sexuality of people living in sheltered housing is insufficient to compare to the wider population, this may be in part because many older adults responding to our consultation did not wish to disclose information relating to their sexuality

Married / Civil partnership

- The number of people not married or in a civil partnership is significantly below the number of people in the wider population, (previous LCC consultation average are 50-60% married, 30-40% not married and 1-2% civil partnerships) therefore people not married or in relationships may be disproportionately impacted by the proposal

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

Consultation has shown the following:

- Sheltered housing provides an early non statutory response for service users in response to health issues, financial issues, safety and security. Service users may potentially need higher cost services at an earlier stage such as health or social care services; and (due to the relatively low cost of sheltered provision per service user), should a small proportion of sheltered service users require more costly services at an earlier stage, this could significantly reduce the overall savings achieved by the council in real terms.
- Some providers may continue providing elements of the services and charge service users. Whilst this may mean that service users can continue to receive some level of service for a relatively low cost, this could have a negative financial impact on service users and may make the service inaccessible to those on the lowest incomes.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (e.g. changes in relation to equipment, the amount of funding available for care packages)

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to withdraw funding for support within sheltered housing services.

Although the funding cuts are likely to impact upon service users, providers, wider communities and other statutory services to varying degrees, there are mitigating factors which may lessen the impact of the funding cuts as outlined below.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

It is hoped that the following services will mitigate some of the impact; however, this will be dependent on the level of capacity and whether individuals meet the eligibility criteria:

- Increased use of housing management
- Continuation of support funded directly by increased service user charges
- Telecare
- The Lancashire Wellbeing Service

Sheltered housing support is intrinsically linked to the housing provision and we now know that some sheltered housing providers are already taking steps to continue offering some elements of the service should the proposal to withdraw LCC funding be agreed.

Although there may be some scope for sheltered housing providers to secure additional public funding via housing benefit in order to provide increased levels of housing management, this is not a direct re-placement for the LCC funded support services. In addition, in many areas sheltered housing providers have already pursued increases in housing benefits when LCC reduced levels of funding in 2015, leaving limited scope for further increases. Furthermore, some elements of the service such as community alarms are typically deemed ineligible under housing benefit regulations.

Many sheltered housing providers have suggested they might increase or introduce charges to service users in order to continue offering services. Whilst this may be affordable for some service users, the cost of meeting any ineligible charges may prove to be a burden for other service users.

Whilst Telecare may be an option for some service users and provide peace of mind and reassurance to families, it is likely that due to the preventative nature and low level of needs for many people living in Sheltered housing, many service users may not meet national eligibility criteria for social care services in order to access Telecare.

Should a decision be made to withdraw LCC funding to sheltered housing, prior to implementing the decision we will promote the Lancashire Wellbeing service within sheltered housing services.

The Lancashire Wellbeing Service helps people to deal with the underlying causes

that are affecting their ability to manage their health and wellbeing. It aims to ensure that people feel included in their communities, are able to live more independently and to enjoy a good quality of life. Referrals into the service can be made by a wide range of professionals or through self-referral. The service is available to all people over the age of 18yrs who are affected by one or more of the following issues:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Need support in relation to healthy living and developing a healthier lifestyle, through understanding and adapting behavior

The support provided consists of

- Personal support to make positive changes in your life for up to 6 sessions
- Provide opportunities that open up other support and social networks such as volunteering, peer networks, community groups
- Provide drop-in facilities in your local communities
- Identify and point you in the direction of relevant services in your community

It is a non-clinical service and doesn't provide social care services or manage people's long term health conditions.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation.

The analysis has shown us that there is a disproportionate negative impact on older people, people with disabilities and women.

The mitigating actions, outlined above in section 6, include the following:

- Reconfiguring by providers of services to enable access to increased housing benefit
- Telecare
- Lancashire Wellbeing Service
- Continuation of support funded directly by increased service user charges

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- Withdrawal of £2.5 million funding from sheltered housing and community alarms

The following groups will be affected

- People over the age of 60 years old
- People with disabilities
- Women

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with sheltered housing providers to minimise the impact of the funding cuts and maximise knowledge and linkages to other services.

Where service users meet national eligibility criteria for social care services, they can request an assessment of needs and support and services can be individually commissioned to meet their needs.

Equality Analysis Prepared By James Collier

Position/Role: Programme Manager

Equality Analysis Endorsed by Line Manager and/or Service Head – Sarah McCarthy

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

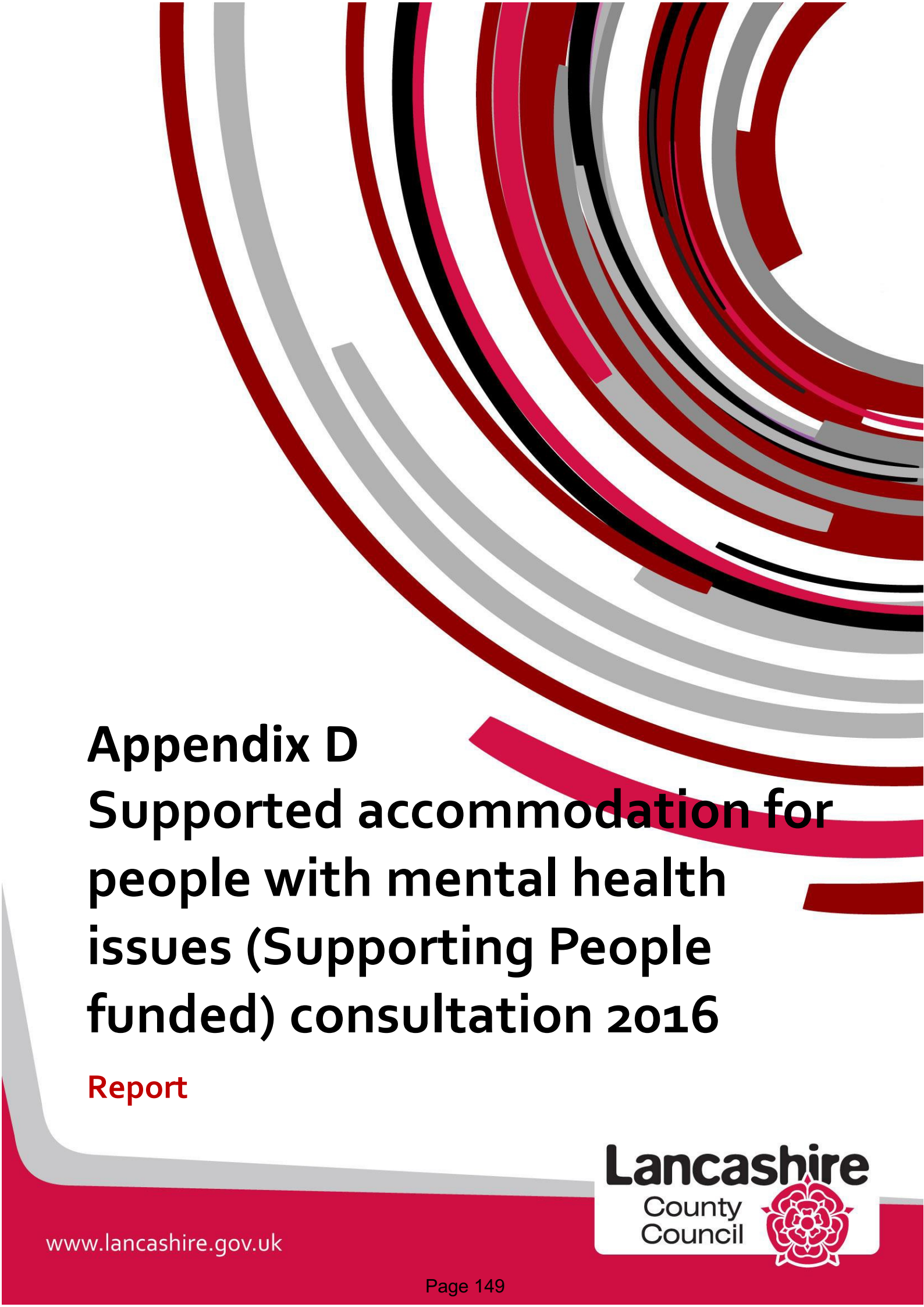
Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Appendix D

Supported accommodation for people with mental health issues (Supporting People funded) consultation 2016

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

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1. Executive summary

This report summarises the responses of Lancashire County Council supported accommodation for people with mental health issues consultation 2016.

Lancashire County Council currently provides funding which is used by mental health providers to deliver the housing support in supported housing or through the visiting support services. As part of the savings, the County Council is proposing to stop funding housing support for people with mental health issues by March 2017.

For the consultation, paper questionnaires were sent to all service users and made available at supported accommodation for people with mental health issues. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 125 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received a response from 5 providers, 9 stakeholders and no responses from district councils.

1.1 Key findings

1.1.1 Provider

There were total 5 providers responded to the short term supported accommodation for people with mental health consultation 2016.

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: intensive housing management (2), contract is ending and individuals will be signposted (2) and seeking proposal to work alongside with supported housing scheme (2).
- The top mentions from responding providers for the impact on services users were: deterioration in mental health and more expense in admissions/accessing other sources (3) and tenancy breakdown/homelessness (2).
- The top mentions from responding providers for the impact on their organisation were: will review and it may lead to closure of service (2), TUPS arrangement mean cost to run service (1), people losing jobs (1) and reduced staffing hours (1).
- The top mentions from responding provider for the impact on community were: neighbourhood issues (2) and increased unemployment (2).

1.1.2 Stakeholders

There were total 9 stakeholders responded to the short term supported accommodation for people with mental health consultation 2016.

The top mentions from respondents are presented with the number of stakeholders that they relate to shown in brackets.

- The top mentions from responding stakeholders for the impact on services users were: support not available/ gap / less support (5), increased homelessness (5), lead to deterioration in health (4) and reduced independence (3).
- The top mentions from responding stakeholders for the impact on their organisation were: increased pressure/ demand (3), increased existing pressure in MH services (2) and could withdraw housing supply is support not in place (2).
- The top mentions from responding stakeholders for the impact on community were: pressure on other services (GP, Acute, Social care, VCFS) (6) and ASB / community safety issues (5).

1.1.3 Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to maintain their mental health and wellbeing (98%); support to keep living in the community (95%); support to access health services (92%) and support to claim the right benefits (92%).
- Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important¹ aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; seek help from GP (71%), seek help from your care coordinator (70%), seek help from mental health services (70%) and seek help from current support provider (66%).
- Nearly two fifth of respondents (37%) chose not to respond. Nearly one in six respondents (17%) said that onsite support is needed. Over one in ten respondents (11%) said that there will be anxiety and one in ten respondents (10%) said that there will be deterioration in mental health.

¹ very important and fairly important

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides funding which is used by mental health providers to deliver supported housing or the visiting support. As part of the savings, the county council is proposing to stop funding housing support for people with mental health issues by March 2017.

This proposal will affect all supported accommodation across Lancashire including accommodation which is intended to be:

- short-term (e.g. less than two years); or
- longer term (e.g. more than two years or a home for life).

Although we are unclear what this will mean for service provision at this stage, there is a possibility that any of the following could take place in the next year:

- the service continues with major changes (e.g. different types of services offered in the accommodation or change in way in which the service is delivered);
- the service continues with little change as the provider has managed to obtain other funding to allow the service to continue; or
- the service ends.

Lancashire County Council is committed to working with providers to make sure that the service users are supported through this period of change.

It is important for Lancashire County Council to understand what the implications of withdrawing the funding for the supported accommodation service would be.

Service users were asked to complete questionnaire if they are currently receiving housing support from any of these providers of supported accommodation in Lancashire:

- Creative Support
- Imagine
- Lancashire Care Foundation Trust
- Lancashire Mind
- Making Space
- Richmond Fellowship
- Sanctuary Housing Association
- North West Community Services (floating support service only)

This consultation was designed to help us understand more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at supported accommodation for people with mental health services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 125 completed questionnaires were returned.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

The questionnaire included instructions that told service users that they could answer all the questions or just the ones that they were concerned about.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

There were 5 providers responded to the supported accommodation for people with mental health issues consultation 2016. They were North West Community, Lancashire Mind, Making Space, Sanctuary Supported and Creative Support.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

Impact on schemes

- intensive housing management (2);
- contract is ending and individuals will be signposted (2); and
- seeking proposal to work alongside with supported housing scheme (2).

Impact on service users

- deterioration in mental health and more expense in admissions/accessing other sources (3); and
- tenancy breakdown/homelessness (2).

Impact on organisation

- will review and it may lead to closure of service(2);
- TUPS arrangement mean cost to run service(1);
- people losing jobs (1); and
- reduced staffing hours (1).

Impact on wider community

- neighbourhood issues (2); and
- increased unemployment (2).

4.2 Stakeholders responses

There were total 9 stakeholders responded to the short term supported accommodation for people with mental health consultation 2016. They were Lancashire Care Foundation Trust, Inpatient LD, Blackpool Clinical Commissioning Group, Progress Housing Group, St Vincent's Housing, NHS East Lancashire Clinical Commissioning Group, Calico Floating Support, Great Places Housing and Your Housing.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders that they relate to shown in brackets.

Further details of district council responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondent stakeholders for the impact on services users were:

- support not available/ gap / less support (5);
- increased homelessness (5);
- lead to deterioration in health (4); and
- reduced independence (3).

The top mentions from respondent stakeholders for the impact on their organisation were:

- increased pressure/ demand(3);
- increased existing pressure in MH services (2); and
- could withdraw housing supply is support not in place (2).

The top mentions from respondent stakeholders for the impact on the wider community were:

- pressure on other services (GP, Acute, Social care, VCFS) (6); and
- ASB / community safety issues (5).

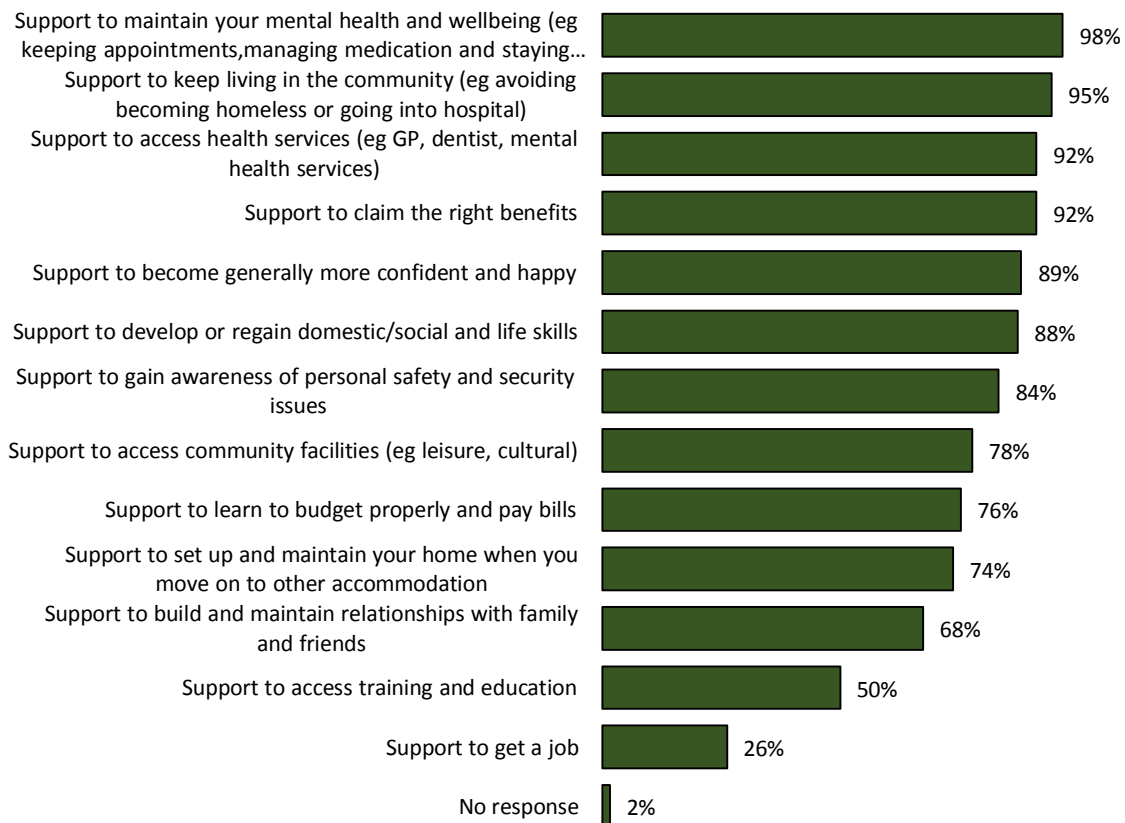
4.3 Service user responses

4.3.1 Your use of supported accommodation

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to maintain their mental health and wellbeing (98%); support to keep living in the community (95%); support to access health services (92%) and support to claim the right benefits (92%).

Chart 1 - Do you receive or have you received support with the following?

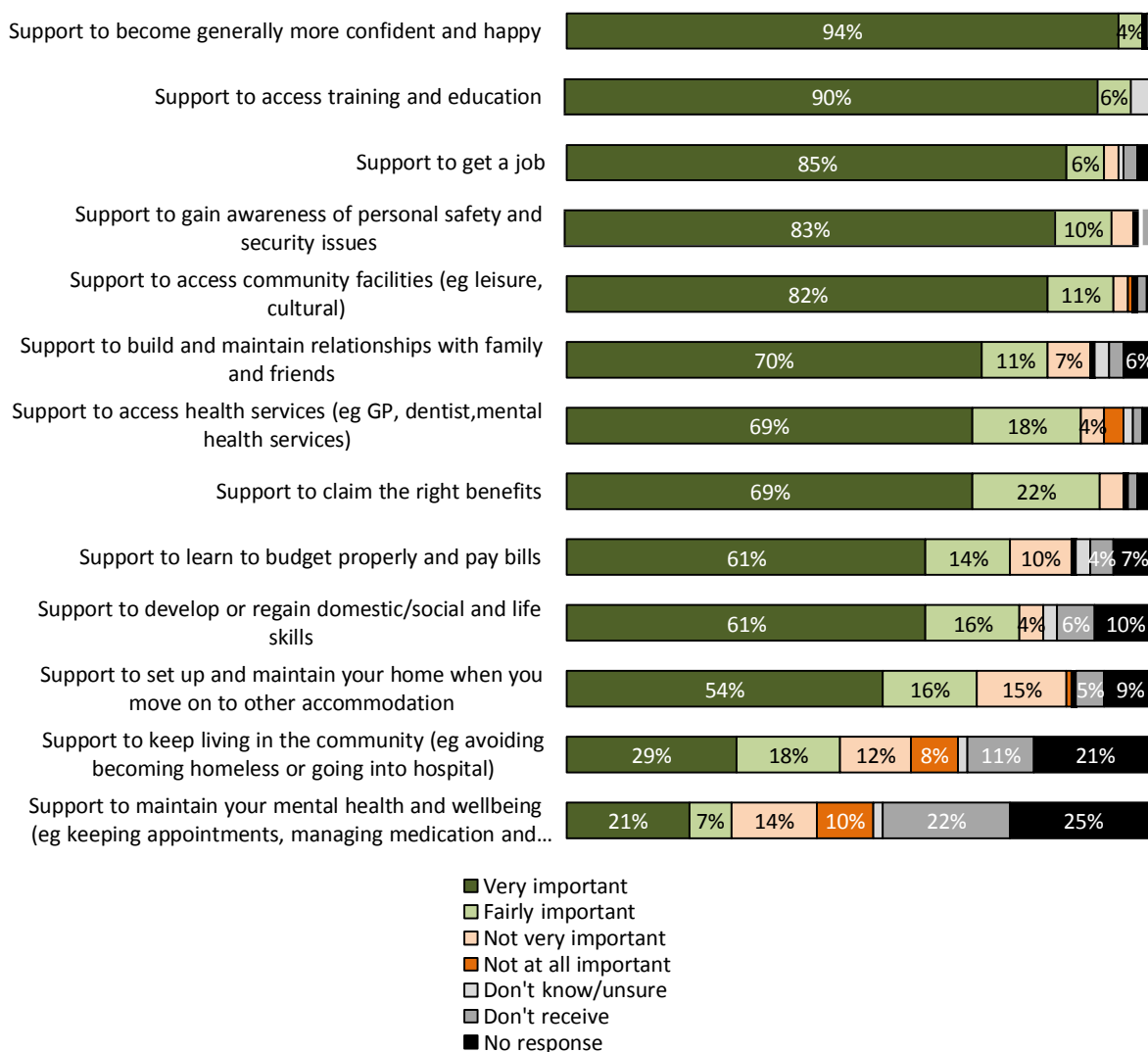


Base: all respondents (125)

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important² aspects of the service to them.

Chart 2 - How important are the following aspects of the service to you?



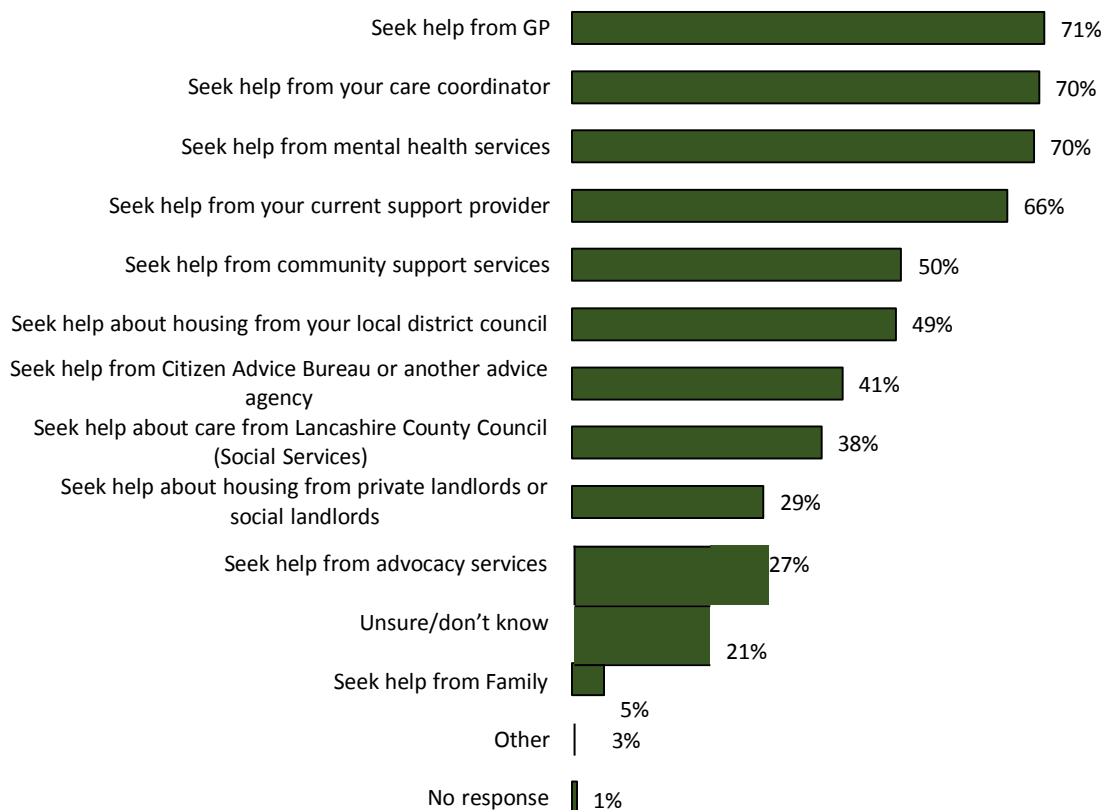
Base: all respondents (125)

² very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would; seek help from GP (71%), seek help from your care coordinator (70%), seek help from mental health services (70%) and seek help from current support provider (66%).

Chart 3- If the funding for the service ended, what do you think that people who need this type of service would do in the future?

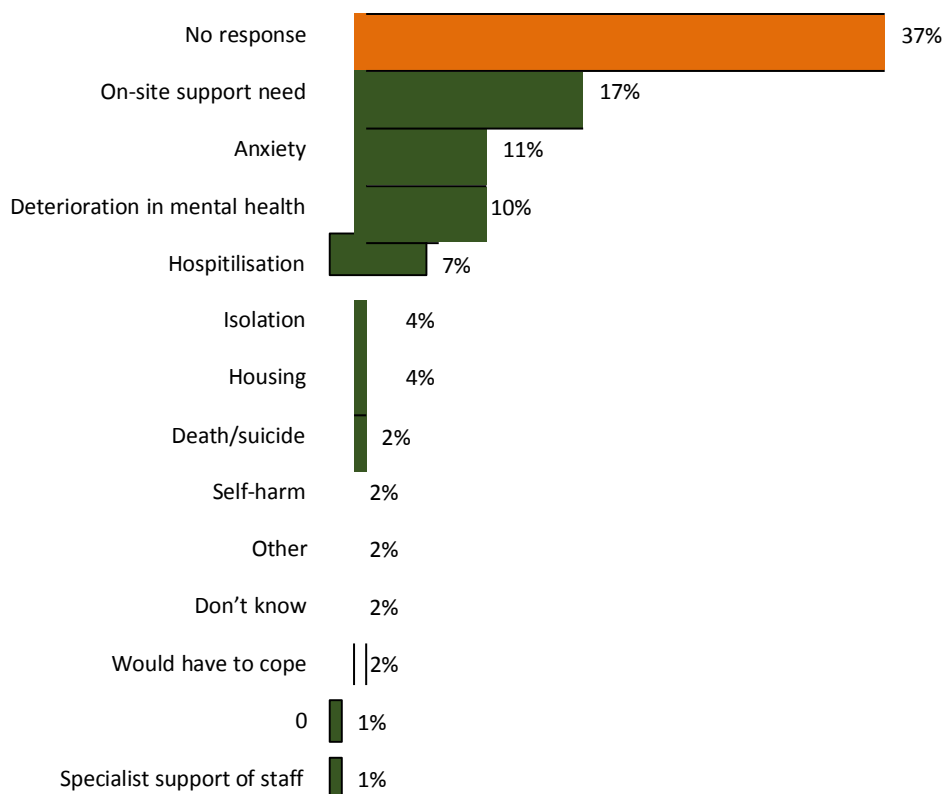


Base: all respondents (125)

Respondents were then asked for their feedback and comments about how this proposal will affect them.

Nearly two fifth of respondents (37%) chose not to respond. Nearly one in six respondents (17%) said that onsite support is needed. Over one in ten respondents (11%) said that there will be anxiety and one in ten respondents (10%) said that there will be deterioration in mental health.

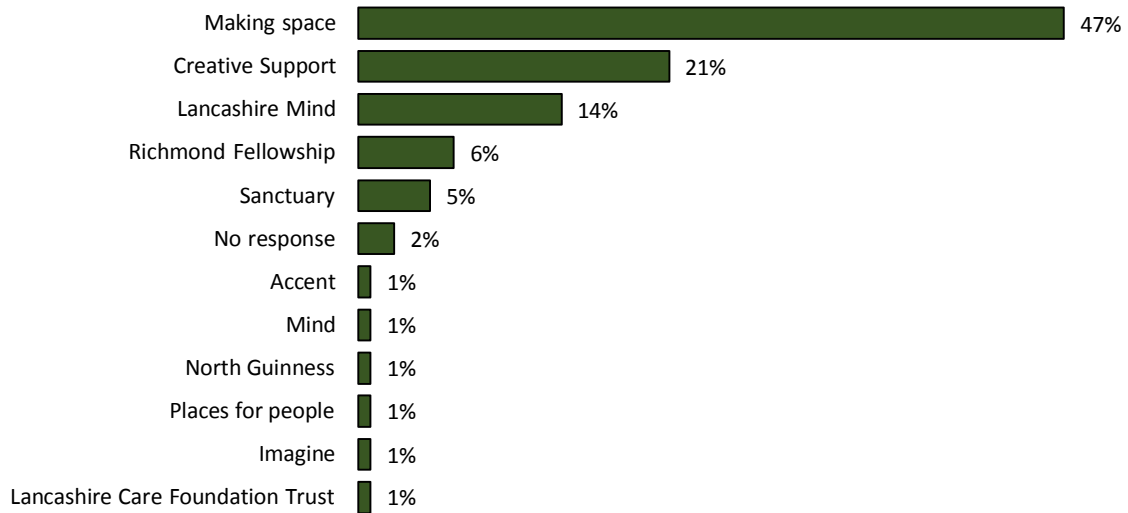
Chart 4- Please provide any further feedback or comments about how the proposal will affect you in the box below.



Base: all respondents (125)

Respondents were then asked to name their current support accommodation support provider.

Chart 5 - What is the name of your service provider?



Base: all respondents (125)

Appendix 1: Demographic breakdown

Table 1- Are you...?

	%	Count
Male	75%	94
Female	25%	31
Total		125

Table 2- Have you ever identified as transgender?

	%	Count
Yes	2%	2
No	94%	118
Prefer not to say	2%	2
No response	2%	3
Total		125

Table 3- What was your age on your last birthday?

	%	Count
18-25	8%	10
26-34	11%	14
35-49	45%	56
50-64	30%	37
65-74	6%	8
75+	-	-
No response	-	-
Total		125

Table 4 - Are you a deaf person or do you have a disability?

	%	Count
Yes	67%	84
No	30%	37
No response	3%	4
Total		125

Table 5- Are you in a marriage or civil partnership?

	%	Count
Marriage	1%	1
Civil partnership	2%	3
Prefer not to say	3%	4
None of these	93%	116
No response	1%	1
Total		125

Table 6- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	78%	98
Bisexual	2%	2
Gay man	2%	3
Lesbian/gay woman	2%	2
Other	2%	2
Prefer not to say	12%	15
No response	2%	3
Total		125

Table 7- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	95%	119
No response	2%	2
Eastern European	2%	2
Other	1%	1
Pakistani	1%	1
Total		125

Table 8- What is your religion?

	%	Count
No religion	31%	39
Christian	62%	78
Buddhist	2%	2
Hindu	-	-
Jewish	1%	1
Any other religion	2%	2
No response	2%	3
Total		125

Table 9- In which district do you live in Lancashire?

District	%	Count
Burnley	11%	14
Chorley	13%	16
Fylde	9%	11
Hyndburn	17%	21
Lancaster	14%	17
Pendle	4%	5
Preston	8%	10
Ribble Valley	2%	2
Rosendale	8%	10
South Ribble	2%	2
West Lancashire	5%	6
Wyre	8%	10
Don't know/unsure	-	-
No response	1%	1
Total		125

Appendix 2- Providers responses

Table 10- changes to schemes

	intensive housing management	contract is ending and individuals will be signposted	seeking proposal to work alongside with supported housing scheme	reduced staff hours and staff presence on site	clients will be sent back to local authority	focus on personalisation
Provider 1		x				
Provider 2	x					
Provider 3	x			x	x	
Provider 4			x			x
Provider 5		x	x			
Total	2	2	2	1	1	1

Table 11- impact on service users

	deterioration in Mental health and more expense in admissions/accessing other sources	tenancy breakdown/homlessness	reassessment under adult services	service users with critical needs will be supported	will seek help from other sources (GP, CMHT, A& E etc)	physical harm and increased risk of exploitation
Provider 1			x	x		
Provider 2	x					
Provider 3	x	x			x	
Provider 4	x	x				x
Provider 5						
Total	3	2	1	1	1	1

Table 12- impact on organisation

	will review and it may lead to closure of Service	TUPS arrangement mean cost to run service	people losing jobs	reduced staffing hours
Provider 1		x		
Provider 2			x	
Provider 3				x
Provider 4	x			
Provider 5	x			
Total	2	1	1	1

Table13- impact on the wider community

	neighbourhood issues	increased unemployment	general impact on community	impact on service users families
Provider 1	x			
Provider 2			x	
Provider 3	x	x		
Provider 4		x		x
Provider 5				
Total	2	2	1	1

Table 14- other comments

	will continue to provide service	important link between housing and mental health	personalised budget as potential option
Provider 1			
Provider 2			
Provider 3	x	x	
Provider 4			x
Provider 5			
Total	1	1	1

Table 16- impact on organisation

		increased pressure/ demand	increased existing pressure in MH services	could withdraw housing supply is support not in place	bed blocking	impacts on jointly commissioned services	increased out of area placements	Service may close if service users' needs cannot be met from alternative funding	Impact on reputation/budget/staffi ng
Stakeholder 1									
Stakeholder 2					x				
Stakeholder 3			x			x			
Stakeholder 4		x							
Stakeholder 5				x					
Stakeholder 6		x	x				x		
Stakeholder 7		x							
Stakeholder 8				x					
Stakeholder 9								x	x
Total	3	2	2	1	1	1	1	1	1

Table 17- impact on the wider community

	pressure on other services (GP, Acute, Social care, VCFS)	ASB / community safety issues	bed blocking	impact on Service users families	possible danger to community	increased "NIMBY" towards MH	Increase substance misuse	Increased unemployment	Increased homelessness/ rough sleeping
Stakeholder 1									
Stakeholder 2	x		x						
Stakeholder 3				x					
Stakeholder 4		x			x	x			
Stakeholder 5	x	x					x		
Stakeholder 6	x	x							
Stakeholder 7	x	x							
Stakeholder 8	x								
Stakeholder 9	x	x						x	x
Total	6	5	1	1	1	1	1	1	1

Table 18- other comments

	cost of other services will increase(health and social care)	don't cut	investment is need in MH services	Stable housing is a basic need which must be met before other needs can be addressed	housing provider will have little capacity to fill the gap	Consultation must be ongoing and meaningful and continue to include landlords
Stakeholder 1						
Stakeholder 2		x				
Stakeholder 3			x			
Stakeholder 4				x		
Stakeholder 5					x	
Stakeholder 6	x					
Stakeholder 7						
Stakeholder 8						
Stakeholder 9						x
Total	1	1	1	1	1	1

Appendix E

Equality Analysis Toolkit

Supporting accommodation for people
with mental health issues (Supporting
People funded)

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

To cease the Supporting People funding (£1.5 million) for the housing related support provided in approximately 250 units of supported accommodation for people with mental health issues with effect from 31st March 2017.

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to cease SP funding for non-statutory services from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding for support from supported accommodation services for people with mental health issues.

As services are jointly funded with rental/housing benefit income we don't know what the proposal will mean for each service, however there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (e.g. reduction in number of staff);
or
- the service continues with little change as the provider has managed to obtain other funding (e.g. from charities not Supporting People)

As part of the consultation, we asked providers to give us details of their current plans. The responses received have been included within Question 2.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

The decision is likely to affect people across the county in a similar way

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. The service currently caters for adults with mental health issues of all ages. As the service is specifically aimed at people with mental health issues, the profile of service users does include people with protected characteristics.

A detailed breakdown in terms of the characteristics of existing service users is included in response to question 1.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

Supporting People funded services for people with mental health issues are currently delivered to 239 people by 8 providers.

Support can be short or long term in nature and accessed by a range of vulnerable adults inclusive of all protected characteristics. Demographic information has been obtained from the 125 consultation responses we received from existing service users.

Sex / gender		
Male	75%	94
Female	25%	31
Total		125

Transgender		
Yes	2%	2
No	94%	118
Prefer not to say	2%	2
No response	2%	3

Total		125
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Age		
18-25	8%	10
26-34	11%	14
35-49	45%	56
50-64	30%	37
65-74	6%	8
75+	-	-
No response	-	-
Total		125

Disabled or Deaf		
Yes	67%	84
No	30%	37
No response	3%	4
Total		125

Married or Civil Partnership		
Marriage	1%	1
Civil partnership	2%	3
Prefer not to say	3%	4
None of these	93%	116
No response	1%	1
Total		125

Sexual Orientation		
Straight (heterosexual)	78%	98
Bisexual	2%	2
Gay man	2%	3
Lesbian/gay woman	2%	2
Other	2%	2
Prefer not to say	12%	15
No response	2%	3
Total		125

Ethnic background		
English/Welsh/Scottish/Northern Irish/British	95%	119

No response	2%	2
Eastern European	2%	2
Other	1%	1
Pakistani	1%	1
Total		125

Religion		
No religion	31%	39
Christian	62%	78
Buddhist	2%	2
Hindu	-	-
Jewish	1%	1
Any other religion	2%	2
No response	2%	3
Total		125

District		
Burnley	11%	14
Chorley	13%	16
Fylde	9%	11
Hyndburn	17%	21
Lancaster	14%	17
Pendle	4%	5
Preston	8%	10
Ribble Valley	2%	2
Rosendale	8%	10
South Ribble	2%	2
West Lancashire	5%	6
Wyre	8%	10
Don't know/unsure	-	-
No response	1%	1
Total		125

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

CONSULTATION PROCESS

Meetings

- Two meetings were held on 23rd November 2015 with district councils (commissioners) (AM) and providers (PM) to inform them of the proposal to cease SP funding from 31st March 2017.
- Eleven district council (commissioners) and approximately 60 providers attended the above meetings.
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on 1st July 2016 and discussions were held with providers and stakeholders
- Meeting held with district councils on 4th July to consider interim consultation findings
- Two meeting were held with providers of supported housing services for people with mental health issues.

Questionnaires

For the consultation, paper questionnaires were given to all existing service users and made available at supported accommodation for people with mental health services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 125 completed questionnaires were returned.

Separate questionnaires were sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received a response from 5 providers, 9 stakeholders and no responses from district councils.

A full analysis of the consultation responses is available (Appendix D)

Key issues raised by respondents are highlighted as follows:

Provider Response

Impact on schemes:

- Seeking to secure intensive housing management/housing benefit (2)

- Contract ending and individuals will be signposted (2)
- Seeking to work alongside housing providers (2)

Impact on service users

- Deterioration in mental health and more expense in admissions/accessing other sources (3)
- Tenancy breakdown/homelessness (2)

Impact on wider community

- Neighbourhood issues (2)
- Increased unemployment (2)

Stakeholder and District Response

9 stakeholders responded to the consultation, Key Issues raised by stakeholders including district councils were:

- for the impact on services users:
 - support not available/ gap / less support (5),
 - increased homelessness (5),
 - lead to deterioration in health (4)
 - reduced independence (3).
- for the impact on their organisation:
 - increased pressure/ demand (3),
 - increased existing pressure in MH services (2)
 - could withdraw housing supply if support not in place (2).
- for the impact on the community:
 - Increased pressure on other services (GP, Acute, Social care, VCFS) (6)
 - Increased ASB / community safety issues (5).

125 service users responded to the consultation. The key issues raised by service users are:

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to maintain their mental health and wellbeing (98%); support to keep living in the community (95%); support to access health services (92%) and support to claim the right benefits (92%).
- Respondents were most likely to say that: support to become generally more confident and happy (98%); support to access training and education (96%); support to get a job (91%); support to gain awareness of personal safety and security issues (93%) and support to access community facilities (93%) are important1 aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; seek help form GP (71%), seek help from your care coordinator (70%), seek help from mental health services (70%) and seek help from current support provider (66%).

- Any other comments. Nearly two fifth of respondents (37%) chose not to respond. Nearly one in six respondents (17%) said that onsite support is needed. Over one in ten respondents (11%) said that there will be anxiety and one in ten respondents (10%) said that there will be deterioration in mental health.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

As can be seen from the demographic information in response to question 1:

- 75% of service users receiving Supporting People funded mental health services are male. As this proportion of service users is considerably greater than the proportion of males in the wider population (49%), it would appear men may be disproportionately affected by the proposal
- 2% of service users considered themselves transgender. This proportion appears to be broadly representative of the wider population
- 86% of service users are between the age of 25 and 64, which is a slightly higher proportion than the wider population (58% for 20-64 year olds), and therefore people within this age range may be disproportionately affected by the proposal
- 67% of service users considered themselves disabled. As this proportion of service users is considerably greater than the proportion of disabled people in the wider population (20%), it would appear disabled people may be disproportionately affected by the proposal
- 93% of service users said they were not married or in a civil partnership; therefore people not married or in civil partnerships may be disproportionately impacted by the proposal
- 6% of service users identified as being from LGBT groups. This proportion appears to be broadly representative of the wider population (5-7% Stonewall) or greater than the census figure of 1%.
- 95% of service users identified as White /British, which is a slightly higher proportion than the wider population (92.3%), and therefore White / British people may be marginally disproportionately affected by the proposal
- 62% of respondents are Christians, as compared to the Lancashire population of 69%, 31% were identified as having no religion compared to 19% and there did not appear to be any Muslims in comparison to 6% of the Lancashire population. Therefore no religion appeared to be disproportionately impacted.

The consultation has shown the following:

- It is highly likely that removal of funding will result in an increase in statutory needs
- The services provide ongoing practical support to manage issues related to health, (mental and physical), finance, community safety, community inclusion and other activities of daily living which increase the service users ability to maintain stable housing. This type of support currently has a positive impact in relation to equality of opportunity for service users, which may be affected by any withdrawal of funding.
- Any reduction in, or cessation of, Supporting people funding for mental health services is likely to lead to greater social isolation for some of those who would potentially have been eligible for the service had it still been in place. There is a risk that social isolation may increase the impact of

difficulties these individuals may already be experiencing which could potentially result in increased harm for them or the community. Consequently, the participation of disabled people in public life could be adversely affected by any reduction or cessation of supporting people funding.

- Reduction in funding could lead to increased hate crime and anti-social behaviour which would have a negative impact on fostering good relations/community cohesion

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (e.g. changes in relation to other preventative services, the amount of funding available for statutory packages of care)

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to withdraw Supporting People funding from supported accommodation for people with mental health issues.

Although the funding cuts are likely to impact upon service users, providers, wider communities and other statutory services to varying degrees, there are mitigating factors which may lessen the impact of the funding cuts as outlined below.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Prior to the implementation of any decision to withdraw Supporting People funded support, the needs of all existing service users will be reviewed by the community mental health team or adult social care

There are 3 groups of people requiring review (approximate number of people given in brackets):

- people with an existing statutory care package (14)
- people with a care co-ordinator but no care package (152)
- people with no care co-ordinator (73)

Where it is identified that the withdrawal of service will result in creation of unmet needs which we have a statutory duty to meet, individual packages of care will be commissioned.

Some providers may be able to secure additional funding from other public funds such as housing benefit or health; however this is unlikely to provide a like for like service and many providers have already maximised housing benefit which can be used to meet needs such as housing safety and security.

There are other organisation who deliver low level support services such as the Lancashire Wellbeing Service, Citizen's Advice, Welfare rights etc. However many of these services also face reductions in overall funding and could not provide a like for like replacement with services which provide accommodation with a

dedicated support team.

It is anticipated that the Lancashire Wellbeing Service might mitigate some of the impact; however, this will be dependent on the level of capacity within the Lancashire Wellbeing Service and the complexity of needs presented by service users.

The Lancashire Wellbeing Service helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing. It aims to ensure that people feel included in their communities, are able to live more independently and to enjoy a good quality of life. Referrals into the service can be made by a wide range of professionals or through self-referral. The service is available to all people over the age of 18yrs who are affected by one or more of the following issues:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Need support in relation to healthy living and developing a healthier lifestyle, through understanding and adapting behavior

The support provided consists of :

- Personal support to make positive changes in your life for up to 6 sessions
- Provide opportunities that open up other support and social networks such as volunteering, peer networks, community groups
- Provide drop-in facilities in your local communities
- Identify and point you in the direction of relevant services in your community

It is a non-clinical service and doesn't provide social care services or manage people's long term health conditions.

For people who are homeless and have complex needs (including mental health needs), £1.25m funding has been identified from the Prevention and Early Help Fund to commission supported housing. See Appendix K for any additional information.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse

impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation.

There appears to be a disproportionate impact on people with mental health issues, people with disabilities, men and people in the age range 20-64.

The mitigation as outlined above, under section 6, includes:

- Undertaking statutory assessments under the Care Act.
- Accessing Lancashire Wellbeing Service
- For people who are homeless and have complex needs (including mental health needs), £1.25m funding has been identified from the Prevention and Early Help Fund to commission supported housing.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- Withdrawal of £1.5 million Supporting People funding for the provision of support within supported accommodation for people with mental health issues.
- Undertake statutory assessments/reviews of all those people who are open to mental health services or have had mental health episodes who are living in SP funded mental health services

The following groups will be affected:

- Adults with mental health needs
- Males, people with mental health issues, disabled people and people age 20-64 would appear to be disproportionately affected

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with the mental health support providers, service users and other stakeholders to minimise the impact of the funding cuts and maximise knowledge and linkages to other services.

Equality Analysis Prepared By James Collier

Position/Role: Programme Manager

Equality Analysis Endorsed by Line Manager and/or Service Head Sarah McCarthy

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Appendix F

Floating support consultation 2016

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

For further information on the work of the Corporate Research and Intelligence Team, please contact us at:

Business Intelligence

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1. Executive summary

This report summarises the responses to Lancashire County Council's floating support consultation 2016.

For the consultation, paper questionnaires were sent to all service users and made available at floating support services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk. Lancashire County Council currently provides all of the funding which is used to deliver the county wide floating support service. As part of the savings, the county council is proposing to stop funding the floating support service by March 2017.

The fieldwork ran for twelve weeks from 11 April until 10 July 2016. Questionnaires were sent to 1,200 service users. In total, 81 completed questionnaires were returned, giving a response rate of 7%.

A separate questionnaire was sent to Lancashire's 12 district councils, Calico and stakeholders. We received a response from the provider Calico, two stakeholders and seven district councils.

1.1 Key findings

Provider

Impact on service users:

- Exacerbation of mental health issues with a potential of fewer opportunities to regain/retain independence.
- Increase in homelessness and associated social and health difficulties.
- It will impact on client's abilities to overcome issues that stop them being safe and more productive citizens.
- Without help, the chance to change for individuals and families is restricted.
- Service users with learning disabilities and literacy issues will struggle to maintain benefits, housing and other crucial correspondence without the help to complete forms, attend appointments and engage effectively with other services thus increasing homelessness and need for response from statutory agencies.

Impact on organisation:

- 57 members of staff are at risk of redundancy if no funding is available for floating support.

Impact on the wider community:

- shift the volume and cost of providing support to Lancashire's most vulnerable people to other budget-pressured and in-demand public services (housing, social care, health, mental health teams, Drug & Alcohol Teams, A&E departments, public health, criminal justice, voluntary sector provision)
- increase anti-social behaviour and crime
- reduce access to benefits

Stakeholders and districts

Impact on services users:

- an increase in homelessness/accommodation issues (7),
- vulnerable people will no longer receive support/less support (7); and
- an increase in debt (6).

Impact on their organisation:

- increased demand on districts for housing advice and support (6); and
- increased homelessness (5).

Impact on the wider community:

- increased community safety issues /local crime rates will increase (7); and
- increased pressure /demand on other services (GP's, Acute, Social care, 3rd sector) (7).

Services users

- Respondents were most likely to say that they receive or have received: support to claim the right benefits (62%); support to find, set up and maintain their home (56%); and support to learn to budget properly and pay bills (51%). Respondents were least likely to say that they receive or have received support to get a job (9%) and support to access training and education (12%).
- Respondents were most likely to say that: support to claim the right benefits (75%); support to learn to budget properly and pay bills (70%); support to find, set up and maintain your home (69%); support with managing a short-term personal crisis (66%); and support to improve mental health (60%) are important¹ aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would: seek help from CAB (Citizen Advice Bureau) or another advice agency (58%); seek help about housing from their local district council (57%); stay in unsafe/inappropriate accommodation (53%); seek help from family/friends (48%).
- Nearly a quarter of respondents (23%) said that they would struggle/won't cope without support and over a fifth (22%) praised the support that they had previously received.

¹ Very important and fairly important

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides all of the funding which is used to deliver the county wide floating support service. As part of the savings, the county council is proposing to stop funding the floating support service by March 2017.

Floating support is a free service which provides short-term visiting support to people with problems that are linked to housing.

Although we are not yet clear what this will mean for the floating support service run by Calico, there is a possibility for any or some of the following to take place:

- the service ends;
- the service continues with major changes (eg reduction in number of staff, new types of support services); or
- the service continues with little change as the provider has managed to obtain other funding (eg from charities not Supporting People).

Calico is aware of the proposal to end funding for the floating support service. It is currently looking into how it can continue to deliver valuable services if the funding from Lancashire County Council is withdrawn and it will be consulting with users of the service during 2016 once the funding situation is finalised.

As the floating support service only delivers short-term support this proposal might not affect service users directly. However, it could affect other people who may need to use this service after March 2017. We need to understand what might happen if the funding for the floating support service ends.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at floating support services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 11 April until 10 July 2016. Paper copies of the questionnaire, with a reply envelope, were sent to the home addresses of 1,200 service users. In total, 81 completed questionnaires were returned, giving a response rate of 7% which is very low. This is potentially due to the very short term nature of the floating support service in many cases.

The questionnaire included an explanation that it should only be completed by people who are currently receiving the floating support service provided by Calico or people who received the floating support service in the past when it was provided by Calico or Disc. This questionnaire was designed to help us understand what support people receive, how important that support is to them and what they think the impact on them will be of the proposal to end funding for the floating support service.

A separate online questionnaire was made available to Lancashire's 12 district councils, Calico and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Summary of provider and stakeholder responses have been provided in the main findings section of this report. Further details of their responses are presented in appendix 2 and appendix 3.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider response:

4.1.1 Summary of response

Below is a summary of the response from Calico. The organisation's full response is given in appendix 2.

Calico is currently exploring its options with key stakeholders to establish if it can continue to provide floating support. However, if alternative funding is not secured the service will cease in March.

Impact on service users

- Exacerbation of mental health issues with a potential of fewer opportunities to regain/retain independence.
- Increase in homelessness and associated social and health difficulties.
- It will impact on client's abilities to overcome issues that stop them being safe and more productive citizens.
- Without help, the chance to change for individuals and families is restricted.
- Service users with learning disabilities and literacy issues will struggle to maintain benefits, housing and other crucial correspondence without the help to complete forms, attend appointments and engage effectively with other services thus increasing homelessness and need for response from statutory agencies.

Impact on organisation

57 members of staff are at risk of redundancy if no funding is available for floating support.

Impact on wider community

The withdrawal of supporting people funding will have far reaching consequences for all communities. There is the likelihood that the absence of floating support will:

- shift the volume and cost of providing support to Lancashire's most vulnerable people to other budget-pressured and in-demand public services (housing, social care, health, mental health teams, Drug & Alcohol Teams, A&E departments, public health, criminal justice, voluntary sector provision);
- increase anti-social behaviour and crime;
- reduce access to benefits;
- increase sanctions on benefits; and
- increase the potential for homelessness.

4.2 Stakeholders and district responses

Two stakeholders (Pendle women's refuge and Together Housing) and six district councils (Burnley, Chorley, Fylde, Hyndburn, Pendle and South Ribble) responded to the consultation. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of stakeholder and district responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondents for the impact on services users were;

- an increase in homelessness/accommodation issues (7),
- vulnerable people will no longer receive support/less support (7); and
- an increase in debt (6).

The top mentions from respondents for the impact on their organisation were:

- increased demand on districts for housing advice and support (6); and
- increased homelessness (5).

The top mentions from respondents for the impact on the wider community were:

- increased community safety issues /local crime rates will increase (7); and
- increased pressure /demand on other services (GP's, Acute, Social care, 3rd sector) (7).

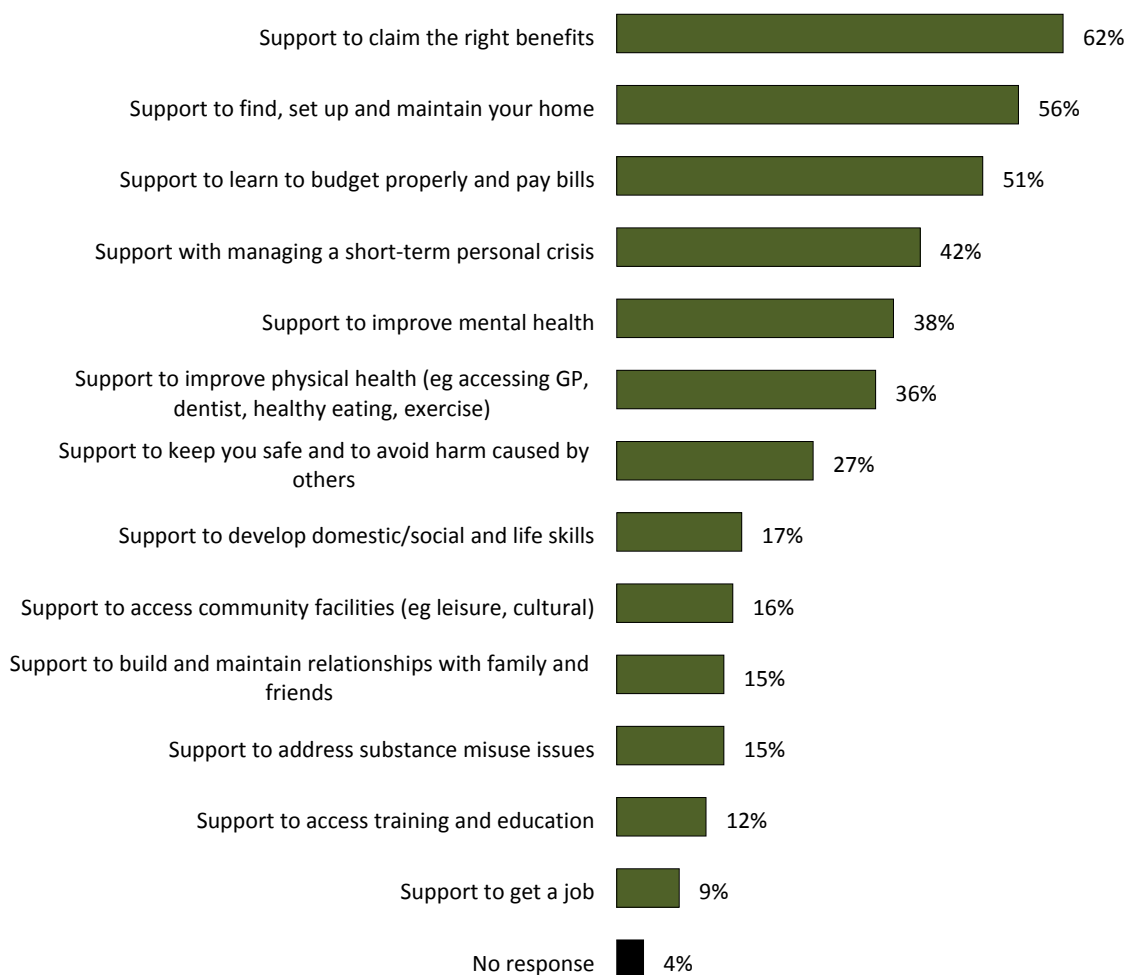
4.3 Service user responses

4.3.1 Use of floating support

First, respondents were asked which of the main types of support offered by the floating support service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (62%); support to find, set up and maintain their home (56%); and support to learn to budget properly and pay bills (51%). Respondents were least likely to say that they receive or have received support to get a job (9%) and support to access training and education (12%).

Chart 1 - Do you receive or have you received support with the following?

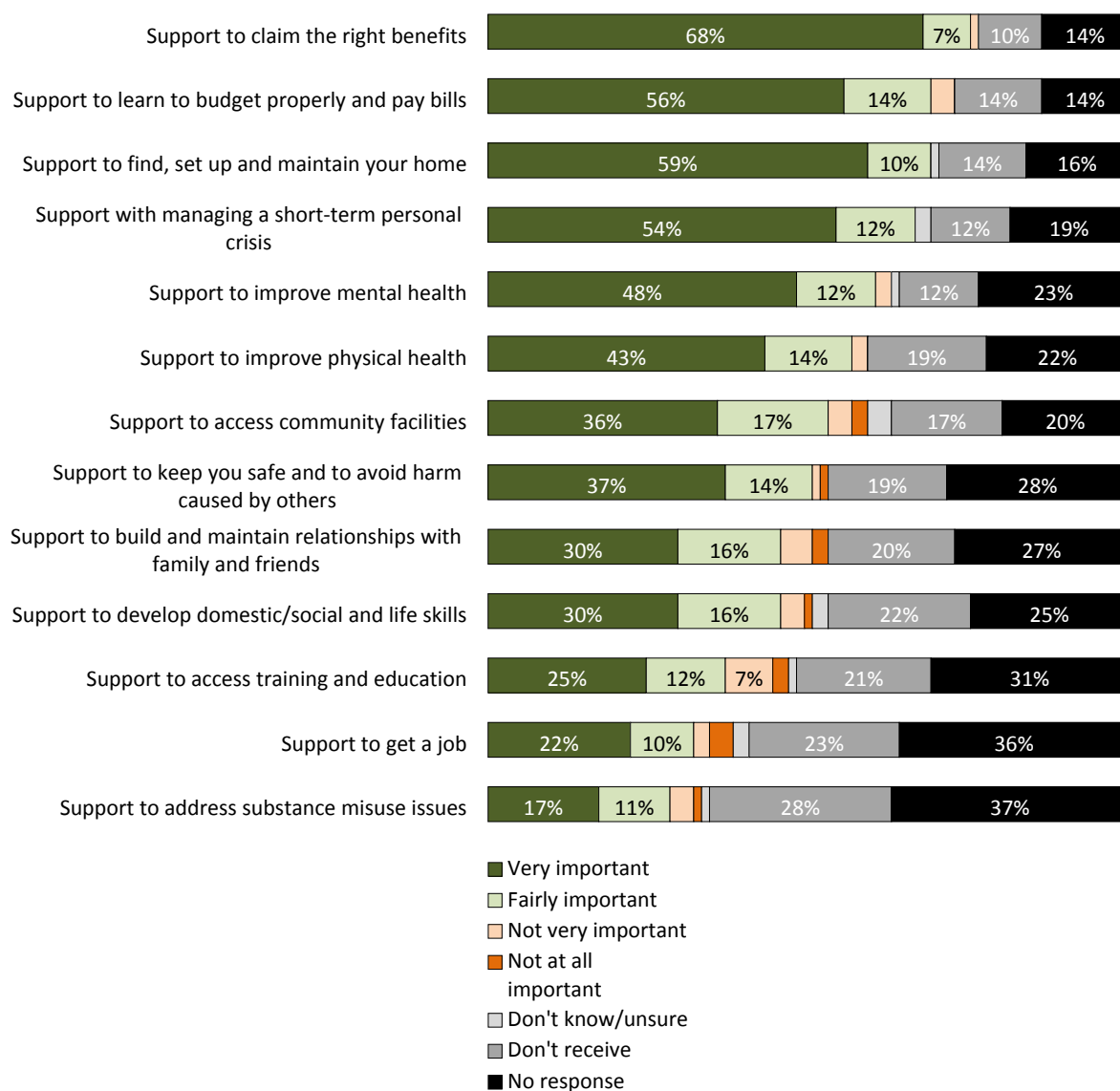


Base: all respondents (81)

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: support to claim the right benefits (75%); support to learn to budget properly and pay bills (70%); support to find, set up and maintain your home (69%); support with managing a short-term personal crisis (66%); and support to improve mental health (60%) are important² aspects of the service to them.

Chart 2 - How important are the following aspects of the service to you?



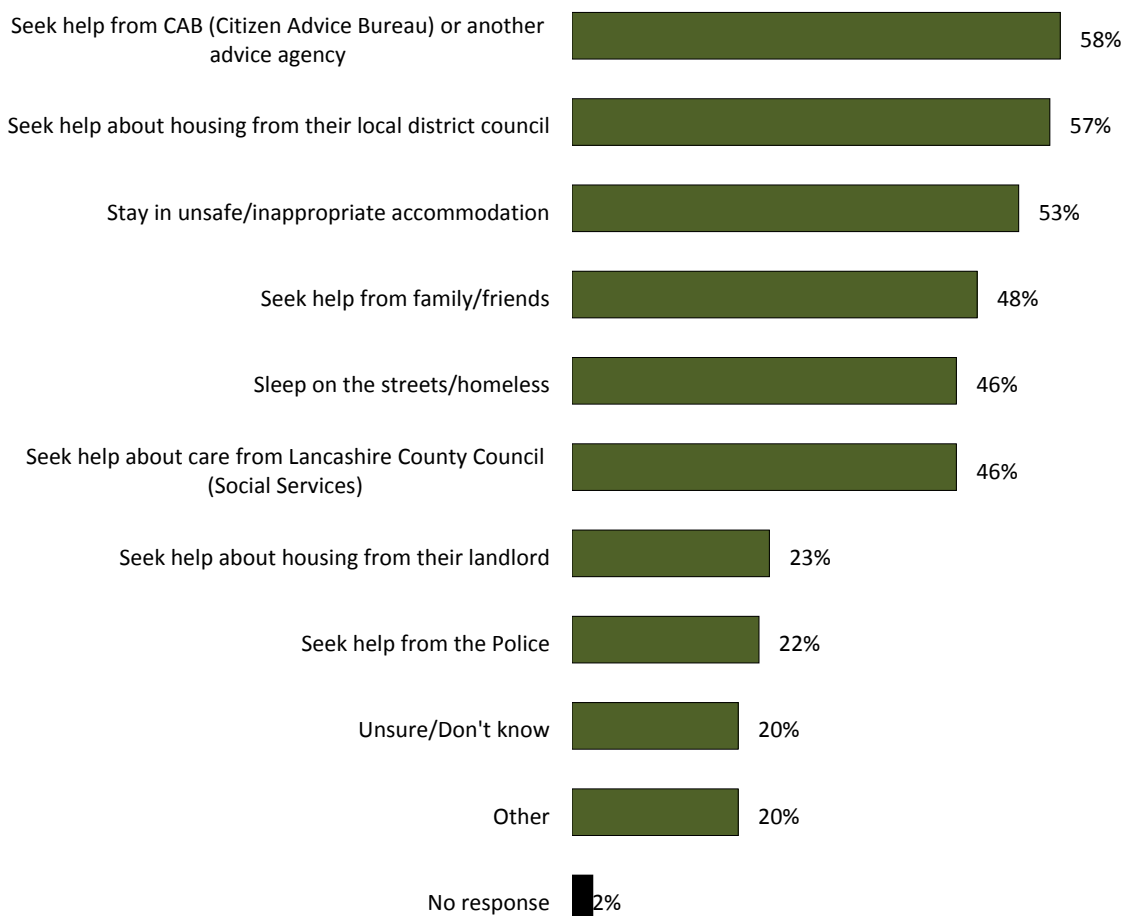
Base: all respondents (81)

² Very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would: seek help from CAB (Citizen Advice Bureau) or another advice agency (58%); seek help about housing from their local district council (57%); stay in unsafe/inappropriate accommodation (53%); seek help from family/friends (48%).

Chart 3 - If this service ended, what do you think that people who need this type of service would do in the future?

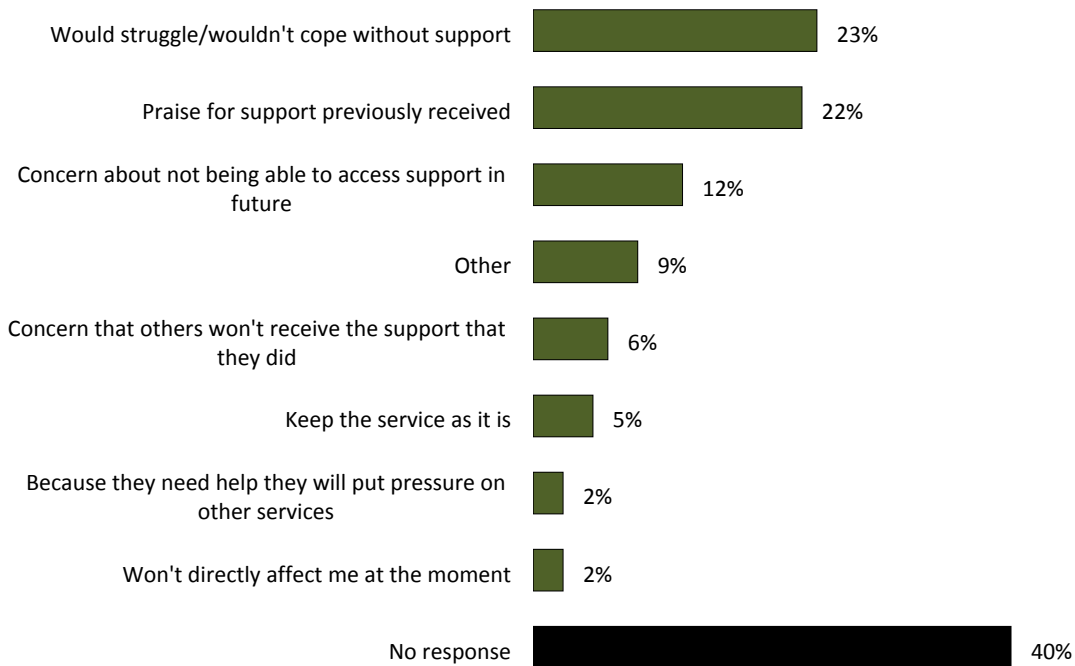


Base: all respondents (81)

Respondents were then asked for their feedback and comments about how this proposal will affect them.

Two-fifths of respondents (40%) chose not to respond to this question. However, nearly a quarter of respondents (23%) said that they would struggle /won't cope without support and over a fifth (22%) praised the support that they had previously received.

Chart 4 - Please provide any further feedback or comments about how the proposal will affect you in the box below.



Base: all respondents (81)

5. Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, contacting their councillor, or signing a petition.

5.1 Other responses

There were no responses dedicated to floating support; however there was one general response from a provider which significantly addressed issues relating to the Floating Support service namely:

- Impact on homelessness, disengagement with statutory and voluntary services by service users if not receiving support.
- Increase in costs of crisis type services
- Redundancy of staff

Respondents were then asked to name their current floating support provider.

Table 1 - What is the name of your floating support provider?

	Count
Calico	29
Specific person's name	24
Greenvale Homes	1
Don't know	1
Don't have one	4
Other	2
No response	20
Total	81

Appendix 1: Demographic breakdown

Table 2- Are you...?

	%	Count
Male	32%	26
Female	62%	50
No response	6%	5
Total		81

Table 3- Have you ever identified as transgender?

	%	Count
Yes	2%	2
No	86%	70
Prefer not to say	0%	1
No response	10%	8
Total		81

Table 4- What was your age on your last birthday?

	%	Count
18-19	1%	1
20-34	22%	18
35-49	36%	29
50-64	31%	25
65-74	5%	4
75+	2%	2
No response	2%	2
Total		81

Table 5 - Are you a deaf person or do you have a disability?

	%	Count
Yes	43%	35
No	56%	45
No response	1%	1
Total		81

Table 6- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	89%	72
No response	4%	3
White and Black Caribbean	2%	2
Eastern European	2%	2
Chinese	1%	1
Indian	1%	1
Total		81

Table 7- What is your religion?

	%	Count
No religion	33%	27
Christian (including CofE, Catholic, Protestant and all other denominations)	62%	50
Muslim	2%	2
No response	2%	2
Total		81

Table 8- Are you in a marriage or civil partnership?

	%	Count
Marriage	6%	5
Civil partnership	5%	4
Prefer not to say	4%	3
None of these	83%	67
No response	2%	2
Total		81

Table 9- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	85%	69
Bisexual	1%	1
Gay man	1%	1
Other	1%	1
Prefer not to say	6%	5
No response	5%	4
Total		81

Table 10- In which district do you live in Lancashire?

District	%	Count
Burnley	10%	8
Chorley	7%	6
Fylde	6%	5
Hyndburn	11%	9
Lancaster	16%	13
Pendle	6%	5
Preston	12%	10
Ribble Valley	1%	1
Rosendale	9%	7
South Ribble	6%	5
West Lancashire	11%	9
Wyre	4%	3
Total		81

Table 11- Are there any children or young people in your household aged under 20?

	%	Count
No children aged under 20	43%	35
Yes, aged under 5	22%	18
No response	20%	16
Yes, aged 5-8	10%	8
Yes, aged 12-16	7%	6
Yes, aged 9-11	6%	5
Yes, aged 17-19	5%	4
No, but expecting	4%	3
Total		81

Table 12- Are there any disabled young people in your household aged 20-25?

	%	Count
Yes	6%	5
No	90%	73
No response	4%	3
Total		81

Appendix 2: Provider response

Calico is currently exploring a number of options and is talking to key stakeholders and local district councils to establish if we will be able to continue to provide a housing related support service post March 2017, however at this stage there is no clear proposal in place. If alternative funding is not secured the service would cease in March.

Floating Support has historically supported clients that are waiting to/ or are unable to access specialist service provision. We have been the safety net that supports those that do not meet the ever increasing statutory thresholds. Advocacy between the service user and other agencies is often instrumental in achieving more positive outcomes for the clients, thus impacting in a beneficial way to all those affected. Where services have restricted or changed their eligibility criteria and where services are already overstretched to meet the demand in need we have been able to respond. There has steadily been an increase in complex or multiple needs, particularly around substance misuse, mental health, physical health issues and involvement in the criminal justice system or anti-social behaviour. These issues can be problematic to the family units themselves, neighbourhoods, local communities and other statutory services as well as costly on resources, services and time. We have received approximately 2000 referrals since the contract began in May 2015 and we would forecast that these figures would significantly increase over the next few years due to the increasing pressures on households and families in relation to mental health issues, domestic violence, relationship breakdowns, welfare benefit reforms and sanctions which will have far reaching consequences for our more vulnerable and hard to reach client groups. From our data and our response of running drop in's at local venues it is clear that the need for these crisis provisions is ever increasing as is the pressure and demand on voluntary and charitable organisations to meet this need but there are concerns around their ability to sustain their own resources in such uncertain times. Without support services like ours there is an increased risk of people being made homeless through eviction or debt, families will become more disjointed with some even having to resort to living in separate households. There is a potential for an increase in drug abuse and the health and psychological issues and risk of suicide related to the increased stresses on individuals and families without the service there to support them. Our service has always met the shortfall in other services and resources and has seen other services come and go or been rebranded with different aims and objectives. The need for our clients to have support, advice and guidance, particularly around, benefit form filling, attended E.S.A medicals, writing appeals and challenging decisions is needed now more than ever and this is evidenced in our daily work with both clients and the interactions we have with other Agencies. We work with complex needs and often high levels of risk and vulnerabilities that other services may not have the time, skills, knowledge or resources to deal with fully in-house or the expertise to know where to access the provisions externally. Our service takes the pressures off other statutory agencies and we work closely together to achieve outcomes. We have maintained people in their homes that may not have done so without our support. Our interventions have reduced presentation to A&E department, doctor's surgeries, attendance by police, admittance to hospital units and other statutory services. We have addressed crisis issues that could have resulted in death or harm if our service

had not attended their homes and intervened. We protect and safeguard individual, neighbours and reduce the impacts and cost to all communities by the fact our support is here, accessible to all and responsive to the needs of individuals and communities.

We anticipate the main impact on individuals as being:

1. Exacerbation of mental health issues with a potential of fewer opportunities to regain/retain independence.
2. Increase in homelessness and associated social and health difficulties.
3. It will impact on client's abilities to overcome issues that stop them being safe and more productive citizens.
4. Without help, the chance to change for individuals and families is restricted.
5. Service users with learning disabilities and literacy issues will struggle to maintain benefits, housing and other crucial correspondence without the help to complete forms, attend appointments and engage effectively with other services thus increasing homelessness and response from statutory agencies.
6. We work with the 'hidden homeless' and those that often fall below the radar of other statutory services that they may be unwilling to engage with. Our service has great success at linking in clients that have often struggled with or have been unwilling to effectively engage with certain statutory agencies. We are often a protective factor in the engagement of the hardest to reach.

The Floating Support service currently employs 57 members of staff who will be at risk of redundancy if funding is withdrawn. This will have a significant financial impact on the organisation.

Whilst the support provided by the service predominately focusses on housing related issues and reducing homelessness, a holistic approach is undertaken with clients. Often they will require support to reduce risk factors and prevent harm to themselves or others, and the need for mediation with neighbours or extended family members is common.

1. There is the likelihood that the absence of Floating Support will shift the volume and cost of providing support to Lancashire's most vulnerable people to other budget-pressured and in-demand public services (housing, social care, health, mental health teams, Drug & Alcohol Teams, A&E departments, public health, criminal justice, voluntary sector provision).
2. Crime may increase without the support to engage effectively within their communities. Reduction in benefits, social issues and sanctions on benefits and potential homelessness will increase these risk factors.
3. An increase in anti-social behaviour within communities.
4. The proposals for withdrawing Supporting People funding from the majority of support services will restrict the number of suitable vacancies available locally for the 57 staff members affected.

Since 2007 the Floating Support services have prevented homelessness, reduced the impact of social issues on individuals and their families as well as reducing the cost to the community and local services. Our aim has always been to promote inclusion in communities and support other agencies and their work in the locality. We feel that the withdrawal of Supporting People Funding will have far reaching consequences for all communities.

Appendix 3: Stakeholder response

Table 13- Impact on service users

	Vulnerable people will no longer receive support/ less support	Increase in homelessness/ accommodation issues	Increase in debt	Increase number of people in crisis	Increase reliance on private sector	No alternative support	Reduced health and wellbeing	Unsure/ dependent upon provider response	Reduced ability to maintain employment or education	Increased social isolation/ loneliness	Increased self-harm/ MH issues/ complex needs
Stakeholder 1	X	X	X	X							
Stakeholder 2		X	X		X						
District 1	X					X					
District 2	X	X		X	X		X				
District 3		X	X								
District 4	X					X		X			
District 5	X	X	X	X						X	X
District 6	X	X	X	X			X		X		
District 7	X	X	X								
Total	7	7	6	4	2	2	2	1	1	1	1

Table 14- Impact on organisation

	Increased demand to district for housing advice and support	Increased homelessness	Increased requests to temporarily accommodate people	Increased risk of tenancy failure	Blockage to move on from temporary accommodation	Impact on district budgets
Stakeholder 1						
Stakeholder 2				X		
District 1		X		X		
District 2	X		X		X	
District 3	X		X			X
District 4	X	X				
District 5	X	X	X	X	X	
District 6	X	X	X			
District 7	X	X		X		
Total	6	5	4	4	2	1

Table 15- Impact on community

	Increased community safety issues /local crime rates will increase	Increased pressure /demand on other services (GP's, Acute, Social care, 3rd sector)	Increase safeguarding issues	Loose an important community service	Support for domestic abuse victims will reduce	Increase in children at risk	Loss of secure housing for large populations	Rural communities impacted	Loss of skilled staff/ Jobs
Stakeholder 1	X			X	X			X	
Stakeholder 2				X					
District 1	X	X					X		
District 2	X	X	X						X
District 3		X							
District 4	X	X							
District 5	X	X	X	X	X	X	X		
District 6	X	X	X		X	X			
District 7	X	X	X	X		X			
Total	7	7	4	4	3	3	2	1	1

Table 16- Other comments

	Service user may not have the confidence or ability to access the health and wellbeing service	Council members concerned	Cuts are false economy / "cost shunting"
Stakeholder 1	x		
Stakeholder 2			
District 1			
District 2		x	
District 3			
District 4			
District 5			x
District 6			
District 7			
Total	1	1	1

Appendix G

Equality Analysis Toolkit

Floating support service
For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Withdrawal of £1.3 million funding from the Cross County Floating Support Service in Lancashire

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, there is a proposal to cease SP funding for non-statutory services from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding from floating support services.

Floating Support is a free service for service users delivered across county by Calico. It provides short-term visiting support to people with problems that are linked to housing.

As part of the consultation, we asked the provider to give us details of their current plans. The response received has been included within Question 2.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

The decision is likely to affect people across the county in a similar way

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender

- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. The service currently caters for adults of all ages from age 16+. As the service caters for any vulnerable adult within Lancashire, the profile of service users does include people with protected characteristics.

Due to the very short term nature of the service, current service users would be unlikely to be still receiving the service when the service stops.

A detailed breakdown in terms of the characteristics of service users over the last 12 months is included in response to question 1.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

The Floating Support service delivered support to 2147 people between 1st April 2015 and 31st March 2016. Support is short term in nature and accessed by arrange of vulnerable adults inclusive of all protected characteristics. Demographic information is collected by the service provider when the service commences delivery, however the data availability is subject to service user willingness to disclose and therefore information in relation to some of the protected characteristics is unavailable, this includes information in relation to gender re-assignment, pregnancy, sexual orientation and single/partner.

Sex/ Gender		
Female	1405	65%
Male	718	33%
Transgender	1	0%
(blank)	23	1%
Grand Total	2147	

Disabled		
No	1009	47%
Yes	1138	53%
(blank)		
Grand Total	2147	

Primary client group of client		
Alcohol misuse problems	106	5%
Drug misuse problems	106	5%
Drug problems	1	0%
Frail Elderly	3	0%
Generic/complex needs	38	2%
Gypsies and Travellers with support needs	9	.5%
Homeless families with support needs	277	13%
Learning disabilities	86	4%
Mental Health problems	581	27%
Offenders or at risk of offending	1	0%
Offenders/at risk from offending	76	3.5%
Older People with dementia and mental health problems	5	0%
Older people with support needs	99	4.5%
People at risk of domestic violence	191	9%
People with HIV/AIDS	1	07.5%
Physical or sensory disability	161	7.5%
Refugees	1	0%
Rough Sleeper	14	.5%
Single homeless with support needs	136	6%
Teenage parents	32	1.5%
Traveller	2	0%
Young people at risk	140	7.5%
Young people leaving care	16	1%
(blank)	65	3%
Grand Total	2147	

Ethnic Origin		
Asian - Bangladeshi	7	0.3%
Asian - Other	10	0.5%

Asian - Pakistani	35	1.6%
Asian- Indian	3	0.1%
Black - other	4	0.2%
Black African	5	0.2%
Black Caribbean	13	0.6%
Gypsy / Romany / Irish Traveller	2	0.1%
Gypsy/Romany/Irish Traveller	10	0.5%
Mixed - Other	8	0.4%
Mixed - White/Black Asian	3	0.1%
Mixed - white/black Caribbean	4	0.2%
Not known	12	0.6%
Other - Arab	3	0.1%
Other - not defined above	6	0.3%
Refused - not disclosed	12	0.6%
White British	1895	88.3%
White European	49	2.3%
White Irish	15	0.7%
White Other	17	0.8%
(blank)	34	1.6%
Grand Total	2147	100.0%

Religion		
Any other religion	38	2%
Buddhist	4	0%
Christian (All denominations)	626	29%
Does not wish to disclose	72	3%

Muslim	50	2%
No religion	723	34%
Not Known	572	27%
(blank)	62	3%
Grand Total	2147	100%

Age group		
16 & 17	22	1%
18-25	438	20%
26-55	1361	63%
55+	261	12%
unknown	65	3%
Grand Total	2147	100%

District		
Burnley	283	13%
Chorley	238	11%
Fylde	112	5%
Hyndburn	196	9%
Lancaster	353	16%
Pendle	164	8%
Preston	253	12%
Ribble Valley	23	1%
Rossendale	85	4%
South Ribble	187	9%

West Lancashire	131	6%
Wyre	121	6%
(blank)	1	0%
Grand Total	2147	100%

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

Consultation Process

Meetings

- Separate meetings were held with district councils (commissioners) and providers on 23rd November 2015 to inform them of the proposal to cease SP funding from 31st March 2017.
- Eleven out of twelve district council (commissioners) attended the above meeting.
- Approximately 60 providers attended the provider meeting on 23rd November 2015
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on 1st July 2016 and discussions were held with providers and stakeholders
- Meeting held with district councils on 4th July to consider interim consultation findings
- A number of meetings have been held with district councils regarding the future shape of services

Questionnaire

For the consultation, paper questionnaires were sent to all service users. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk

The fieldwork ran for twelve weeks from 11 April until 10 July 2016. Paper copies of the questionnaire, with a reply envelope, were sent to the home addresses of 1,200 service users, the sample included both people currently in receipt of Floating

Support and a number of previous recipients.

In total, 81 completed questionnaires were returned, giving a response rate of 7% which is very low. This may be due to the short term nature of the service.

The questionnaire included an explanation that it should only be completed by people who are currently receiving the floating support service provided by Calico or people who received the floating support service in the past when it was provided by Calico or Disc. This questionnaire was designed to help us understand what support people receive, how important that support is to them and what they think the impact on them will be of the proposal to end funding for the floating support service.

Separate online questionnaires were made available to Lancashire's 12 district councils, Calico and stakeholders. The questionnaires were designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

The service currently delivers support to adults of all ages from age 16+. As the service caters for any vulnerable adult within Lancashire, the profile of service users does include people with protected characteristics.

A full analysis of the consultation with the Floating Support provider, service users and other stakeholders is attached (Appendix H).

Key issues raised by the providers were highlighted as follows:

- There will be increased demand on other public services such as Hospitals, GP's and Social Care
- There will be an increase in homelessness
- Vulnerable people will have fewer opportunities to retain or achieve independence
- Anti-social behaviour and crime will increase
- 57 staff are risk of redundancy

8 Stakeholders responded to the consultation, including 6 district councils and 2 partner agencies, Key Issues raised by Stakeholders including district councils were:

- There will be increased demand on other public services such as hospitals, GP's and Social Care
- There will be an increase in homelessness
- There will be increased community safety issues/ local crime rates will increase
- There will be increased demand on district council s for housing advice and temporary accommodation.

81 service users responded to the consultation; the key issues raised by service

users are:

- 62% of service users receive were helped to claim the right benefits and pay bills
- 56% said support helped them to find and set up and maintain a new home
- 42% of service users have benefitted from support at a time of personal crisis

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

The demographic information outlined in the response to question 1 seems to suggest that some people with protected characteristics will be disproportionately affected by the proposal including women and disabled people:-

Age

The age profile of service users appears to be broadly representative of the wider population (2011 Census, 24% 0-19, 58% 25-64, 18% 65+)

Disability

53% of service users receiving Floating support considered themselves disabled, as this proportion of service users is considerably greater than the proportion of disabled people in the wider population(20%, disabled or limiting health condition, 2011 census), it would appear disabled people may be disproportionately affected by the proposal

Gender reassignment

No data was available in relation to gender reassignment

Pregnancy/ maternity

No data was available in relation to pregnancy or maternity

Race / Ethnicity

The race/ ethnicity profile of service users, 92% white/ British, appears to be broadly representative of the wider population (2011 census, 7.7% BME, 92.3% white/British)

Religion/ Belief

The religious profile of service users appears to be broadly representative of the wider population (2011 Census, 69% Christian, 19% no religion, 6% Muslim)

Gender

65% of service users receiving Floating Support are female, as this proportion of service users is considerably greater than the proportion of females in the wider population(51%, 2011 Census), it would appear women may be disproportionately affected by the proposal and therefore women will be disproportionately impacted

Sexual orientation

No data was available in relation to sexual orientation

Marriage/ Civil partnership

No data was available in relation to marriage / civil partnership

Wider equality analysis:

- Advancing equality of opportunity – a number of service users identified that floating support had assisted with a range of tasks such as applying for benefits, dealing with housing difficulties and this would be adversely impacted if the Service ceased;
- The service includes individuals who are victims of domestic abuse who may be particularly adversely impacted by any reduction or cessation of such support;
- The participation of disabled people in public life could be adversely affected by any reduction or cessation of floating support services which have assisted people with a range of disabilities;
- Support during a crisis was identified as an area where floating support had been particularly valuable and this may be of particular significance to groups such as those service users who have mental health conditions or service users who have been victims of domestic abuse, etc.
- Concerns were raised in the consultation about the impact any cessation or reduction in floating support may have on community safety and this was an issue raised by a number of respondents. This may adversely affect the fostering of good relations/community cohesion if activities raise tensions between individuals and communities. Many of the groups supported by floating support reflect those potentially at risk of hate crime such as those with learning disabilities or mental health conditions. Disabled and older people are often also targets for anti-social behaviour which was also raised as a concern in the consultation.
- Any reduction in or cessation of floating support services is likely to lead to some greater social isolation for some of those who would potentially have been eligible for the service had it still been in place. There is a risk that social isolation may increase the impact of difficulties these individuals may already be experiencing which could potentially result to increased harm for them or the community
- Floating Support provides an early non statutory response for service users with a range of needs from low level to relatively complex needs in response to issues threatening their ability to access or maintain stable housing, such as health issues (mental and Physical), financial issues, and community safety.

In the absence of floating support, service users may potentially need higher cost services such as housing needs (e.g. temporary accommodation), health or social care services.

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (e.g. changes in relation to other preventative services, the amount of funding available for statutory packages of care)

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to withdraw funding from Floating Support services.

Although the funding cuts are likely to impact upon service users, the provider, wider communities and other statutory services to varying degrees, there are mitigating factors which may lessen the impact of the funding cuts as outlined below.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Currently it does seem likely that the service may close should LCC withdraw its funding, although this is not certain and there is a small possibility that the current service provider Calico is able to:

- continue delivering some elements of the service with major changes (e.g. reduction in number of staff, new types of support services);
- or obtain other funding and the service continues with little change (e.g. from charities).

Many service users accessing floating support receive support to claim the right benefits and manage financial issues, or support to secure or maintain their housing. There are other agencies such as Citizens Advice and Welfare Rights which may potentially be able to assist service users with financial issues, however these services are already stretched in many areas and so may not be able to meet the additional demand left by the closure of Floating Support services.

Similarly district council housing advice teams may be able to offer information and advice in relation to finding new accommodation or avoiding evictions / maintaining current housing, however capacity within district councils is also limited.

It is anticipated that the Lancashire Wellbeing Service might mitigate some of the impact; however, this will be dependent on the level of capacity within the Lancashire Wellbeing Service, the complexity of needs presented by service users and the potential to broaden the remit of the wellbeing service.

The Lancashire Wellbeing Service helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing. It aims to ensure that people feel included in their communities, are able to live more independently and to enjoy a good quality of life. Referrals into the service can be made by a wide range of professionals or through self-referral. The service is available to all people over the age of 18yrs who are affected by one or more of the following issues:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Need support in relation to healthy living and developing a healthier lifestyle, through understanding and adapting behavior

The support provided consists of :

- Personal support to make positive changes in your life for up to 6 sessions
- Provide opportunities that open up other support and social networks such as volunteering, peer networks, community groups
- Provide drop-in facilities in your local communities
- Identify and point you in the direction of relevant services in your community

It is a non-clinical service and doesn't provide social care services or manage people's long term health conditions.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation.

There is likely to be a disproportionate impact on people with disabilities and women

The mitigating actions, outlined above in Section 6, include the availability of the following services:

- Lancashire Wellbeing Service
- District Council Housing Option Teams
- Agencies such as CAB

However, as already noted, the capacity of the services may impact on their ability to deliver a service to those individuals who would have previously been supported by the floating support service.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- Withdrawal of £1.3 million funding for Floating Support services

The following groups will be affected

Vulnerable adults (and their families) over the age of 16

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with the Floating Support provider and other stakeholders to minimise the impact of the funding cuts and maximise knowledge and linkages to other services.

Equality Analysis Prepared By James Collier

Position/Role: Programme Manager

Equality Analysis Endorsed by Line Manager and/or Service Head

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Appendix H Short term supported accommodation – Refuges Consultation 2016

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

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1. Executive summary

Lancashire County Council needs to make savings of £262m by 2020/21. Throughout 2016/17, service users, the general public, partners and stakeholders are being consulted with about how the county council proposes to make these savings.

This report summarises the responses to Lancashire County Council's consultation on the proposal for refuges. The proposal is to stop funding for the support within refuges from 31 March 2017.

For the consultation, paper questionnaires were given to all service users and made available at refuges. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 11 April until 17 July 2016. In total, 64 completed questionnaires were returned from service users in refuges services.

A separate questionnaire was sent to Lancashire's 12 district councils, providers and stakeholders. We received a response from all five providers, one stakeholder and seven district councils.

1.1 Key findings

1.1.1 Providers

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: cease services (6), services at risk (5), and reduction in staffing and services (5).
- The top mentions from responding providers for the impact on services users were: more suicide/murders of women and children (5) and on-going risk of serious harm to more women and children victims/survivors (4).
- The top mentions from responding providers for the impact on their organisation were: loss of specialist knowledge and expertise (4), and unable to support most vulnerable women and children (no recourse to public funds) (3).
- The top mentions from responding providers for the impact on the community were: demand on public services (more ill health and greater access to health services, criminal justice systems, CSC, A& E) (5), increase in domestic violence and abuse (repeat incidents) (4) and no specialist domestic abuse support services (4).

1.1.2 Districts and stakeholders

The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

- The top mentions from responding districts and stakeholders for the impact on services users were; living in unsuitable accommodation without support (6), increase in demand on other public services (police, NHS, CSC, LA) (5), staying with violent partner in abusive situation (4), dependant on refuge provider response (3) and lifeline a safe place (often nowhere else to go)(3).
- The top mentions from responding districts and stakeholders for the impact on their organisation were: increase in the demand on other public services (Police, NHS, CSC, LA) (6), increase in homelessness presentations to LA (5), living in unsuitable accommodation without support(unsafe) (4) and increase in issues of community safety (3).
- The top mentions from responding districts and stakeholders for the impact on the wider community were: issues of community safety (4); and increase in demand on other public services (police, NHS, CSC, LA) (4).

1.1.3 Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to keep you safe and to avoid harm caused by others (61); support to claim the right benefits (57) and support to improve physical health (55).
- Respondents were most likely to say that: accommodation (63); support to keep you safe and to avoid harm caused by others (61); support to claim right benefits (61); dedicated support team within the accommodation/project (60) are important¹ aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; stay in unsafe/inappropriate accommodation (51), sleep on the streets/homeless (37), seek help from Lancashire County Council (social services) (29) and seek help from the police (28).
- When asked for their feedback and comments about how this proposal will affect them. Respondents were most likely to say; without this service would they suffer abuse (26); without service they would be homeless/nowhere to live (11); a general positive comments about the service received (9); and general comment about removal of service being bad (9).

¹ Very important and fairly important

2. Introduction

Lancashire County Council needs to make savings of £262m by 2020/21. This extremely difficult financial position is due to continued cuts in Government funding, rising costs and rising demand for our key services.

As part of the savings, the county council is proposing to stop funding for the support within the 9 refuges in Lancashire from 31 March 2017,

Although we don't know what this will mean for each service, there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (eg reduction in number of staff); or
- the service continues with little change as your provider has managed to obtain other funding (eg from charities not Supporting People)

People usually stay in refuges for a matter of months. Consequently this proposal would be unlikely to directly affect the current service users. However, it could impact on other people who may use this service after March 2017.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were given to all service users and made available at refuges. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 11 April until 17 July 2016. Paper copies of the questionnaire, with a reply envelope, were given to service users. In total, 64 completed questionnaires were returned from service users in refuges. As the number of service user responses to this consultation is well below 100, the numbers in charts and tables are the actual number of respondents not the percentage of respondents.

Separate online questionnaires were made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaires were designed to give district councils, providers and stakeholders the opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

All five providers who responded to the short term supported accommodation for the refuge consultation were Borough of Pendle, The Liberty Centre, Safenet, Progress Care and FCWA. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

Further details of provider responses are presented in appendix 2.

4.1.1 Key findings

The top mentions from respondents for what changes they are considering for their schemes were;

- cease services (6);
- services at risk (5); and
- reduction in staffing and services (5).

The top mentions from respondents for the impact on services users were;

- more suicide/murders of women and children (5); and
- on-going risk of serious harm to more women and children victims/survivors (4).

The top mentions from respondents for the impact on their organisation were:

- loss of specialist knowledge and expertise (4); and
- unable to support most vulnerable women and children (no recourse to public funds) (3).

The top mentions from respondents for the impact on the wider community were:

- demand on public services (more ill health and greater access to health services, criminal justice systems, CSC, A& E) (5);
- increase in domestic violence and abuse (repeat incidents) (4); and
- no specialist domestic abuse support services (4).

4.2 Districts and stakeholders responses

There were a total of seven districts and one provider that responded to the refuge consultation. They were Burnley, Hyndburn, Pendle, Chorley, Preston, South Ribble, Wyre and the Foxton Centre. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders and districts that they relate to shown in brackets.

Further details of district council responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondents for the impact on services users were;

- living in unsuitable accommodation without support (6);
- increase in demand on other public services (police, NHS, CSC, LA) (5);
- staying with violent partner in abusive situation (4);
- dependant on refuge provider response (3); and
- lifeline a safe place (often nowhere else to go)(3).

The top mentions from respondents for the impact on their organisation were:

- increase in the demand on other public services (Police, NHS, CSC, LA) (6);
- increase in homelessness presentations to LA (5);
- living in unsuitable accommodation without support(unsafe) (4); and
- increase in issues of community safety (3).

The top mentions from respondents for the impact on the wider community were:

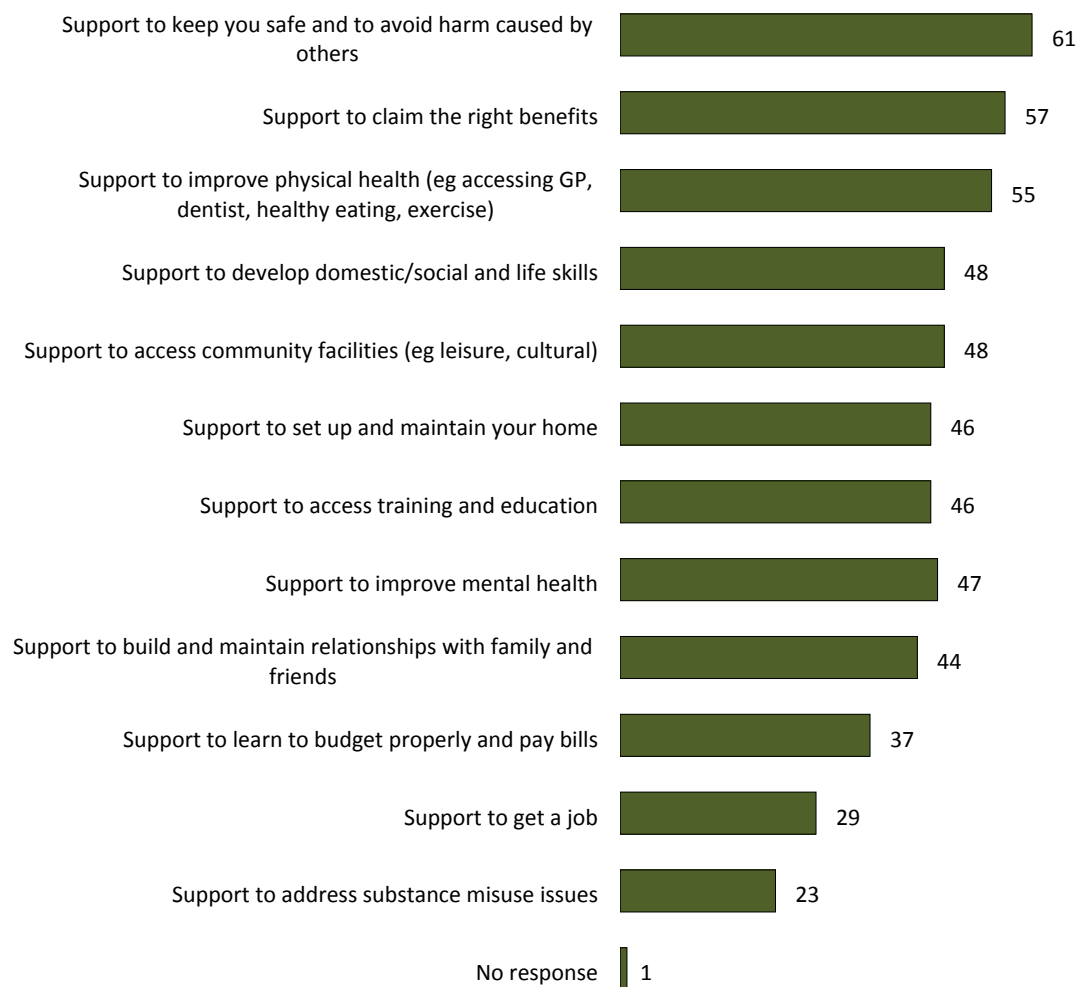
- issues of community safety (4); and
- increase in demand on other public services (police, NHS, CSC, LA) (4).
- increased risks to vulnerable groups (increase visibility of homelessness) (3)
- increase in rough sleepers (3)

4.3 Service user responses

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to keep you safe and to avoid harm caused by others (61); support to claim the right benefits (57) and support to improve physical health (55). Respondents were least likely to say that they have received; support to address substance misuse issue (23) and support to get a job (29).

Chart 1 - Do you receive or have you received support with the following?

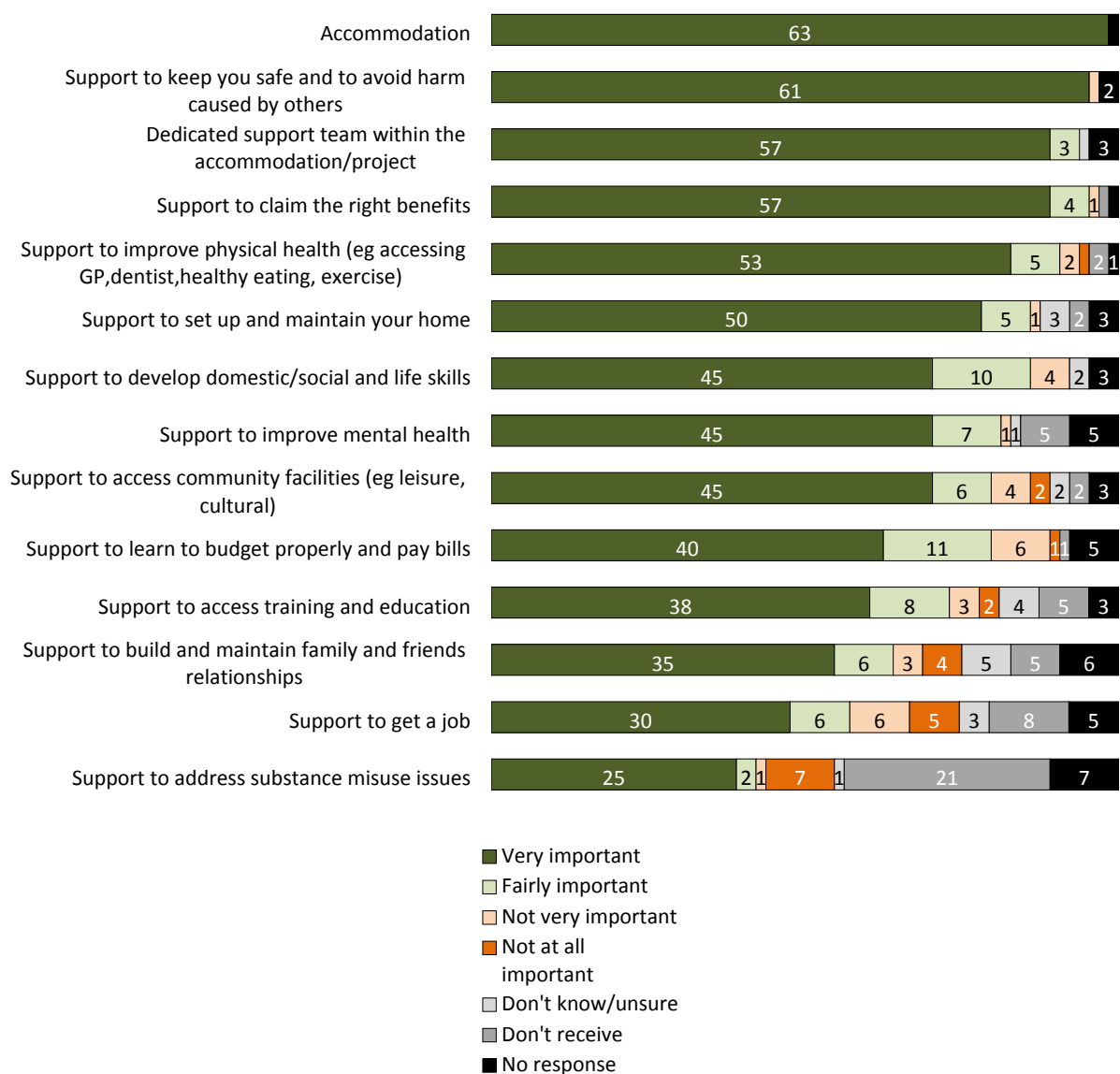


Base: all respondents (64)

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: accommodation (63); support to keep you safe and to avoid harm caused by others (61); support to claim right benefits (61); dedicated support team within the accommodation/project (60) are important² aspects of the service to them.

Chart 2 - How important are the following aspects of the service to you?



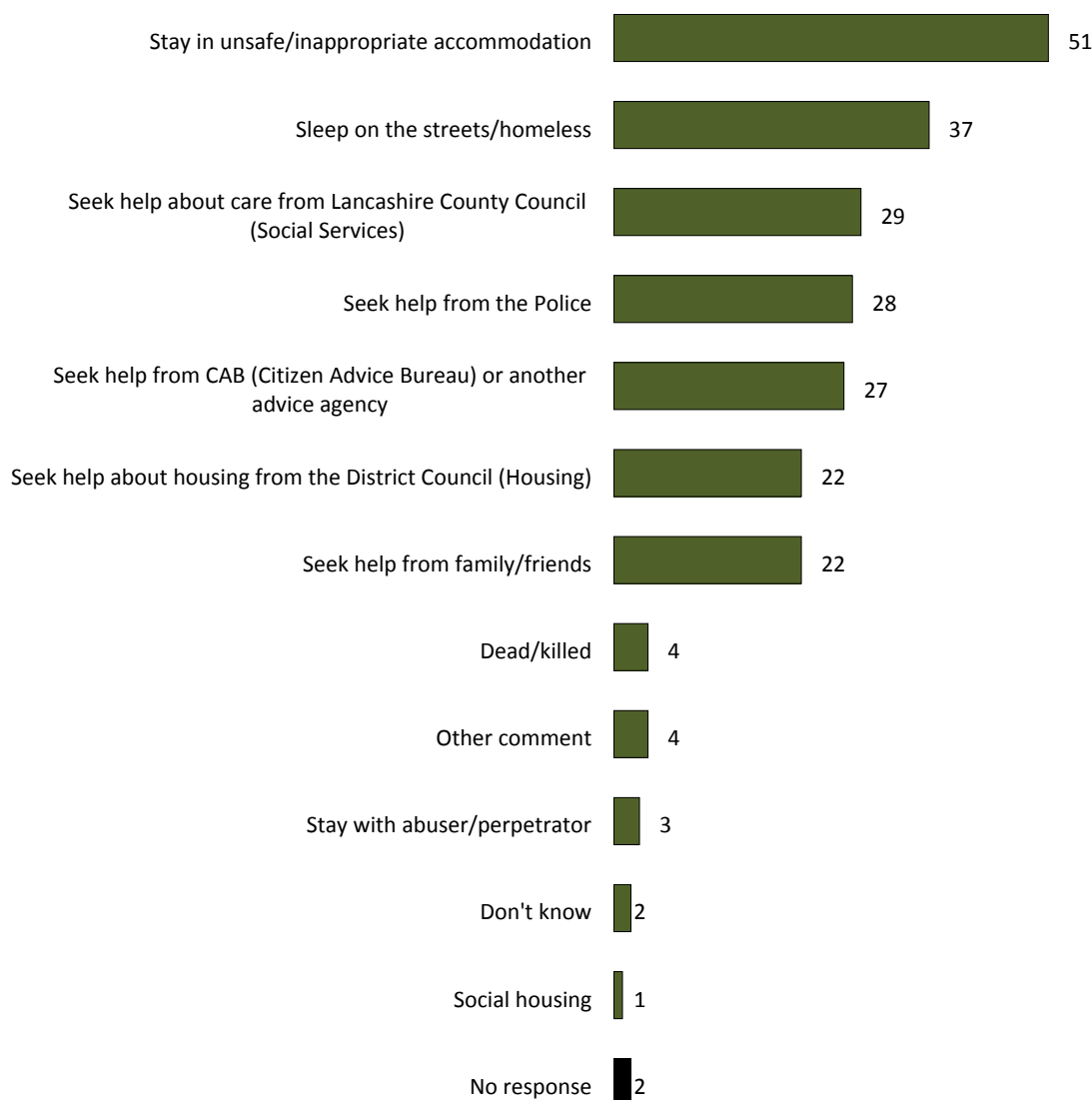
Base: all respondents (64)

² Very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would; stay in unsafe/inappropriate accommodation (51), sleep on the streets/homeless (37), seek help from Lancashire County Council (social services) (29) and seek help from the police (28).

Chart 3 - If this service ended, what do you think that people who need this type of service would do in the future?

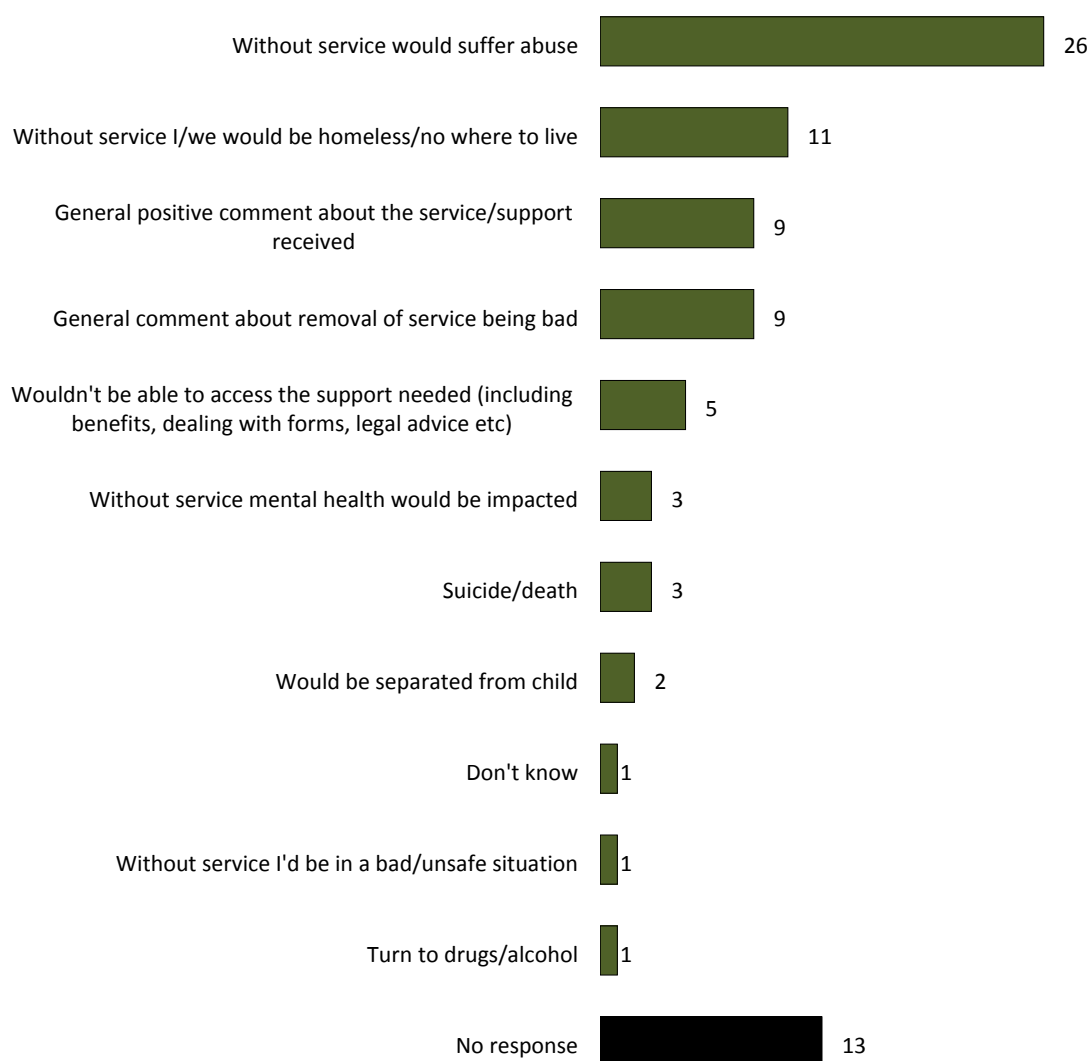


Base: all respondents (64)

Respondents were then asked for their feedback and comments about how this proposal will affect them.

Respondents were most likely to say; without this service would they suffer abuse (26); without service they would be homeless/nowhere to live (11); a general positive comments about the service received (9); and general comment about removal of service being bad (9).

Chart 4 - Please provide any further feedback or comments about how the proposal will affect you in the box below.



Base: all respondents (63)

5.0 Other Responses

Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, or signing a petition.

5.1 Other responses

A number of other comments specific to domestic violence were received as part of the wider general consultation held prior to Full Council. These included 12 responses from a range of Lancashire residents including one from Voluntary organisations; 5 from employees of providers and 6 from members of voluntary and community organisations. Among the total of 12 responses 6 were anonymous comments.

A high proportion of the comments received concerned the Fylde and Wyre refuges. The combined comments from all respondent have been summarised below.

In all responses there was a real concern about the potential loss of funding for refuges (closures) which provide a key role in delivering a co-ordinated community response to tackling specialist domestic abuse alongside all statutory and voluntary agencies. The refuges provide women and children with a positive experience and offer a stable environment at a time which is often traumatic and confusing for the women and children. The impact of the closures would mean there will be nowhere for women and children to flee safely in emergency, more children will be affected by the abuse and the cycle of abuse will continue. There is a serious risk of homicide as women and children will stay in violent abusive relationships, leading to an increase in the demand for statutory provision (children and young people services, Housing departments, A&E etc.) A respondent also commented that the cuts did not mirror the Central Government policy on Preventing Violence around Women and Girls.

A few respondents (employees) commented on the potential job losses that would result from any proposed reduction in funding or closure of services.

There have also been approximately 12 letters sent to the County Council regarding the proposals including 5 from MPs, 3 from members of the public and 1 from a District. All respondents were concerned about the potential loss of refuges.

Petition

John and Penny Clough's daughter Jane was murdered by her ex-partner in 2010. They have recently lead a campaign to save all refuge services in Lancashire. To date 8,831 people have signed the on-line petition, see the link below: <https://www.change.org/p/lancashire-county-council-stop-funding-cuts-to-lancashire-refuges> .

There are approximately 16 comments on the petition and also support from MP Rosemary Elizabeth Cooper from West Lancashire.

Appendix 1: Demographic breakdown

Table 1 - What is the name of your current support provider?

Name of Provider	Count
Audrey Wise House	1
Clare House	6
Pendle Women's Refuge	5
Refuge	44
West Lancashire Women's Refuge	6
No response	2
Total	64

Table 2- Are you...?

	Count
Male	2
Female	60
No response	2
Total	64

Table 3- Have you ever identified as transgender?

	Count
Yes	-
No	61
Prefer not to say	2
No response	1
Total	64

Table 4- What was your age on your last birthday?

	Count
18-21	8
22-25	9
26-34	27
35-49	18
50-64	1
65-74	-
No response	1
Total	64

Table 5 - Are you a deaf person or do you have a disability?

	Count
Yes	5
No	58
No response	1
Total	64

Table 6- Which best describes your ethnic background?

	Count
English/Welsh/Scottish/Northern Irish/British	40
Pakistani	15
African	2
Gypsy or Irish Traveller	1
No response	2
Eastern European	1
Indian	1
Bangladeshi	1
White and Black Caribbean	1
Other	1
Total	64

Table 7- What is your religion?

	Count
No religion	28
Christian (including CofE, Catholic, Protestant and all other denominations)	16
Muslim	16
No response	2
Sikh	1
Any other religion	1
Total	64

Table 8- Are you in a marriage or civil partnership?

	Count
Marriage	16
Civil partnership	-
Prefer not to say	3
None of these	42
No response	3
Total	64

Table 9- How would you describe your sexual orientation?

	Count
Straight (heterosexual)	55
Bisexual	4
Lesbian/gay woman	2
Other	-
Prefer not to say	1
No response	2
Total	64

Table 10- In which district do you live in Lancashire?

District	Count
Burnley	22
Chorley	2
Fylde	5
Hyndburn	-
Lancaster	7
Pendle	5
Preston	14
Ribble Valley	-
Rossendale	-
South Ribble	4
West Lancashire	4
Wyre	-
No response	1
Total	64

Table 11- Are there any children or young people in your household aged under 20?

	Count
No children aged under 20	7
Yes, aged under 5	30
No response	8
Yes, aged 5-8	18
Yes, aged 12-16	8
Yes, aged 9-11	10
Yes, aged 17-19	3
No, but expecting	6
Total no of children	75

Table 12- Are there any disabled young people in your household aged 20-25?

	Count
Yes	2
No	59
No response	3
Total	64

Appendix 2: Providers' response

Table 13 - changes to services

	No of Units	Service Ceases	Service at risk	Reduction in staffing and services	Examining options for alternative funding
Provider A	9	x			
Provider B	9	x			
Provider C (multiple)	41		x	x	
Provider D (multiple)	11	x		x	
Provider E (multiple)	7	x	x		x
Total (9 Services)	77	4	2	2	1

Table 14 - impact on service users

	More suicide/murders of women and children	On-going risk of serious harm to more women and children victims/survivors	Women and children not living safe lives (DA not given priority)	Severely reduced services at a time when demand is high	Cost of homicide reviews	Closure of Refuges	Less refuge spaces means more victims/survivors	Housing management tasks only (no support)	Children affected by witnessing domestic abuse	No specialist or alternative support services	Increase in the demand on Public services	Lancashire has a track record to keeping women and children safe and has low number of murders	Increase in Community safety issues	Rising Domestic Abuse	Stay in abusive relationships	Risk of losing lives and the lives of children	Vulnerable people not given help
Provider A	x	x				x			x					x	x	x	x
Provider B	x		x	x	x		x										
Provider C (multiple)	x	x	x	x			x	x									
Provider D (multiple)	x	x		x	x	x		x		x	x						
Provider E (multiple)	x	x	x		x				x	x	x	x	x				
Total	5	4	3	3	3	2	2	2	2	2	2	1	1	1	1	1	1

Table 15 - impact on organisation

	Loss of specialist knowledge and expertise	Unable to support most vulnerable women and children (no re-course to public funds)	Reduction in staffing - Very limited support service	Seek alternative source of funding (Increasingly difficult)	Refuge Service Ceases - No Where safe to go (loss of SP funding)	Current services is below the Council of Europe minimum standard of refuge provision	Under threat from the proposed withdrawal of supported housing benefit	Cease of DA Community services	Reduced capacity for multi-agency working (infrastructure, training etc)	Increase demand in housing unable to provide support	Impact on community safety (ASB etc)	Increase in evictions	Women and children are at high level of risk (serious harm/murder)	Loss of other services and other funding (wrap around service)	Damaging impact on the morale of organisations delivering life and death service
Provider A					X			X							
Provider B	X	X													
Provider C (multiple)	X	X	X	X					X						
Provider D (multiple)	X	X	X							X	X	X			
Provider E (multiple)	X			X	X	X	X						X	X	X
Total	4	3	2	2	2	1	1	1	1	1	1	1	1	1	1

Table 16 - impact on the wider community

	Demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	Increase in domestic violence and abuse (repeat incidents)	No specialist domestic abuse support services	Loss of expertise in the community	Increase in deaths in Lancashire	Greater poverty (more debt, unemployment, exclusion from the community)	Increase in Community safety issues	Increase in unemployment	Refuge provision is part of national service	Children and families suffering from DA	Increased risk to staff in generic housing	Will be easier to locate the victim (safety of victims)	Increased assault on public	Impact on homicide reviews (costs)	Stay in abusive relationships	Unsuitable accommodation without support	Deaths and injury	Low education attainment in Children & young people	Short term view resulting in expenditure in other parts of LCC
Provider A	X	X			X				X						X	X		X	X
Provider B	X		X	X	X	X	X	X		X									
Provider C (multiple)	X	X	X	X		X													
Provider D (multiple)	X	X	X	X	X	X	X	X									X		
Provider E (multiple)	X	X	X				X				X	X	X	X					
Total	5	4	4	3	3	3	3	2	1	1	1	1	1	1	1	1	1	1	1

Table 17 - other comments

	Deaths	Short term view of LCC	Refuges safes lives (cost effective service)	Matter of life and deaths (women have already been killed in Lancashire)	Refuges increases health and wellbeing, educational and economic factors	Visit the petition by John and Penny Clough	Case study	Denying victims of domestic abuse the option of a safe, supported route to safety is denying a basic human right
Provider A								
Provider B	x		x	x	x			
Provider C (multiple)	x	x	x			x		
Provider D (multiple)		x						
Provider E (multiple)							x	x
Total	2	2	2	1	1	1	1	1

Appendix 3: Districts and stakeholders responses

Table 18 - impact on service users

	Living in unsuitable accommodation without support	Increase in the demand on other public services (Police, NHS, CSC, LA)	Staying with violent partner abusive situation	Dependant on Refuge Provider response	Lifeline a safe place (often nowhere else to go)	Will reach crisis point with women and children (lack of safe space)	Closure of service	Significant remodelling of the service	Increase in level of violence witnessed by children and young people	Deterioration in mental health	Living on street	death or serious injury	Threat to public high risk offenders re-offending	Increase in self-harm, suicide attempts	Increase in level of debt	Inability to maintain education, training and job
Stakeholder A		x	x		x											
District A	x	x	x	x	x	x					x					
District B	x	x			x											
District C	x		x	x			x	x								
District D	x	x					x	x	x	x			x	x	x	x
District E	x								x			x				
District F	x	x	x	x		x				x						
District G																
Total	6	5	4	3	3	2	2	2	2	2	1	1	1	1	1	1

Table 19 - impact on organisation

	Increase in the demand on other public services (Police, NHS, CSC, LA)	Increase in homelessness presentations to LA	Living in unsuitable accommodation without support (unsafe)	Increase in issues of community safety	Dependant on Refuge Provider response	Increase in level of violence witnessed by children and young people	Cost implications on the closure of service	Deterioration in mental health	Closure of services	Significant remodelling of the service	Staying with violent partner abusive situation	death or serious injury	Threat to public high risk offenders re-offending	Increase in self-harm, suicide attempts	Increase in level of debt	Inability to maintain education, training and job	Increases in street homelessness amongst all age groups
Stakeholder A									x								x
District A	x			x	x												
District B	x	x															
District C	x	x		x	x		x			x							
District D	x	x	x	x		x		x					x	x	x	x	
District E			x			x						x					
District F	x	x	x					x			x						
District G	x	x	x				x										
Total	6	5	4	3	2	2	2	2	1	1	1	1	1	1	1	1	1

Table 20 - impact on the wider community

	Issues of Community Safety	Increase in the demand on other public services (Police, NHS, CSC, LA)	Increased risks to vulnerable groups(increase visibility of homelessness)	Increase in rough sleepers	Prevention is better than cure (Supported Accommodation is a cheaper alternative)	Empty buildings leading to neighbourhood issues
Stakeholder A						
District A	x					
District B						x
District C	x			x		
District D		x	x			
District E		x				
District F	x	x	x	x	x	
District G	x	x	x	x	x	
Total	4	4	3	3	2	1

Table 21 - other comments

	Provision part of national service	Stay in abusive relationships	Increase in the demand on other public services (Police, NHS, CSC, LA)	Committed to working with LCC to ensure vulnerable groups do not suffer the detriment	Decision makers need to understand what the impact is going to be of the cuts	Condemnation of many vulnerable people into homelessness	Will be more costly to deal with chaotic people who have complex and multiple problems
Stakeholder A						x	x
District A							
District B							
District C	x	x					
District D				x			
District E			x				
District F					x		
District G							
Total	1	1	1	1	1	1	1

Appendix I

Equality Analysis Toolkit

Refuges (Supported Housing)
For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

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The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

To cease the Supporting People funding (£870,507) for the housing related support provided in 9 refuges with effect from 31st March 2017.

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to cease SP funding for non-statutory services from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding for support from refuges.

As services are jointly funded with rental/housing benefit income we don't know what this will mean for each service, however there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (e.g. reduction in number of staff);
- the service continues with little change as the provider has managed to obtain other funding (e.g. from charities not Supporting People)

As part of the consultation, we asked providers to give us details of their current plans. The responses received have been included within Question 2

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes – both across and outside of the county, where women fleeing domestic abuse for safety reasons leave their town/city. The refuge provision in Lancashire is part of national refuge network of provision for women fleeing domestic violence.

In 2015/16, 370 women accessed the refuge services in Lancashire of which 125 (34%) women were from Lancashire, 51 (14%) were from Blackburn with Darwen & Blackpool and 48% of women were from outside of Pan Lancashire.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

There are currently 9 refuges, managed by 5 providers, in Lancashire with 76 units of accommodation:

- 2 refuges in the east with 29 units (20 in Burnley & 9 in Pendle)
- 3 refuges in the north with 12 units (5 in Lancaster, 4 in Wyre & 3 in Fylde)
- 4 refuges in the south with 35 units (15 in Preston, 3 in Chorley, 8 in South Ribble & 9 West Lancashire)

£870,507 p.a. of Supporting People budget currently funds the housing related support service delivered within the refuges

During the financial year 2015/16, 370 households accessed refuges in Lancashire. Support is short term in nature and accessed by a range of vulnerable adults inclusive of all protected characteristics. Demographic information is collected by the service provider when the service commences delivery. However the data availability is subject to service user willingness to disclose and therefore information in relation to some of the protected characteristics is unavailable.

Information on marital status/civil partnership and pregnancy/maternity is not collected under the existing system of data collection and is therefore not included below

Gender

Women	88	24%
SP data not available	282	76%
Grand Total	370	100.00%

Age

Age Range		
16-24	101	27.30%
25-64	265	71.62%
65+	4	1.08%
Grand Total	370	100.00%

Disability

Don't Know	1	0.27%
No	293	79.19%
Yes	75	20.27%
Not known	1	0.27%
Grand Total	370	100.00%

Ethnic Origin

Asian/Asian British: Bangladeshi	2	0.54%
Asian/Asian British: Chinese	2	0.54%
Asian/Asian British: Indian	3	0.81%
Asian/Asian British: Other	4	1.08%
Asian/Asian British: Pakistani	46	12.43%
Black or Black British: African	1	0.27%
Black or Black British: Caribbean	1	0.27%
Mixed: Other	1	0.27%
Mixed: White & Asian	1	0.27%
Mixed: White & Black African	1	0.27%
Mixed: White & Black Caribbean	4	1.08%
Other: Other	1	0.27%
White British	283	76.49%
White Irish	7	1.89%
White Other	8	2.16%
Not known	5	1.35%
Grand Total	370	100.00%

Religion

Buddhist	1	0.27%
Christian (All Denominations)	93	25.14%
Does not wish to disclose	8	2.16%
Hindu	1	0.27%
Muslim	53	14.32%
None	194	52.43%
Not Known	16	4.32%
Other	3	0.81%
Sikh	1	0.27%
Grand Total	370	100.00%

Sexuality

Bisexual	7	1.89%
Does not wish to disclose	27	7.30%
Heterosexual	333	90.00%
Lesbian	2	0.54%
Other	1	0.27%
Grand Total	370	100.00%

Does the client consider themselves transgender?

Does not wish to disclose	1	0.27%
Don't Know	1	0.27%
No	367	99.19%
Yes	1	0.27%

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

CONSULTATION PROCESS

Meetings

- Two meetings were held on 23rd November 2015 with district councils (commissioners) (AM) and providers (PM) to inform them of the proposal to

cease SP funding from 31st March 2017.

- Eleven district council (commissioners) and approximately 60 providers attended the above meetings.
- LCC staff attended the West Lancashire Refuge consultation meeting with service users and stakeholders on 15th July 2016.
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on 1st July 2016 and discussions were held with providers and stakeholders
- Meeting held with district councils on 4th July to consider interim consultation findings

Questionnaires

LCC sent questionnaires for all 76 existing service users in the refuge services to the providers who then distributed them. The service user survey was also made available on line.

The service user survey asked,

- What services the service user received in the refuge accommodation?
- What was important to them about the service?
- If the service ended what did they think the people who need this type of service would do in the future? and
- Any further comments.

LCC also undertook separate on line surveys on the www.lancashire.gov.uk with the following;

- All 5 providers of refuge services
- 12 district councils; and
- Other stakeholders

The provider survey asked;

1. What their **plans were should SP funding cease** from 31st March 2017?
2. What the impact would be on the **service users**?
3. What the impact would be on their **organisation** and on the **wider community**? and
4. Any further comments

The district council and stakeholder questionnaires asked the same questions above (2 to 4) as the providers apart from the first question regarding the provider plans.

SUMMARY OF CONSULTATION RESPONSES

The consultation ran for 12 weeks from 21st April 2016 to 17th July 2016. A total of 76 questionnaires were sent out to service users and 64 completed questionnaires

were returned giving a response rate of 84%. There was a 100% (5 providers) response rate from the provider survey, 7 district councils (58%) responded and 1 stakeholder response was received.

Summaries of service user, district, stakeholder and provider responses have been provided in the Consultation Findings (see Appendix H).

In the event that the funding for refuges in Lancashire is to be removed then the following is likely to take place:

PROVIDER RESPONSES

All 5 refuge providers (9 services) responded to the consultation and the key issues raised by the providers were as follows;

Provider plans

- 66% (6) services would cease to exist (closures)
- 55% (5) services would be at risk
- (55%) 5 services would reduce staffing and services (redundancies)

In anticipation of the budget proposal to cease SP funding from 31st March 2017, three refuge services have restructured their services, such as reduced staffing, remodelled their services and are drawing down intensive housing management from the local authorities' which does not fund the support to women and children fleeing domestic abuse.

Impact on service users

- More suicide/murders of women and children (5)
- on-going risk of serious harm to more women and children (victims/survivors) (4)
- Cost of homicide reviews (3)
- Women and children not living safe lives – DA is not given priority (3)

STAKEHOLDER AND DISTRICT RESPONSES

7 district councils and 1 stakeholder responded to the consultation and the key issues raised were as follows:

- 86% (6) women living in unsuitable accommodation without support
- 71% (5) increase in the demand for public services (police, CSC, NHS, LA)
- 57% (4) staying with violent partner in abusive situation
- 43% (3) is dependent on the refuge provider response

SERVICE USER RESPONSES

64 (84%) of the service user responded to the consultation outlining what support

they had received in the refuges. What was important about the service? If this service ended, what do you think that people who need this type of service would do in the future?

Support received by service users

- 95% (61) received support to keep them safe and avoid harm caused by others
- 89% (57) received support to claim the right benefits and
- 86% (55) received support to improve physical health

Important aspect of the services were as follows:

- 98% (63) Accommodation
- 95% (61) Support to keep safe and to avoid harm caused by others and Support to claim right benefit
- 94% (60) dedicated support within the accommodation

If there was no refuge services then:

- 80% (51) would stay in unsafe/inappropriate accommodation
- 58% (37) would sleep on the street/homeless
- 45% (29) would seek help from Social Services (LCC)
- 44% (28) would seek help from police

Attached is a full analysis of the consultation.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

Women, young people, people from BME communities and Muslims appear to be disproportionately impacted.

Age Profile

- 27% (101) of the women were aged between 16-24 which appears to be greater than the proportion of the wider population (13%) and may be disproportionately impacted by the proposal
- 71.62% (265) of the women were aged between 26-64 compared to 58% of the Lancashire population who are between 20 and 64
- 1% (4) of the women were aged 65 plus which appears to be significantly lower than the proportion of the wider population (18%)

Disability

- 20% (75) of the women were disabled which appears to be broadly representative of the wider population (20%)

Pregnancy and maternity

- 9% (6) of the respondents to the consultation are pregnant and do not have children which is higher than other consultations which have a figure of 2%.

We can not identify from either the SP data or other consultations, the number of women who were pregnant who also had children. Consequently, it is not possible to draw any conclusions

Race/ethnicity

- 80.54 % (298) of the women were White British/Irish/Other which appears to be significantly lower than the wider population (92.3%)
- 15.400% (57) of the women were Asian/British: Bangladeshi, Pakistani, Chinese, Indian, Pakistani, and Other Asian which appears to be significantly greater than the wider population (6.1%) and may be disproportionately impacted by the proposal
- 0.54% (2) of the women were Black/British; African and, Caribbean, which appears to be broadly representative of the wider population (0.3%)
- 2.16% (8) of the women were Mixed: Other, White & Asian, White & Black African and White & Black Caribbean and Other ethnicity which appears to be significantly greater than the wider population (0.2%) and may be disproportionately impacted by the proposal
- 1.35% (5) of the women did not provide their ethnicity in the SP data therefore this is not known.

Religion/Belief

- 25% (93) of the women were Christian which appears to be significantly lower than the wider population (69%)
- 14% (52) of the women were Muslim which appears to be significantly greater than the wider population (6%) and may be disproportionately impacted by the proposal
- 52% (194) of the women had no religion which appears to be significantly greater (19%) than the wider population

Gender

- 24% (88) of the women provided the SP data and 76% did not provide this data (therefore not available). It is recognised that the refuge services is targeted at women and therefore it is likely that there would be 100% of women in services. Where there are dispersed units men may also access the service

Sexual Orientation

- 2.4% (9) of the women were LGBT which appears to be broadly representative of the wider population (5-7% Stonewall) or greater than the census figure of 1%.

The consultation shows how refuges have helped people find accommodation and

claim benefits which fits the advancing equality of opportunity objective.

The refuge support provides help to service users to feel safe and avoid homelessness or being on the streets, which contributes to fostering good relations between communities/community cohesion

The personal safety of women and children is paramount in terms of health and wellbeing, reducing isolation and helping service users to participate more fully in public life which are all connected to the Public Sector Equality Duty.

Any reduction in funding will affect the above positive impact of services.

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (welfare reform; regarding the single room rate for under 35's, going forward from April 2017 18 - 21 year olds will not be entitled to any form of housing benefit unless in a protected group and changes in relation to local housing allowance etc.)

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Whilst we are proposing to continue with the original proposal to cease the Supporting People funding for refuges with effect from March 2017, the council intends to take steps to mitigate the effect of the funding reduction. This is outlined more fully in the next section of this report.

Question 6 – Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

As refuges meet the criteria identified to access the Prevention and Early Help Fund, it is recommended that up to £800k of funding from the Prevention and Early Help Fund is made available for the provision of support within refuges. This means that only £70k savings will be required from existing contracts which currently total around £870k.

The £800K of PEHF will limit the possible adverse effect, particularly in relation to women, younger people, those from BME communities and those who are Muslim.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has originally emerged following the need for the County Council to

make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected; however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation

The proposal would have had a disproportionate impact on women, people from BME communities and Muslims. However, as outlined above we have sought to mitigate the impact by making £800k of funding available to provide the support within refuges from the Prevention and Early Help Fund

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- To implement Supporting People budgetary savings in relation to refuges
- To allocate funding from the Prevention and Early Help Fund to fund the support within refuges

The £800K of PEHF may limit the possible adverse effect particularly in relation to women, those from BME communities and those who are Muslim or have no religion

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with refuge service providers to negotiate the reduction of 8% savings (£70,507.37) and vary the contracts to bring them in line with the proposed budget. We will also use the CRD to monitor/review implementation.

Equality Analysis Prepared By Tahera Chaudhrey

Position/Role Strategy and Needs Analysis Co-ordinator

Equality Analysis Endorsed by Line Manager and/or Service Head

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

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Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

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Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs

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Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Appendix J(i)

Short term supported accommodation consultation

- Services for single people who are homeless
- Services for offenders (supported housing and floating support)
- Services for people with substance misuse issues
- Services for people who are homeless (including young people, single people and homeless families)

2016

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

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1. Executive summary

This report summarises the responses to Lancashire County Council's consultation in relation to the following short term supported accommodation services:

- Services for single people who are homeless
- Services for offenders (supported housing and floating support)
- Services for people with substance misuse issues
- Services for people who are homeless (including young people, single people and homeless families)

The proposal is to stop funding for the support within short term supported accommodation services from 31 March 2017, with the exception of funding for some services for young people who the county council have a legal duty to help.

For the consultation, paper questionnaires were sent to all service users and made available at short term supported accommodation services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 21 April until 17 July 2016. In total, 131 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, all providers and stakeholders. We received a response from 10 providers, 1 stakeholder and 9 district councils.

1.1 Key findings

Providers

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: service ceases (5), service to be reviewed (5), examining options for alternative funding (5), service at risk (4); and the provider already is or there is potential for drawing down housing management (no support) (4).
- The top mentions from responding providers for the impact on services users were: disagree with cutting funding for SP services (8), increase in crime/re offending and returning to prison (7), more social problems (drug, alcohol and addiction problems (7) and will not maintain substance misuse free lifestyle (7).
- The top mentions from responding providers for the impact on their organisation were: service closure (6), significant impact (loss of income) (5) and reduced service (4).

- The top mentions from responding providers for the impact on the community were: increase in community safety issues (6), increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E) (6); and increase in the number of rough sleepers (4).

Districts and stakeholders

The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

- The top mentions from responding districts and stakeholders for the impact on services users were: may reach crisis point due to a lack of available, accessible, supported accommodation (1) and increase in the demand on public services (more ill health and greater access to health services, criminal justice systems, CSC, A&E) (1).
- The top mentions from responding districts and stakeholders for the impact on their organisation were: increase in the demand on Public services (More ill health and greater access to health services, criminal justice systems, CSC, A&E) (8), unsuitable temporary accommodation (expensive) (6), increased use of B & B (6) and people not having the ability to sustain a tenancy in the future (downward spiral into homelessness) (6).
- The top mentions from responding stakeholders for the impact on community were: increase in neighbourhood nuisance (8), increase in community safety issues (6), increase in failed tenancies (5) and increase in demand on public sector services (accident & emergency services etc) (5).

Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (87%); support to learn to budget properly and pay bills (85%); support to improve the physical health (81%); and support to set up and maintain your home (80%).
- Respondents were most likely to say that: accommodation (97%); dedicated support team within the accommodation / project (95%); support to set up and maintain your home (94%); support to claim right benefits (91%); and support to budget properly and pay bills (90%) are very important and fairly important aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; sleep on the streets/homeless (74%), stay in unsafe/inappropriate accommodation (68%), and seek help from district council (housing) (56%).
- Nearly two fifth of respondents (38%) chose not to respond to this question. More than a quarter of respondents (28%) said that without service they would be homeless/nowhere to live. Over one in six respondents (18%) said general positive comment about the service/support received. Nearly one in eight respondents (13%) said that they would turn to drug/alcohol.

2. Introduction

Lancashire County Council needs to make savings of £262m by 2020/21. This extremely difficult financial position is due to continued cuts in Government funding, rising costs and rising demand for our key services.

As part of the savings, the county council is proposing to stop funding for the support within short term supported accommodation services from 31 March 2017, with the exception of funding for some services for young people who the county council have a legal duty to help.

This report focuses on the consultation responses regarding the following services:

- Services for single people who are homeless
- Services for offenders (supported housing and floating support)
- Services for people with substance misuse issues
- Services for people who are homeless (including young people, single people and homeless families)

There is a separate consultation report regarding young people's services.

Although we don't know what this will mean for each service, there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (eg reduction in number of staff); or
- the service continues with little change as your provider has managed to obtain other funding (eg from charities not Supporting People)

People usually stay in short-term supported accommodation for about six to nine months. Consequently this proposal would be unlikely to directly affect the current service users. However, it could impact on other people who may use this service after March 2017.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at the following short term supported accommodation services:

- Services for single people who are homeless
- Services for offenders (supported housing and floating support)
- Services for people with substance misuse issues
- Services for people who are homeless (including young people, single people and homeless families)

An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 21 April until 17 July 2016. 131 completed questionnaires were returned.

Separate online questionnaires was made available to Lancashire's 12 district councils, providers and stakeholders. The questionnaires were designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

The 10 providers that responded to the supported accommodation consultation were Home Group Ltd, Salvation Army, Langley House Trust, Methodist Action North West, Calico Homes, Acorn, Cotswold Supported House, Adactus Housing Association, Progress Housing and one unknown.

The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

Further details of provider responses are presented in appendix 2.

4.1.1 Key findings

The top mentions from respondents for what changes they are considering for their schemes were;

- service ceases (5);
- service to be reviewed (5);
- examining options for alternative funding (5);
- service at risk (4); and
- The provider already is or there is potential for drawing down housing management (no support) (4).

The top mentions from respondents for the impact on services users were;

- disagree with cutting funding for SP services (8);
- increase in crime/re offending and returning to prison (7);
- more social problems (drug, alcohol and addiction problems (7); and
- will not maintain substance misuse free lifestyle (7).

The top mentions from respondents for the impact on their organisation were:

- service closure (6);
- significant impact (loss of income) (5); and
- reduced service (4).

The top mentions from respondents for the impact on the wider community were:

- increase in community safety issues (6);
- increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E) (6); and
- increase in the number of rough sleepers (4).

4.2 Districts and stakeholders responses

There were a total of 9 districts and one stakeholder that responded to the short term supported accommodation consultation 2016. They were Burnley, Pendle, Hyndburn, Chorley, Lancaster, Preston, South Ribble, Wyre, Ribble Valley and The Foxton Centre. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of stakeholders/districts that they relate to shown in brackets.

Further details of district council responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondents for the impact on services users were;

- may reach crisis point due to a lack of available, accessible, supported accommodation (1); and
- increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E) (1).

The top mentions from respondents for the impact on their organisation were:

- increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E) (8);
- unsuitable temporary accommodation (expensive) (6);
- increased use of B & B (6); and
- people not having the ability to sustain a tenancy in the future (downward spiral into homelessness) (6).

The top mentions from respondents for the impact on the wider community were:

- increase in neighbourhood nuisance (8);
- increase in community safety issues (6);
- increase in failed tenancies (5); and
- increase in demand on public sector services (Accident & emergency services etc) (5).

4.3 Service user responses

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Single people who are homeless (27)

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to learn to budget properly and pay bills (24); support to improve the physical health (22) and support to claim the right benefits (21).

People with a history of offending (27)

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to improve the physical health (25) and support to claim the right benefits (24).

People with substance misuse issues (18)

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received all services listed (17) other than two support to set up home and maintain your home (16) and support to get a job (15).

People who are homeless (families, single people and young people) (58)

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (51); support to learn budget properly and pay bills (46), support to set home and maintain your home (46).

Table 1 - Do you receive or have you received support with the following?

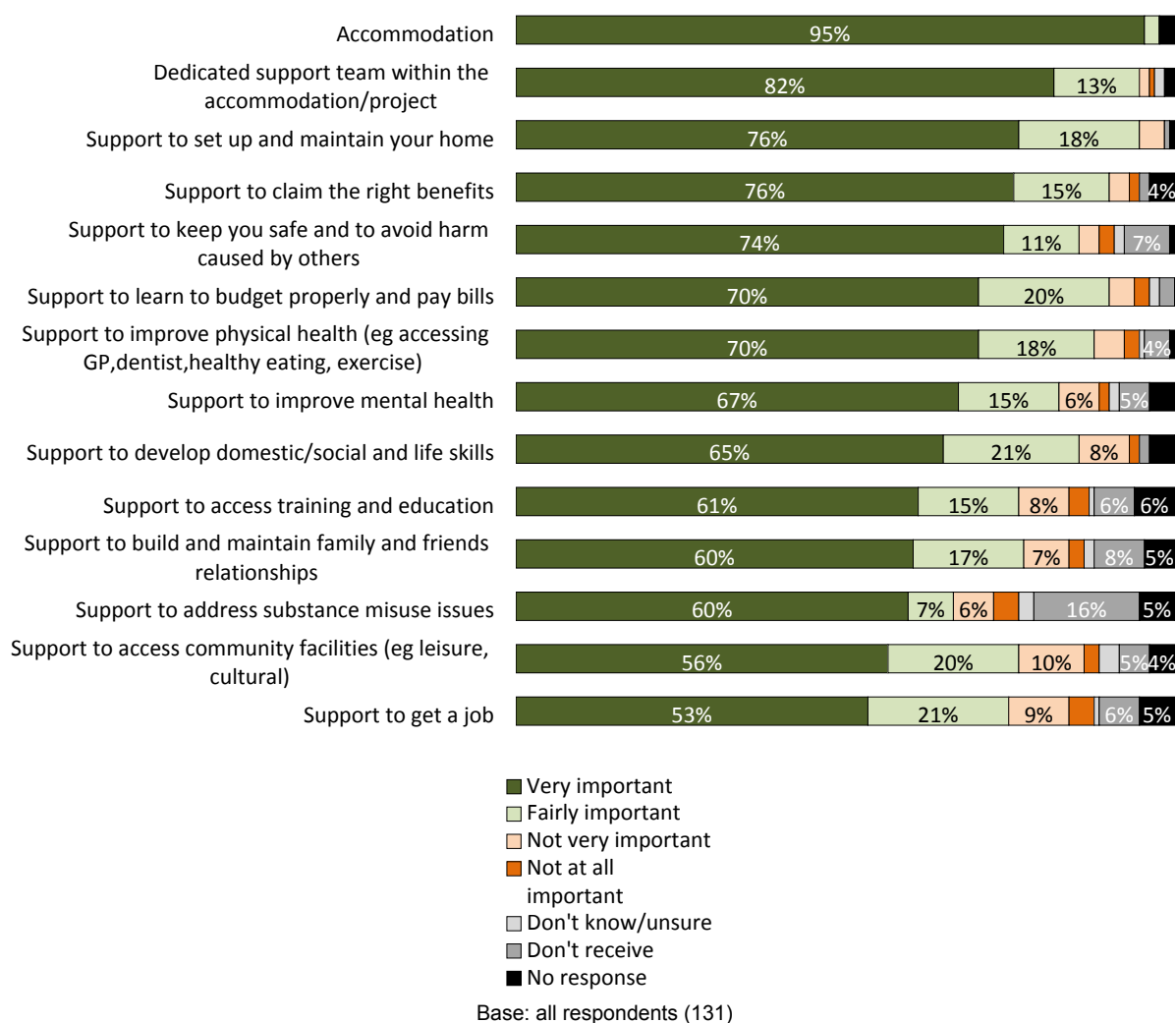
	single people who are homeless	people with a history of offending	people with substance misuse issues	people who are homeless (families, single people and young people)	No Response
Support to claim the right benefits	21	24	17	51	1
Support to learn to budget properly and pay bills	24	23	17	46	1
Support to improve physical health (e.g. accessing GP, dentist, healthy eating,	22	25	17	42	-
Support to set up and maintain your home	20	23	16	46	-
Support to keep you safe and to avoid harm caused by others	20	21	17	40	-
Support to develop domestic/social and life skills	20	23	17	36	-
Support to access community facilities (e.g. leisure, cultural)	15	23	17	38	-
Support to access training and education	21	20	17	34	-
Support to improve mental health	18	20	17	36	1
Support to build and maintain relationships with family and friends	14	21	17	31	-
Support to get a job	14	20	15	26	-
Support to address substance misuse issues	14	19	17	24	-
No response	-	-	-	1	-
Total no of responses	27	27	18	58	1

Please note the response from the all the client groups have been combined together in presented in the following section. Also the figure presented in this section are in % of responses, not as a count of responses as in the other sections.

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: accommodation (97%); dedicated support team within the accommodation / project (95%); support to set up and maintain your home (94%); support to claim right benefits (91%); and support to budget properly and pay bills (90%) are very important and fairly important aspects of the service to them.

Chart 1 - How important are the following aspects of the service to you?



Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Single people who are homeless (27)

Respondents were most likely to say that if this service ended then they would: sleep on the streets/homeless (19); stay in unsafe /inappropriate accommodation (14); seek help about housing from the district council (housing) (14); and seek help about care from Lancashire County Council (social services) (11).

People with a history of offending (27)

Respondents were most likely to say that if this service ended then they would: sleep on the streets/homeless (27); stay in unsafe /inappropriate accommodation (23); seek help about housing from the district council (housing) (15); and seek help from family/friends (15).

People with substance misuse issues (18)

Respondents were most likely to say that if this service ended then they would: stay in unsafe /inappropriate accommodation (17); sleep on the streets/homeless (13); and seek help about housing from the district council (Housing) (9).

People who are homeless (families, single people and young people) (58)

Respondents were most likely to say that if this service ended then they would: sleep on the streets/homeless (37); stay in unsafe /inappropriate accommodation (35); seek help about housing from the district council (housing) (34); and seek help from family/friends (27).

Table 2 - If this service ended, what do you think that people who need this type of service would do in the future?

	single people who are homeless	people with a history of offending	people with substance misuse issues	homeless (families, single people and young people)	No response
Stay in unsafe/inappropriate accommodation	14	23	17	35	-
Sleep on the streets/homeless	19	27	13	37	1
Seek help about housing from the District Council (Housing)	14	15	9	34	1
Seek help from family/friends	7	15	6	27	1
Seek help about care from Lancashire County Council (Social Services)	11	8	7	24	-
Seek help from CAB (Citizen Advice Bureau) or another advice agency	9	10	4	18	-
Seek help from the Police	5	6	3	5	-
Other comment	1	3	1	5	-
Total no of responses	27	27	18	58	1

Respondents were then asked for their feedback and comments about how this proposal will affect them.

Single people who are homeless (27)

One third of respondents (9) said that without service they would be homeless/nowhere to live. Over one fifth of respondents (5) said general positive comment about the service/support received (5).

People with a history of offending (27)

Two fifth of respondents (16) said that without service they would be homeless/nowhere to live and over one third of respondents (10) said that they would be committing crime/in prison.

People with substance misuse issues (18)

One third of respondents (9) said that they would turn to drugs /alcohol and less than third respondents (8) said general positive comment about the service/support received.

People who are homeless (families, single people and young people) (58)

Nearly two third of respondents (38) chose not to respond to this question and almost one in six respondents (10) said that without this service they would be homeless/nowhere to live.

Table 3 - Please provide any further feedback or comments about how the proposal will affect you in the box below.

	single people who are homeless	people with a history of offending	people with substance misuse issues	people who are homeless (families, single people and young people)	No Response
Without service I/we would be homeless/ nowhere to live	9	16	2	10	-
General positive comment about the service/support received	5	2	8	8	-
Turn to drugs/alcohol	3	4	9	1	-
Committing crime/in prison	-	10	4	1	-
General comment about removal of service being bad	3	2	3	4	-
Without service mental health would be impacted	2	2	1	1	-
Wouldn't be able to access the support needed (including benefits, dealing with forms, legal advice etc)	2	1	1	-	-
Wouldn't be able to access education	-	1	1	-	-
Suicide/death	1	-	1	1	-
Without service I'd be in a bad/unsafe situation	2	-	-	-	-
Other	1	-	1	-	-
Won't affect me	-	-	1	1	-
Would be separated from child	1	-	-	-	-
No response	5	5	1	38	1
Total	27	27	18	58	1

Respondents were then asked to name their current short term accommodation support provider. The results are presented below in the table with number of responses.

Table 4 - What is the name of your current supported accommodation service provider?

	Supported accommodation for single people who are homeless	Supported accommodation for homeless families	Supported accommodation for people with a history of offending	Supported accommodation for people with substance misuse issues	Supported accommodation for people who are homeless (families, single people and young people)	No response
Aldcliffe Supported Housing	-	-	-	8	-	-
Astley Lodge	-	-	19	-	-	-
Cotswold	-	-	-	-	13	-
Elizabeth Street Project	-	-	-	-	7	-
Foundations	14	-	-	-	-	-
Fox St Community	6	-	-	-	-	-
George Williams House	-	-	-	-	9	-
Langley House Trust	-	-	4	-	-	-
Mill Bank Court	-	-	-	-	28	-
Oaktree House Lancaster	5	-	-	-	-	-
St James Housing	-	-	1	10	-	-
Stonham	-	-	3	-	-	-
No response	2	-	-	-	1	1
Total	27	0	27	18	58	1

5.0 Other Responses

Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, or signing a petition.

5.1 Other responses

8 comments specific to the services covered in this report were received as part of the wider general consultation held prior to Full Council. These included 3 residents, 2 employees of provider organisations and 3 provider organisations. There were also other more generic responses which covered all SP services.

In addition, there were approximately 2 letters from MPs, 1 letter from a member of the public and 1 from a district council

The responses raised the following concerns regarding the budget proposals:

- Services prevent homelessness
- Cuts would lead to an increase in the use of B&B
- Services help people address the mental health issues associated with homelessness
- Increased demand for statutory services e.g. health, police and other public services
- Negative impact on teenage parents who require housing and support
- Services prevent re-offending when people leave prison by giving individuals the skills and belief that they can make the changes needed to stay out of prison

Appendix 1: Demographic breakdown

Table 5- Are you...?

	%	Count
Male	59%	77
Female	35%	46
No response	6%	8
Total	100%	131

Table 6- Have you ever identified as transgender?

	%	Count
Yes	3%	4
No	92%	120
Prefer not to say	2%	3
No response	3%	4
Total	100%	131

Table 7- What was your age on your last birthday?

	%	Count
16-17	11%	15
18-21	18%	24
22-25	8%	10
26-34	21%	28
35-49	31%	40
50-64	8%	11
65-74	2%	2
75+	0%	0
No response	1%	1
Total	100%	131

Table 8 - Are you a deaf person or do you have a disability?

	%	Count
Yes	19%	25
No	80%	105
No response	1%	1
Total	100%	131

Table 9- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	90%	118
Irish	1%	1
Gypsy or Irish Traveller	0%	0
Eastern European	1%	1
Caribbean	0%	0
African	2%	2
Indian	1%	1
Pakistani	2%	2
Bangladeshi	0%	0
Chinese	0%	0
White and Black Caribbean	2%	3
White and Black African	1%	1
White and Asian	0%	0
Arab	0%	0
Other	1%	1
Total	100%	131

Table 10- What is your religion?

	%	Count
No religion	56%	74
Christian (including C of E, Catholic, Protestant and all other denominations)	36%	47
Buddhist	0%	0
Hindu	1%	1
Jewish	0%	0
Muslim	2%	3
Sikh	0%	0
Any other religion	2%	2
No response	3%	4
Total	100%	131

Table 11- Are you in a marriage or civil partnership?

	%	Count
Marriage	2%	3
Civil partnership	0%	0
Prefer not to say	5%	7
None of these	91%	119
No response	2%	2
Total	100%	131

Table 12- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	87%	114
Bisexual	2%	3
Gay man	3%	4
Lesbian/gay woman	0%	0
Other	1%	1
Prefer not to say	5%	6
No response	2%	3
Total	100%	131

Table 13- In which district do you live in Lancashire?

District	%	Count
Burnley	5%	7
Chorley	27%	35
Fylde	1%	1
Hyndburn	8%	11
Lancaster	10%	13
Pendle	1%	1
Preston	37%	48
Ribble Valley	1%	1
Rossendale	0%	0
South Ribble	0%	0
West Lancashire	0%	0
Wyre	9%	12
No response	2%	2
Total	100%	131

Table 14- Are there any children or young people in your household aged under 20?

	%	Count
No children aged under 20	48%	63
Yes, aged under 5	18%	24
No response	14%	18
Yes, aged 17-19	5%	7
No, but expecting	8%	10
Yes, aged 5-8	5%	6
Yes, aged 12-16	4%	5
Yes, aged 9-11	2%	3
Total no of children		55

Table 15- Are there any disabled young people in your household aged 20-25?

	%	Count
Yes	7%	9
No	90%	118
No response	3%	4
Total	100%	131

Appendix 2: Provider responses

Table 16- Providers responses by client groups

	Single People who are homeless	Homeless Families	People with history of offending	People with substance misuse	People who are homeless (families, single people and young people)
Provider 1			x		
Provider 2				x	
Provider 3					x
Provider 4			x		
Provider 5	x				
Provider 6					X
Provider 7	x		x	x	x
Provider 8		x			
Provider 9	x		x	x	
Provider 10	x				
Total	4	1	4	3	3

Table 17- changes to services

	Service Ceases	Service to be reviewed	Examining options for alternative funding	Service at risk	The provider already is or there is potential for drawing down housing management (no support)	Services continues without SP	Reduction in staffing and services (staff redundancies)	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	High risk people being left on the streets (offenders)	Service only available to people with additional needs (MH)	Committed to delivering the service, planning application to build new bespoke service	Threat to Public safety (increase offending)	District council will need to seek alternative homeless provision	LCC to provide info on managing service contract ends	Customers are afforded the right options and treated fairly if they are to lose their accommodation	Refer Homeless Families with child protection to LCC	Welcome opportunity to discuss with LCC the option of a contract cut and for the provider to seek match funding	Interested in talks with LCC of how the provider might be able to help LCC meet their statutory duties to children
Provider 1	X		X		X													
Provider 2																		
Provider 3	X	X		X	X		X	X								X	X	X
Provider 4			X	X					X	X		X						
Provider 5						X												
Provider 6			X								X		X	X	X			
Provider 7		X	X		X	X		X										
Provider 8	X	X		X														
Provider 9	X	X	X	X	X				X									
Provider 10	X	X					X											
Total	5	5	5	4	4	2	2	2	2	1	1	1	1	1	1	1	1	1

Table 18- impact on service users

	Disagree with cutting funding for SP services	Increase in crime/Re-offending and returning to prison	More social problems (drug & alcohol and addiction problems)	Will not maintain substance misuse free lifestyle	Increase in rough sleeping, street homelessness	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	Significant risks of harm or deaths	More severe mental health problems	Unsettling for communities	Greater worklessness	More failed tenancies	Feel like we have been setup to fail	Changes to welfare reforms means this group cannot access accommodation unless they are in a shared house	Pressure on financial resources	Lack of suitable accommodation and support	No impact on clients	More people not attending education and training	Reliant on peer support	Unsafe Networks	Explore alternative funding	Increasing the charges to HB is not a guaranteed measure as HB depts. are under pressure (changes to welfare reforms)	Running services is becoming more and more difficult	Vulnerable people moving into poor quality accommodation	No financial means to pay deposit	Danger of vulnerable children slipping through the net	Supported accommodation allows those families who have no income or significant debt a period of stability and support
Provider 1	X	X	X	X		X	X	X	X		X															
Provider 2	X																X									
Provider 3	X	X	X	X	X	X		X	X	X	X	X			X								X	X	X	X
Provider 4	X	X	X	X	X	X	X	X	X																	
Provider 5														X		X			X							
Provider 6														X	X						X	X				
Provider 7	X	X	X	X			X					X						X								

Short term supported accommodation consultation 2016

Provider 8	x	x	x	x	x		x																				
Provider 9	x	x	x	x	x	x		x	x	x	x	x					x										
Provider 10	x	x	x	x	x	x				x			x														
Total	8	7	7	7	5	5	4	4	4	3	3	2	2	2	2	1	1	1	1	1	1	1	1	1	1	1	

Table 19- impact on organisation

	Service closure	Significant impact (loss of income)	Reduced Service	Staff at risk of redundancies	Restructure of the organisation	Review services	Support only available to high risk offenders with source of funding	High risk offenders onto the streets	High risk offenders are likely to cease to exist	Move some of the costs to eligible service charge	Provision around intensive housing management	Threat to public safety	Potential for modifying the use of the building	Limiting future options for both commissioners and clients	Increase and repeat homelessness	Increased number of people misusing drugs and alcohol	Anti-social behaviour and domestic abuse are not able to be resolved as a result of the lack of supported accommodation	Increase in number of evictions due to not being able to manage
Provider 1	X	X							X					X				
Provider 2					X					X	X							
Provider 3	X		X	X		X												
Provider 4				X			X	X				X						
Provider 5					X	X												
Provider 6	X	X	X															
Provider 7																		
Provider 8	X	X	X															
Provider 9	X	X											X					
Provider 10	X	X	X	X	X		X	X							X	X	X	X
Total	6	5	4	3	3	2	2	2	1	1	1	1	1	1	1	1	1	1

Tabel 20- impact on the wider community

	Increase in Community safety issues	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	Increase in the number of rough sleepers	Expect an increase in offending behaviour, substance use and mental health conditions	Greater poverty (unemployment)	Lack of direct support provision	False economy	Increased safeguarding risks	Clients will still receive a service they need	Reduce homeless provision	Negative long term impact	Increase in risk to vulnerable groups	Falling house prices	Cost shunting	Undermines the preventative work done by local authorities over the years	Increased risk to multiple agencies	Increased demand in housing	No specialist support	Providing supported accommodation is cheaper than paying for emergency services	Supported accommodation prevents homelessness	Supported accommodation creates safer communities
Provider 1				X																	
Provider 2						X			X												
Provider 3	X	X		X			X	X											X	X	X
Provider 4	X	X			X																
Provider 5										X	X										
Provider 6		X	X																		
Provider 7	X		X		X								X								
Provider 8	X	X	X			X						X		X	X						
Provider 9	X	X	X	X	X																
Provider 10	X	X					X	X								X	X	X			
Total	6	6	4	3	3	2	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1

Table 21- other comments

	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	False economy	Increase in community safety issues	Closure of services	Increase in the number of rough sleepers	SP services are vital	Expect an increase in offending behaviour, substance use and mental health conditions.	Will not be able to manage high risk offenders safely in the community	Boom or Bust approach (LCC should have planned ahead)	Awaiting information on CaUNSS	Provider has written to elected members during this consultation period to demonstrate the potential unintended costs relating to having to take children into the care of the local authority
Provider 1	X	X		X							
Provider 2											
Provider 3	X	X	X	X		X					X
Provider 4							X	X			
Provider 5									X		
Provider 6										X	
Provider 7											
Provider 8			X		X						
Provider 9	X		X		X	X	X				
Provider 10	X	X									
Total	4	3	3	2	2	2	2	1	1	1	1

Appendix 3: Districts and stakeholders responses

Table 22- Providers responses by client groups

	Single People who are homeless	Homeless Families	People with history of offending	People with substance misuse	People who are homeless (families, single people and young people)
Stakeholder 1	x		x	x	x
District 1	x	x			x
District 2		x		x	
District 3	x	x	x	x	
District 4	x	x	x	x	x
District 5	x		x		x
District 6	x	x	x	x	
District 7	x	x	x	x	x
District 8	x	x	x	x	x
District 9		x	x	x	x
Total	8	8	8	8	7

Table 23- impact on service users

	May reach crisis point due to a lack of available, accessible, supported accommodation	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)
Stakeholder 1		
District 1	X	x
District 2		
District 3		
District 4		
District 5		
District 6		
District 7		
District 8		
District 9		
Total	1	1

Table 24- impact on organisations

	Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)	Unsuitable temporary accommodation (expensive)	Increased use of B & B	People not having the ability to sustain a tenancy in the future (downward spiral into homelessness)	Increase in rough sleepers and repeat homelessness	Additional requests for assistance from the Council's Housing Needs service	Current service prevents homelessness	To be in appropriate accommodation is seen as the bed rock for people to improve their health and wellbeing	Potential to lead into increase in safeguarding and care proceedings	Reduced ability to secure and maintain employment, education and training with no suitable accommodation	Access to affordable accommodation is limited and without support being in place many vulnerable households will struggle to source and maintain accommodation	Negative impact on lives of families and vulnerable people (who may have protected characteristics)	More substance misusers on the street adding to chaotic lives	Increase in social isolation & loneliness	Huge challenge to districts with changes to welfare reforms	The confidence of landlords to accept vulnerable people as tenants will reduce as they will have had no opportunity to manage their needs with support	Loss of tenancy's	Without stable accommodation vulnerable people will be much more costly in terms of chaotic lifestyles
Stakeholder 1	x				x							x	x					x
District 1	x	x	x	x														
District 2	x	x	x			x												
District 3	x	x	x	x		x		x										
District 4		x	x	x	x	x												
District 5																		
District 6	x	x	x	x			x	x							x			
District 7	x	x		x	x		x	x	x	x	x	x		x		x		
District 8	x			x	x	x			x	x	x			x				
District 9	x		x		x		x		x	x			x				x	
Total	8	6	6	6	5	4	3	3	3	3	2	2	2	2	1	1	1	1

Table 25- impact on the wider community

	Increase in neighbourhood nuisance	Increase in Community safety issues	Fail tenancy	Increase demand on public sector services (Accident & emergency services etc.)	Increase in Street Homelessness	False economy	Increased risk to multiple agencies	Increase in offending behaviour	Increased safeguarding risks	Closure of services	Increase in Child protection (child sexual exploitation)	Potential increase in looked after children	Increase in family breakdowns	Lack of support may lead to household leaving the service	Due to very low amount of accommodation the impact on the wider community would be expected to be relatively low	Leave unused empty building (empty properties)	Undermines early action and prevention programmes	harder for existing clients to address substance misuse and addictions	Loss of safe accommodation	Potential loss of trusted multi-commissioned services	Increase in number of evictions of tenants who are not able manage their tenancies.	Greater poverty (more debt, unemployment, exclusion from the community)
Stakeholder 1	X	X		X																		
District 1	X	X	X	X		X		X														
District 2	X	X								X						X						
District 3	X	X	X											X	X							
District 4																						
District 5	X	X	X	X	X	X	X	X														
District 6																						
District 7	X		X	X	X	X	X		X		X	X	X									
District 8	X	X	X	X	X	X	X	X	X	X	X	X	X				X	X	X	X		
District 9	X				X				X												X	X
Total	8	6	5	5	4	4	3	3	3	2	2	2	2	1	1	1	1	1	1	1	1	1

Table 26- other comments

	Very concerned with significant level of reductions	Potential risk to those who are in great need of the service	Increase demand on public sector services (Accident & emergency services etc)	It is wrong and will condemn many vulnerable people to homelessness
Stakeholder 1			x	x
District 1				
District 2				
District 3	x	x		
District 4				
District 5				
District 6	x			
District 7				
District 8	x	x		
District 9			x	
Total	3	2	2	1

Specialist floating support service for people with a history of offending (MAPPA & OM) consultation 2016

Report

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August 2016

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1. Executive summary

This report summarises the responses of Lancashire County Council specialist floating support service for people with a history of offending (MAPPA & IOM) consultation 2016.

Lancashire County Council currently provides all of the funding which is used to deliver the county wide specialist floating support services for people who have a history of offending. As part of the savings, the county council is proposing to stop funding the floating support service by March 2017.

For the consultation, paper questionnaires were sent to all service users and made available at specialist floating support services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 9 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, current supporting people providers and stakeholders. We received a response from one provider (there is only one provider for this service), 2 stakeholders and 2 district councils.

1.1 Key findings

1.1.1 Provider

- The key points from responding provider for what its plans are for their schemes in light of the proposal were: looking for alternative funding from police, probation and CRC to run all or part of service and may cease all on 31st March 2017 if no alternative funding secured.
- The key points from responding provider for the impact on services users were: will receive little/no support for independent living, rise in reoffending, rise in homelessness, less support for drug/alcohol/substance users, harder to access employment, training and education, less support to access health services (physical and mental) and financial exclusion.
- The key points from responding provider for the impact on its organisation were: loss of local knowledge and partnerships, redundancy payments affecting other services of Independent living and loss of skilled staff.
- The key points from responding provider for the impact on the community were: community safety issues regarding offenders/reoffending, loss of suitable properties for high risk offenders, pressure on other public services, saving are false economy as will increase cost to public purse.

1.1.2 Districts and stakeholders

There were total two district councils and two stakeholders responded to the specialist floating support service for people with a history of offending (MAPPA & IOM) consultation 2016.

The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

- The top mentions from responding districts and stakeholders for the impact on services users were: clients are some of the most vulnerable in society (2), without support they would struggle to cope (2), could lead to further crime/mental health issues/self-harm (2), with the support the landlords and housing associations less inclined to accept this group of service users (risks to high without support) (2), some service users will not be able to obtain or retain tenancy without support (2) and reoffending increased (2).
- The top mentions from responding stakeholders for the impact on their organisation were: difficulties in finding accommodation leading to an increase in homelessness (2) and additional request from housing needs (2).
- The top mentions from responding stakeholders for the impact on community were: increase in crime as residents have no other support to find and maintain tenancy (2) and increase in anti-social behaviour (2).

1.1.3 Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (8); support to improve physical health (8); and support to learn budget properly and pay bills.
- Respondents were most likely to say that: support to find, set up and maintain your home (9); support to learn budget properly and pay bills (8); and support to claim right benefits (8) are important¹ aspects of the service to them (8).
- Respondents were most likely to say that if this service ended then they would; sleep on the streets/homeless (8), seek help from family and friends (6), seek help about housing from the local district council (6).
- 8 out of 9 respondents said that their situation would be worse without this support.

¹ Very important and fairly important

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides all of the funding which is used to deliver the county wide floating support service. As part of the savings, the county council is proposing to stop funding the floating support service by March 2017.

What is specialist floating support service (MAPPA & IOM)?

The specialist floating support service is a free service which provides short term intensive housing related support to help people settle into independent housing.

This service is for high risk offenders subject to Multi Agency Public Protection Arrangements (MAPPA) and to offenders identified exclusively through the revolution panel identified as Integrated Offender Management (IOM) but not exclusively PPO and have been released from custody and or are under statutory supervision.

The specialist floating support service tasks often include:

- help people move to temporary (short term) or permanent home and to avoid eviction or
- re-possession (eg rent payments, reporting repairs, resolving neighbourhood disputes);
- sorting out any money or debt problems;
- helping people deal with a short term personal crisis and any issues that might seem overwhelming;
- supporting people to live healthy lives;
- helping people to stay safe at home and in the community;
- improving people's employment, training and leisure opportunities; and
- helping people to become more independent or stay independent in the community

The specialist floating support service should not be confused with personal care services (e g help with cleaning, cooking, bathing, which many people in Lancashire also receive). Neither is the specialist floating support service a replacement service for professional advice e g solicitors, financial experts.

Although we are not yet clear what this will mean for the Lancashire County Council funded specialist floating support service run by the provider, there is a possibility for any or some of the following to take place:

- the service ends;
- the service continues with major changes (e g reduction in number of staff, new types of support services);

- the service continues with little change as provider has managed to obtain other funding (e g from charities, not Supporting People).

As the specialist floating support service only delivers short term support this proposal might not affect the current service users directly. However, it could affect other people who may need to use this service after March 2017.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at specialist floating support service for people with a history of offending. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 16 May until 7 August 2016. In total, 9 completed questionnaires were returned.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

The questionnaire included instructions that told service users that they could answer all the questions or just the ones that they were concerned about.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Providers responses

There is only one provider of the specialist floating support service for people with a history of offending (MAPPA & IOM) consultation 2016. The main issues raised in the provider response are summarised below.

Further details of provider response is presented in appendix 2

4.1.1 Key findings

Impact on schemes

- looking for alternative funding from police
- probation and CRC to run all or part of service
- may cease all on 31st March 2017 if no alternative funding secured.

Impact on service users

- will receive little/no support for independent living
- rise in reoffending; rise in homelessness
- less support for drug/alcohol/substance users
- harder to access employment, training and education
- less support to access health services (physical and mental)
- financial exclusion.

Impact on organisation

- loss of local knowledge and partnerships
- redundancy payments affecting other services of Independent Living
- loss of skilled staff

Impact on the wider community

- community safety issues regarding offenders/reoffending
- loss of suitable properties for high risk offenders
- pressure on other public services
- saving are false economy as will increase cost to public purse

4.2 Districts and stakeholders responses

There were total two district councils and two stakeholders responded to the specialist floating support service for people with a history of offending (MAPPA & IOM) consultation 2016. The main issues raised in their responses are summarised below. The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

Further details of district councils and stakeholders responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondents for the impact on services users were;

- clients are some of the most vulnerable in society (2);
- without support they would struggle to cope (2);
- could lead to further crime/mental health issues/self-harm (2);
- with the support the landlords and housing associations less inclined to accept this group of service users (risks to high without support) (2);
- some service users will not be able to obtain or retain tenancy without support (2); and
- reoffending increased (2).

The top mentions from respondents for the impact on their organisation were:

- difficulties in finding accommodation leading to an increase in homelessness (2); and
- additional request from housing needs (2).

The top mentions from respondents for the impact on the wider community were:

- increase in crime as residents have no other support to find and maintain tenancy(2); and
- increase in anti-social behaviour (2).

4.3 Service user responses

4.3.1 Your use of supported accommodation

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (8); support to improve physical health (8); and support to learn budget properly and pay bills (8).

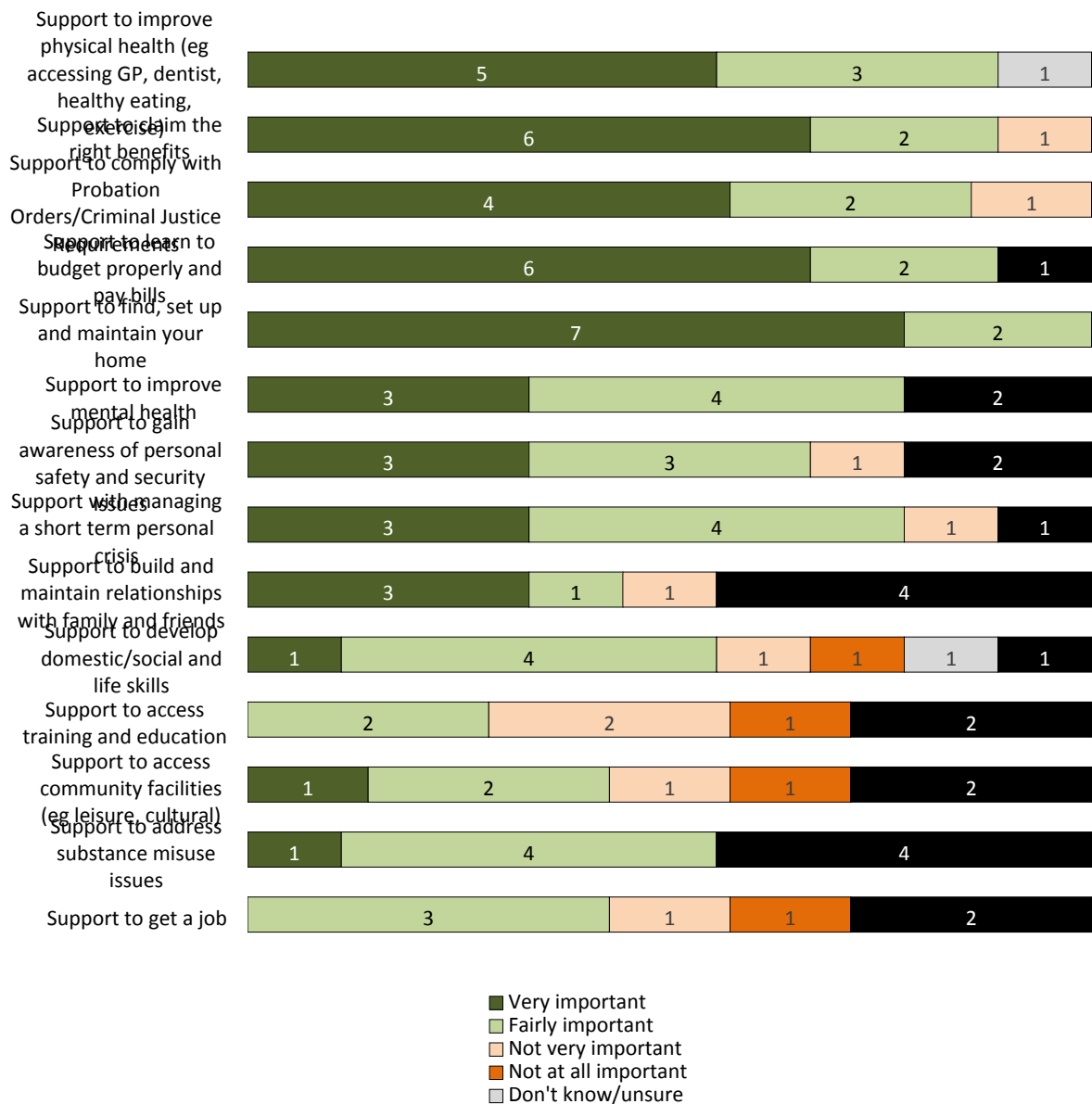
Table 1 - Do you receive or have you received support with the following?

Type of support	Count
Support to improve physical health (e g accessing GP, dentist, healthy eating, exercise)	8
Support to claim the right benefits	8
Support to learn to budget properly and pay bills	8
Support to comply with Probation Orders/Criminal Justice requirements	7
Support to improve mental health	7
Support to find, set up and maintain your home	7
Support to gain awareness of personal safety and security issues	5
Support with managing a short term personal crisis	5
Support to build and maintain relationships with family and friends	5
Support to access community facilities (e g leisure, cultural)	3
Support to address substance misuse issues	3
Support to develop domestic/social and life skills	3
Support to access training and education	2
Support to get a job	-
Total	9

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: support to find, set up and maintain your home (9); support to learn budget properly and pay bills (8); and support to claim right benefits (8) are important² aspects of the service to them.

Chart 1 - How important are the following aspects of the service to you?



Base: all respondents (9)

² Very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would; sleep on the streets/homeless (8), seek help form family and friends (6), seek help about housing from the local district council (6).

Table 2 - If the funding for the service ended, what do you think that people who need this type of service would do in the future?

Type of Service	Count
Sleep on the streets/homeless	8
Seek help from family/friends	6
Seek help about housing from the local district council	6
Stay in unsafe/inappropriate accommodation	5
Seek help from CAB (Citizen Advice Bureau) or another advice agency	5
Seek help about housing from the landlord	5
Seek help from the Police	3
Seek help about care from Lancashire County Council (Social Services)	3
Harm themselves or harmed by others	2
Total	9

Respondents were then asked for their feedback and comments about how this proposal will affect them.

- 8 out of 9 respondents said that their situation would be worse without this support.

Appendix 1: Demographic breakdown

Table 3- Are you...?

	Count
Male	8
Female	1
Total	9

Table 4- Have you ever identified as transgender?

	Count
Yes	2
No	7
Prefer not to say	-
Total	9

Table 5- What was your age on your last birthday?

	Count
20-34	2
35-49	3
50-64	4
Total	9

Table 6 - Are you a deaf person or do you have a disability?

	Count
Yes	7
No	1
Total	8

Table 7- Which best describes your ethnic background?

	Count
English/Welsh/Scottish/Northern Irish/British	9
Total	9

Table 8- What is your religion?

	Count
No religion	4
Christian (including CofE, Catholic, Protestant and all other denominations)	5
Total	9

Table 9- Are you in a marriage or civil partnership?

	Count
Marriage	1
None of these	8
Total	9

Table 10- How would you describe your sexual orientation?

	Count
Straight (heterosexual)	8
Other	1
Total	9

Table 11- In which district do you live in Lancashire?

District	Count
Burnley	2
Hyndburn	4
Lancaster	1
Pendle	1
Preston	1
Total	9

Table 12- Are there any children or young people in your household aged under 20?

	Count
No children aged under 20	8
Yes, aged 5-8	1
Yes, aged under 5	1
Total no of children	2

Table 13- Are there any disabled young people in your household aged 20-25?

	Count
Yes	1
No	8
Total	9

Appendix 2: Provider response

Changes to services

- service Ceases if no alternative funding is sourced
- staff redundancies
- examining options for alternative funding
- no service to transfer clients to

Impact on service users

- due to risk associated with the service users they cannot be referred to generic floating support
- no community based service to resettle/maintain independent living
- increase in crime/re-offending and returning to prison
- reduce likelihood to secure and maintain appropriate accommodation
- increase risk to members of public and children
- demand for the service is high
- more people being homeless
- RSLs allocation policy excludes high risk offenders
- high risk offenders face barriers to housing
- clients may face difficulties obtaining sufficient funds for deposits/rent in advance
- clients under 35 will only receive single room allowance
- increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E)
- significantly less access to stable accommodation and this significantly increases re-offending.
- more likely to suffer from mental and physical health problems and have higher rates of alcohol misuse
- more severe debt issues often due to tenancies being left open
- financially excluded e.g. limited access to bank accounts
- risk of harm (comply with terms of statutory orders) risk of further child offences, contact with children and named others
- reoffending increased
- not integrated into society
- lack of contact with family and friends
- drug and alcohol Use

Impact on organisation

- loss of Lancashire service footprint including established partnerships, local knowledge base and development opportunities
- financial liability for redundancy payments from service transition adversely affecting other elements of the business
- loss of skills and expertise (including specialist offender knowledge)
- job losses
- financial implications

Impact on the wider community

- community safety will be compromised
- likely reduction in the amount of appropriate accommodation identified, secured and maintained (landlords will be lost)
- increase of workload on neighbourhood police teams
- the service saves LCC and local authorities' money
- false economy
- high risk to children and young people of being affected by sex offenders
- much greater risk with specialist floating support
- high risk to public of violent crimes due to homelessness and substance misuse

Other comments

- service has consistently operated over capacity supporting on average 32 clients at a given time (contract is 26)
- outcome focussed service Targeted aim to support 100 clients in 12 months
- given the profile of referrals we have successfully supported 78% of clients to gain and maintain accommodation at service exit
- service reduces crime and public expenditure and funding should increase and not decreased and long term contract should be offered

Appendix 3: Districts and stakeholders response

Table 14- impact on service users

	Clients are some of the most vulnerable in society	Without support they would struggle to cope	Could lead to further crime/mental health issues/self-harm	With the support the landlords and housing associations less inclined to accept this group of service users (risks to high without support)	Some service users will not be able to obtain or retain tenancy without support	Reoffending increased	Incidents and suicide	Drug and alcohol Use	street homelessness	Not integrated into society	Difficult to comment specifically how loss of SP impacts on service	Private landlords are already mindful of accepting tenants on benefit because of ongoing welfare reforms	Restriction on where the service users can access accommodation has to be overcome	Further Decrease the confidence of landlords	The number of vulnerable people who have access to the support they need will dramatically fall	Social isolation and loneliness	Tenancy failure
Stakeholder A	x	x	x			x	x										
Stakeholder B				x	x	x											
District A										x							
District B	x	x	x	x	x			x	x	x		x	x	x	x	x	x
Total	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	1

Table 15- impact on organisation

	Difficulties in finding accommodation leading to an increase in homelessness.	Additional request from housing needs	One less purposeful activity for the residents to engage in which provides structure and support	The service utilises service user time positively giving them less time to go out and engage in criminal activity	More pressure on other services such as prisons and health as there may be an increase in recalls to custody or self-inflicted harm.	Huge impact on multi agency working and support available to the vulnerable group of people who need it most	Reluctance from landlords to accept this client group thereby reducing the availability of accommodation.	Community safety issues	Expensive unsuitable accommodation eg B & B	Where mental health or other complex needs may have been managed they may well escalate without this intervention to a crisis point	Cost shunting
Stakeholder A	x		x	x	x						
Stakeholder B						x	x				
District A		x						x			
District B	x	x							x	x	x
Total	2	2	1	1	1	1	1	1	1	1	1

Table 16- impact on the wider community

	Increase in crime as residents have no other support to find and maintain tenancy	Increase in anti-social behaviour	High risk to children and young people of being affected by sex offenders	High risk to public of violent crimes due to homelessness and substance misuse	Increase demand on public sector services (Accident & emergency services etc.)	Increased in unemployment	Increase in issues/crimes in neighbourhoods	Difficult to comment specifically how loss of SP impacts on service	High risk offenders may also have complex needs	More adults seeking help from LCC	Increase in family breakdowns	False economy	Increase in isolation and rough sleeping
Stakeholder A	x	x											
Stakeholder B	x	x				x	x						
District A								x					
District B			x	x	x				x	x	x	x	x
Total	2	2	1	1	1	1	1	1	1	1	1	1	1

Table 17- other comments

	Concerned that the loss of SP funding which may be contributing towards the successful management of these service users	Need the funding to keep service in place	Not enough support services to ensure that the support lost will be offered by others
Stakeholder A		x	x
Stakeholder B			
District A	x		
District B			
Total	1	1	1

Equality Analysis Toolkit For Decision Making Items

- Services for single people who are homeless
- Service for people who are homeless (including young people, single people and homeless families)
- services for people with substance misuse issues
- services for offenders (supported housing and specialist floating support (MAPPA))

2016 Report

For Decision Making Items

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

To cease the £2.15m Supporting People (SP) funding for the support provided within the following services from 31st March 2017:

- Supported housing for people who are homeless, who have a history of offending and who have substance misuse issues and;
- Specialist Floating Support (MAPPA) service

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to cease SP funding for non-statutory services with effect from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding for support from the following services:

- Supported housing for people who are homeless, who have a history of offending and who have substance misuse issues and
- Specialist floating support services (MAPPA) across Lancashire.

As services are jointly funded with rental/housing benefit income we don't know what this proposal will mean for each service, however there is a possibility for any or some of the following to take place:

- The service closes;
- The service continues with major changes (eg reduction in number of staff);
- The service continues with little change as your provider has managed to obtain other funding (eg from charities not Supporting People)

As part of the consultation, we asked providers to give us details of their current plans. The responses received have been included within Question 2.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Supported Housing for People who are Homeless, Who have a History of

Offending and who have Substance Misuse Issues

The 13 supported housing services are based in the following 8 district areas. Individuals from other districts will also access the services

District	No of services	No of buildings	No of units
Burnley	1	1	20
Chorley	2	4	48
Hyndburn	1	1	13
Preston	3	3	78
Ribble Valley	1	2	15
Lancaster	2	2	29
West Lancashire	1	1	22
Wyre	2	3	25
Total	13	17	250

The Client Profile in 2015/16 (CRD) reflected that 541 people accessed the supported housing services

Specialist floating support service (MAPPA)

The client profile in 2015/16 (CRD), reflected that 63 people accessed the service.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. The service currently caters for adults of all ages from age 16+. As the service caters for any vulnerable adult within Lancashire, the profile of service users does include people with protected characteristics.

Due to the short term nature of the service, many of the current service users would be unlikely to be still receiving the service in the event that the service ceases.

A detailed breakdown in terms of the characteristics of service users over the last 12 months is included in response to question 1.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

Description

The services provide a short to medium term housing and support service

- Services for people who are homeless (single people or families who are homeless or at risk of homelessness and who are vulnerable and need support) – aimed at enabling individuals to develop or regain the skills required to live more independently in the community,
- In addition, substance misuse services are aimed at assisting people who are abstinent to develop the skills required to live independently in the community, thereby assisting their recovery,
- In addition, offender services are aimed at people with a history of offending who present a high risk of harm and/or high risk of re-offending and require a high level of ongoing supervision and support.

Currently the accommodation and housing management is funded from rents and housing benefit, and the support is funded from the SP Budget

There are currently 14 services delivered by 12 providers:

- Supported housing for people who are homeless, who have a history of offending and who have substance misuse issues (276 units);
- Specialist Floating Support (MAPPA) service (26 units)

The following are the locations and number of units of services;

	Combined	Single Homeless	Offender	Substance misuse
Burnley	20			
Chorley	25		26	
Hyndburn				13
Lancaster		23		6
Preston	36	42		
Ribble Valley	15			
West Lancs		22		
Wyre	15		10	
Across Lancs			26	

The allocation of funding is currently based on £2,155,978.56, per annum for 14 services.

Supported accommodation services delivered support to 541 people between 1st April 2015 and 31st March 2016 (CRD) and 63 people were supported by the MAPPA service. Support is short term in nature and accessed by a range of vulnerable adults inclusive of all protected characteristics. Demographic information is collected by the service provider when the service commences delivery, however the data availability is subject to service user willingness to disclose and therefore information in relation to some of the protected characteristics is unavailable. This includes information in relation to gender re-assignment, pregnancy, sexual orientation and single/partner.

Age Profile

Service type	Age group						Grand Total
	16-24		25-64		65+		
Supported Accommodation services	222	41%	310	57%	9	2%	541
MAPPA	10	16%	51	81%	2	3%	63

Disability

Service Type	Don't Know		No		Yes		Grand Total
Supported Accommodation services	3	0.5%	431	79.5%	107	20%	541
MAPPA			43	68%	20	32%	63

Gender Reassignment

	Supported Accommodation		MAPPA	
Does not wish to disclose			1	2%
Don't Know	1	20%	5	8%
No	539	99.6%	56	89%
Not available	1	0.2%		
Yes			1	2%
Grand Total	541	100%	63	100%

Pregnancy and maternity

- Data not available / not collected

Race/ethnicity

Ethnicity	Supported Accommodation services		MAPPA	
Asian/Asian British: Bangladeshi	2			
Asian/Asian British: Chinese	1			
Asian/Asian British: Indian	2			
Asian/Asian British: Other	1			
Asian/Asian British: Pakistani	5	1%	2	3
Black or Black British: African	4	1%		
Black or Black British: Caribbean			1	1.5%
Mixed: Other	2			
Mixed: White & Asian	3	1%		
Mixed: White & Black African	2			
Mixed: White & Black Caribbean	6	1%	1	1.5%
Other: Arab	3	1%		
Other: Other	5	1%		

White British	499	92%	59	94%
White Irish	5	1%		
White Other	3	1%		
Grand Total	541	100%	63	100%

Religion/Belief

	Supported Accommodation services		MAPPA	
Buddhist	1	0%	1	2%
Christian (All Denominations)	179	33%	18	29%
Does not wish to disclose	6	1%	6	10
Hindu	1	0%		
Jewish	2	0%		
Muslim	16	3%	2	3
None	301	56%	9	14
Not available	3	1%		
Not Known	26	5%	27	43
Other	6	1%		
Grand Total	541	100%	63	100%

Gender

	Female		Male		Grand Total
Supported Accommodation services	183	34%	358	66%	541
MAPPA	4	6%	59	94%	63

Sexual Orientation

	Supported Accommodation		MAPPA	
Bisexual	6	1%		
Does not wish to disclose	7	1%	14	22%
Gay Man	5	1%		
Heterosexual	518	96%	49	78%
Lesbian	2	0%		
Not available	3	1%		
Grand Total	541	100%	63	100

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

CONSULTATION PROCESS

Meetings

- Separate meetings were held with district councils (commissioners) and providers on 23rd November 2015 to inform them of the proposal to cease SP funding from 31st March 2017.
- Eleven out of twelve district council (commissioners) and approximately 60 providers attended the above meetings.
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on 1st July 2016 and discussions were held with providers and stakeholders
- A meeting was held with district councils on 4th July to consider interim consultation findings

Questionnaires

Service Users

LCC undertook postal surveys with all the existing service users in the services for:

- people who are homeless, who have a history of offending and who have substance misuse issues and
- Specialist floating support (MAPPA) service.

The service user surveys were also made available on line. The service user surveys asked:

- What services the service user received?
- What was important to them about the service?
- If the service ended what do you thinking the people who need this type of service would do in the future? and
- Any further comments.

Providers/Stakeholder and Districts

LCC also undertook on line surveys on the www.lancashire.gov.uk. with the following;

- 12 providers of services
- 12 district councils and
- The wider stakeholders.

There were separate questionnaires for each of the above groups and separate questionnaires for supported housing and floating support.

We asked providers

- What their plans were should SP funding cease from 1st April 2017?
- What the impact would be on the service users?
- What the impact would be on their organisation and on the wider community? and
- Any further comments

The district council and stakeholder questionnaires asked the same questions, apart from the first question regarding the providers' plans.

Summaries of service user, district, stakeholder and provider responses have been provided in the Consultation Findings (see Appendix J).

SERVICE FOR PEOPLE WHO ARE HOMELESS, WHO HAVE A HISTORY OF OFFENDING AND WHO HAVE SUBSTANCE MISUSE ISSUES

Summary of Consultation Responses

The consultation ran for 12 weeks from 21st April to 17th July 2016

- 240 questionnaires were sent out to current service users of services for people who are homeless, who have a history of offending and who have substance misuse issues We received 131 completed questionnaires, giving a 55% response rate
- There was an 83% (10 providers) response rate from the provider survey
- 9 district councils (75%) responded and 1 stakeholder response was received.

Provider Responses

In the event that the funding for services for people who are homeless, who have a history of offending and who have substance misuse issues is to be removed then the providers of these services stated that the following is likely to take place

- 50% Service ceases (5) and examining options for alternative funding (5)
- 50% Services to be reviewed (5)
- 40% Service at risk (4)
- 40% Provider are already or there is potential for drawing down increased

housing management (no support) (4).

In the event that the services are removed then the impact will be as follows

- 80% disagree with cutting funding for SP services (8);
- 70% increase in crime/re offending and returning to prison (7);
- 70% more social problems (drug, alcohol and addiction problems (7); and
- 70% will not maintain substance misuse free lifestyle (7).

Stakeholder and District responses

9 district councils and 1 stakeholder responded. The key issues raised in terms of the impact on service users were:

- May reach crisis point due to a lack of available, accessible, supported accommodation (1); and
- Increase in the demand on Public services (More ill health and greater access to health services, Criminal justice systems, CSC, A&E) (1).

Service User Responses

131 service users responded. The responses were as follows;

Support received by service users

- 86% (113) received support to claim the right benefits
- 84% (110) received support to learn to budget properly and pay bills
- 81% (106) received support to improve physical health
- 80% (105) received support to set up and maintain their home

Important aspect of the services were as follows;

- 95% Accommodation
- 82% dedicated support within the accommodation
- 76% Support to claim right benefits and support to keep safe and to avoid harm caused by others

If the services ended then;

- 74% (97) would sleep on the street/homeless
- 68% (89) would stay in unsafe/inappropriate accommodation
- 56% (73) would seek help about housing from district council (housing) from Social Services (LCC)
- 43% (56) would seek help from police

SPECIALIST FLOATING SUPPORT (MAPPA) SERVICE

Summary of Consultation Responses

The consultation ran for 12 weeks from 16th May to 12th August 2016

- 26 questionnaires sent out to service users of the specialist floating support (MAPPA) service. We received 9 completed questionnaires giving a 35% response rate
- The single provider of the specialist floating support (MAPPA) responded to the provider questionnaire,
- 2 district response and 2 stakeholder responses were received.

Provider Response

In the event that the funding for Specialist Floating Support (MAPPA) in Lancashire is to be removed then the provider has stated that the following is likely to take place:

- Service ceases if no alternative funding is sourced
- Examining options for alternative funding
- Staff redundancies
- No service to transfer the clients to

The impact on service users will be as follows:

- Significantly less access to stable accommodation and this significantly increases re-offending
- Increase in risk to members of public and children
- Reduce likelihood to secure and maintain appropriate accommodation as high risk offenders face barriers to housing
- More likely to suffer from mental and physical health problems and have higher rates of alcohol misuse

Stakeholder and District responses

The 2 district councils and 2 stakeholder who responded to the specialist floating support (MAPPA) service consultation raised the following as the key issues in relation to the impact on their organisation;

- Difficulties in finding accommodation leading to an increase in homelessness (2).
- Additional request from housing needs (2)
- Huge impact on multi agency working and support available to the vulnerable group of people who need it most (1)

Service user Response

There was 9 service user responses. The responses were as follows:

Support received by service users

- 8 people received support to claim the right benefits

- 8 people received support to learn to budget properly and pay bills
- 8 people received support to improve physical health
- 7 people received support to set up and maintain their home

Important aspect of the services were as follows;

- support to set up and maintain their home (7)
- support to claim the right benefits and learn to budget properly and pay bills (6)
- support to improve physical health (5)

If the services ended, what do you think that people who need this type of service would do in the future?

- Sleep on the street/homeless (8)
- Seek help from family and friends (6)
- Seek help about housing from local district council (6)
- Stay in unsafe accommodation (5)

SUPPORTED ACCOMMODATION – CONSULTATION NOT COMPLETED

Consultation with residents of one service in West Lancashire did not take place. This will be undertaken over the coming months and feed into the review of services outlined later in the report

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be

amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

The demographic information outlined in the response to question 1 seems to suggest that some people with protected characteristics will be disproportionately affected by the proposal including young people and men:-

Age Profile

41% (222) of the service users in supported accommodation and 16% within MAPPA were aged between 16-24 which appears to be greater than the proportion of the wider population (13%) and may be disproportionately impacted by the proposal

57% (310) of the service users in supported accommodation were aged between 26-64 compared to 58% of the Lancashire population who are between 20 and 64

2% (9) of the service users in supported accommodation and 3% of MAPPA clients were aged 65 plus which appears to be significantly lower than the proportion of the wider population (18%)

Gender

A majority of those who used the supported housing services and MAPPA in 2015/16 were male, 66% and 94% respectively. This contrasts with 51% of the population in Lancashire being female and 49% being male. Accordingly, it would appear that males will be disproportionately affected by the proposal to reduce funding in services

Disability

18% of service users who accessed supported housing services and 31% of those

who accessed MAPPA considered themselves to be disabled. Whereas in Lancashire (2011 census) 9.8% of the population said their activities were limited a lot and 10.2% said they were limited a little by a disability or health condition. This would suggest that there would be a disproportionate impact on people with disabilities who are accessing the MAPPA service

Ethnicity

The race/ ethnicity profile of service users appears to be broadly representative of the wider population as 94% (supported housing) and 94% (MAPPA) are White (All Groups) and 6% (MAPPA) and 8% (supported accommodation) are from BME communities compared to 92% of the Lancashire population being White (All Groups) and 7.7% from BME communities. No ethnic groups appear to be disproportionately impacted.

Religion

The religious profile of service users appears to show that a much higher number of supported accommodation service users (56%) have no religious belief compared to the wider population where 19% are identified as having no religion. There appears to be a lower proportion of Christians 33% (supported accommodation) and 29% (MAPPA) than the wider population (69%) and also a lower proportion of muslims (3%) compared to the wider population (6%). Consequently, no religious group appears to be disproportionately negative impact.

Sexual Orientation

The sexual orientation profile of service users appears to show that 2% of service users in services identified as LGBT. Stonewall have estimated about 5-7% of the Lancashire population is LGB whilst ONS had a figure around 1%. This suggests that based on the census, there does not appear to be a disproportionately negative impact on any groups.

Gender Reassignment

One service user who accessed supported housing and one person who accessed the specialist floating support service (MAPPA) considered themselves to be transgender. This appears to be lower than the other consultations figures which have been around 1% of respondents saying they have changed gender.

Marriage

Of the people who responded to the consultation: 0% said that they were in a civil partnership, 2% of the respondents said that they were married and 98% preferred not to say or didn't provide a response or said it was none of the options. Other consultations have reflected that around 50-60% of respondents as married, 30-40% as not married and around 1-2% as being in civil partnerships. Consequently it is not possible to draw any conclusions.

Pregnancy

8% of the respondents to the consultation are pregnant and do not have children which is higher than other consultations which have a figure of 2%. We cannot identify from either the SP data or other consultations, the number of women who were pregnant who also had children. Consequently, it is not possible to draw any conclusions

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

People who are homeless, who have a history of offending and who have substance misuse issues

The consultation shows how the above supported accommodation based services have helped 87% (113), of individuals to claim the right benefits, 84% (110) to learn to budget properly and pay bills (risk losing accommodation/tenancies), 81% (106) to improve their physical health and 80% (105) to set up and maintain their homes which fits the advancing equality of opportunity objective.

The above services enabled 75% (98) of individuals to keep safe and to avoid harm caused by others, 73% (96) were supported to develop their domestic/social and life skills and 71% were supported to access community facilities. This contributes to fostering good relations between communities/community cohesion and other elements as there can be tensions and a lack of safety generally in area where a lot of people are on the streets.

The personal safety of people who **are homeless, who have a history of offending and who have substance misuse issues** is paramount in terms of health and wellbeing, reducing isolation and helping service users to participate more fully in public life which are all connected to the Public Sector Equality Duty.

Any reduction in funding will affect the above positive impact of services.

Specialist Floating support (MAPPA) service

The findings from the consultation for this service are similar to the supported accommodation findings in that the service has helped people to claim the right benefits, learn to budget properly and pay bills (risk losing accommodation/tenancies), improve their physical health set up and maintain their homes which fits the advancing equality of opportunity objective.

The personal safety of the service users is also important in terms of health and wellbeing, reducing isolation and helping service users to participate more fully in public life which are all connected to the Public Sector Equality Duty.

The proposal to cease the funding for the service could:

- affect the above positive impact of services in terms of promoting equality of

opportunity and participation in public life

- harm the fostering of good relations/community cohesion where if/incidents occurred
- result in increased re-offending and increased risk of harm to others, including children as result of the level of risk of clients currently accessing the service

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (welfare reform; specifically the impact of the single room rate for under 35's after April 2017 when 18 - 21 year olds will not be entitled to any form of housing benefit unless in an exempt group and changes in relation to local housing allowance etc.)

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to cease SP funding for

the provision of support within the following services:

- Supported housing for people who are homeless, who have a history of offending and who have substance misuse issues and;
- Specialist Floating Support (MAPPA) service

However while the intention is to proceed with the original proposal, the council intends to take steps to mitigate the effect of the funding reduction. This is outlined more fully in the next section of this report.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

The following mitigation is being put in place to reduce any potential adverse effects of the above proposal

As the needs of the above client groups meet the agreed criteria for accessing the Prevention and Early Help Fund, it is recommended that up to £1.25m annually is made available for supported housing for homeless households with complex needs.

It was originally envisaged that these services will primarily be aimed at single people. However, it is recognised that the needs of homeless families with complex needs are not fully understood.

Consequently if it is proposed that approximately £500k from the PEH (2016/17) budget underspend will be made available to provide sufficient time to better understand the needs of this group, the number of families requiring assistance and to explore the options available.

We are therefore proposing to extend all contracts for supported accommodation for people who are homeless (single people and homeless families), people with substance misuse issues, and people at risk of offending until 30th September 2017 (excludes MAPPA floating support service). This will provide sufficient time to enable us to determine the most appropriate approach to allocating the £1.25 million in terms of location and needs of households (single, homeless families etc). This will also tie in with the proposal in relation to young people, where we are intending to also extend contracts for 6 months in order to provide sufficient time to reconfigure the housing and support pathways and services.

Specialist Floating Support (MAPPA) service

The proposal is to cease this funding with effect from 31st March 2017

Many service users accessing the service receive support to claim the right benefits and manage financial issues, or support to secure or maintain their housing. There are other agencies such as Citizens Advice and Welfare Rights which may potentially be able to assist service users with financial issues.

Similarly district council housing advice teams may be able to offer information and advice in relation to finding new accommodation or avoiding evictions / maintaining current housing.

It is anticipated that the Lancashire Wellbeing Service might mitigate some of the impact; however, this will be dependent on the complexity of needs presented by service users.

The Lancashire Wellbeing Service helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing. It aims to ensure that people feel included in their communities, are able to live more independently and to enjoy a good quality of life. Referrals into the service can be made by a wide range of professionals or through self-referral. The service is available to all people over the age of 18yrs who are affected by one or more of the following issues:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Need support in relation to healthy living and developing a healthier lifestyle, through understanding and adapting behavior

The support provided consists of :

- Personal support to make positive changes in your life for up to 6 sessions
- Provide opportunities that open up other support and social networks such as volunteering, peer networks, community groups
- Provide drop-in facilities in your local communities
- Identify and point you in the direction of relevant services in your community

LCC will be working with criminal justice agencies during the next few months to consider how to best meet the needs of those individuals who will no longer receive a service if the proposal to cease funding is agreed.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has originally emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

As outlined above, we acknowledge that people with protected characteristics will be negatively impacted; however we are striving to minimise any negative impacts by proposing to utilise £1.25 million of the Prevention and Early Help Fund to commission housing related support within supported accommodation for people with complex needs

In addition, in order to ensure that we utilise this funding most effectively, we are also proposing to extend supported housing contracts for services included within this EA (but not MAPPA floating support) until September 2017 to provide sufficient time to determine our commissioning intentions and to procure services. It is proposed that £500k of underspend from the 16/17 PEH budget is used to fund the contract extensions

In the event that this reviews leads to the withdrawal of funding from specific supported housing services, the Cabinet Member will be provided with details of the review and approval will be sought for the recommendation.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- To implement Supporting People budgetary savings in relation to Supported housing for people who are homeless, who have a history of offending and who have substance misuse issues and; Specialist Floating Support (MAPPA) service
- To allocate funding from the Prevention and Early Help Fund to fund supported housing for homeless households with complex needs

The following groups will be affected

- Vulnerable adults (and their families) over the age of 16

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with all partners over the next few months to define our intentions in relation to the commissioning of services for people with complex needs which will be funded from the £1.25 million identified in the PEHF.

In addition, we will complete the consultation with residents of the West Lancashire service (see Question 2)

Equality Analysis Prepared By: Tahera Chaudhrey

Position/Role: Strategy Needs Analysis Co-ordinator

Equality Analysis Endorsed by Line Manager and/or Service Head

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

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Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

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Pam Smith – Equality & Cohesion Manager

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Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Appendix L

Short term supported accommodation consultation 2016 – young people and teenage parents

Report

Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

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1. Executive summary

This report summarises the responses to Lancashire County Council's short term supported accommodation for young people and teenage parent's consultation 2016.

For the consultation, paper questionnaires were sent to all service users and made available at short term supported accommodation services for young people and teenage parents. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

As part of the savings, the county council is proposing to stop funding for the support within short term supported accommodation services from 31 March 2017, with the exception of funding for some services for young people who the county council have a legal duty to help.

The fieldwork ran for twelve weeks from 21 April until 17 July 2016. In total, 163 completed questionnaires were returned. 158 responses were received from service users of supported accommodation for young people and 5 responses were received from service users of supported accommodation for teenage parents.

A separate questionnaire was sent to Lancashire's 12 district councils, all providers and stakeholders. We received a response from 8 providers, 4 stakeholders and 8 district councils.

1.1 Key findings

Providers

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

- The top mentions from responding providers for what their plans are for their schemes in light of the proposal were: exploring options for alternative delivery methods (5), alternative funding (5) and end of service (5).
- The top mentions from responding providers for the impact on services users were: fewer accommodation options for young people (5), homelessness/rough sleeping /sofa surfing (5), reduction of support/lack of intensive /specialist support to meet needs(4) and substance misuse (4).
- The top mentions from responding providers for the impact on their organisation were: closure (5), redundancy/job losses (4), fewer move on options /risk of bed blocking and impact on organisation (3) and financial risk (3).
- The top mentions from responding providers for the impact on the community were: increased levels of crime/anti-social behaviour/impact on police/probation (6), increased use of primary and acute health care eg walk in

centres, accident and emergency (5); and increased demand for support from health eg mental health, substance misuse (5).

Districts and stakeholders

The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

- The top mentions from responding districts and stakeholders for the impact on services users in young people services were; increased homelessness/ rough sleeping /sofa surfing (8), lack of support to develop life skills and tenancy skills (8), reduction in supported accommodation to meet needs of young people/reduction in level of support (7) and increased levels of mental health issues (5).
- The top mentions from responding districts and stakeholders for the impact on services users in teenage parent's services were: increased homelessness/ rough sleeping /sofa surfing (4); and reduction in supported accommodation to meet needs of young people/reduction in level of support (3).
- The top mentions from responding districts and stakeholders for the impact on their organisation (young people services) were: increased pressure on district homeless teams/increased level of presentations (7), increased use of temporary accommodation eg bed and breakfast /financial cost implications (7) and increase levels of homelessness (4).
- The top mentions from responding districts and stakeholders for the impact on their organisation (teenage parent's services) were: increased pressure on district homeless teams/increased level of presentations (5), increased use of temporary accommodation eg bed and breakfast /financial cost implications (4) and increase levels of homelessness (3).
- The top mentions from responding districts and stakeholders for the impact on community due to closure of young people services were: increased level of homelessness/ repeat homelessness/ sofa surfing (5), increased pressure on emergency acute services eg NHS, Police (4); and community safety issues eg ASB, offending, neighbourhood impact (4).
- The top mentions from responding districts and stakeholders for the impact on community due to closure of teenage parents services were: increased level of homelessness/ repeat homelessness/ sofa surfing (3), increased pressure on emergency acute services eg NHS, Police (3), increased levels of visible/entrenched rough sleeping (3); and increase in number of looked after children/increased demand for support from social care/children's care (3).

Service users

- Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (93%); support to learn to budget properly and pay bills (93%); support to set up and maintain your home (89%) and support to access training and education (88%).

- Respondents were most likely to say that: accommodation (99%); support to set up and maintain your home (97%); dedicated support team within the accommodation/project (96%); support to claim right benefits (95%); and support to budget properly and pay bills (94%) are important¹ aspects of the service to them.
- Respondents were most likely to say that if this service ended then they would; sleep on the streets/homeless (80%); stay in unsafe/inappropriate accommodation (77%); seek help from family and friends (67%); and seek help from district council (housing) (62%).
- More than two fifth of respondents (44%) said that without service they would be homeless/have nowhere to live. Nearly one sixth of respondents (17%) said general comment about the removal of service being bad. Over one on eighth respondents (12%) said general positive comment about the service/support received and without service mental health would be impacted.

¹ Very important and fairly important

2. Introduction

Lancashire County Council needs to make savings of £262m by 2020/21. This extremely difficult financial position is due to continued cuts in Government funding, rising costs and rising demand for our key services.

As part of the savings, the county council is proposing to stop funding for the support within short term supported accommodation services from 31 March 2017, with the exception of funding for some services for young people who the county council have a legal duty to help.

Although we don't know what this will mean for each service, there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (eg reduction in number of staff); or
- the service continues with little change as your provider has managed to obtain other funding (eg from charities not Supporting People)

People usually stay in short-term supported accommodation for about six to nine months. Consequently this proposal would be unlikely to directly affect the current service users. However, it could impact on other people who may use this service after March 2017.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at short term supported accommodation services for young people and teenage parents. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 11 April until 17 July 2016. Paper copies of the questionnaire, with a reply envelope, were sent to service users. In total, 163 completed questionnaires were returned. 158 responses were received from service users of supported accommodation for young people and 5 responses were received from service users of supported accommodation for teenage parents.

A separate online questionnaire was made available to Lancashire's 12 district councils, providers and stakeholders. This questionnaire was designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Where districts, providers and stakeholders have sent more than one response, these responses have been merged and are presented in the findings.

A summary of providers and stakeholders responses have been provided in the main findings.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider responses

The 8 providers that responded to the supported accommodation consultation for young people and teenage parents were Progress Housing, Stepping Stone Project, Pendle Action for the Community, The Salvation Army, Fylde Coast YMCA, M3 Ltd, Sleaf Ltd and Barnardo's. The main issues raised in their responses are summarised below.

The top mentions from respondents are presented with the number of providers that they relate to shown in brackets.

Further details of provider responses are presented in appendix 2.

4.1.1 Key findings

The top mentions from respondents for what changes they are considering for their schemes were;

- exploring options for alternative delivery methods (5);
- alternative funding (5); and
- end of service (5).

The top mentions from respondents for the impact on services users were;

- fewer accommodation options for young people (5);
- homelessness/rough sleeping /sofa surfing (5);
- reduction of support/lack of intensive /specialist support to meet needs(4); and
- substance misuse (4).

The top mentions from respondents for the impact on their organisation were:

- closure (5);
- redundancy/job losses (4);
- fewer move on options /risk of bed blocking and impact on organisation(3) and
- financial risk (3)

The top mentions from respondents for the impact on the wider community were:

- increased levels of crime/anti-social behaviour/impact on police/ probation (6);
- increased use of primary and acute health care eg walk in centres, accident and emergency (5); and
- increased demand for support from health eg mental health, substance misuse (5).

4.2 Districts and stakeholders responses

The 8 districts and 4 stakeholders who responded to the supported accommodation consultation for young people and teenage parents were Burnley, Hyndburn, Pendle, Chorley, Preston, Lancaster, South Ribble, Ribble Valley, Sleaf Householder, Foxton Centre, Great Places and one anonymous. The main issues raised in their responses are summarised below.

The top mentions from respondents are presented with the number of districts and stakeholders that they relate to shown in brackets.

Further details of stakeholder responses are presented in appendix 3.

4.2.1 Key findings

The top mentions from respondents for the impact on services users were;

Young People

- increased homelessness/ rough sleeping /sofa surfing (8);
- lack of support to develop life skills and tenancy skills (8);
- reduction in supported accommodation to meet needs of young people/reduction in level of support (7); and
- increased levels of mental health issues (5).

Teenage Parents

- increased homelessness/ rough sleeping /sofa surfing (4); and
- reduction in supported accommodation to meet needs of young people/reduction in level of support (3).

The top mentions from respondents for the impact on their organisation were:

Young People

- increased pressure on district homeless teams/increased level of presentations (7);
- increased use of temporary accommodation eg bed and breakfast /financial cost implications(7); and
- increased levels of homelessness (4).

Teenage Parents

- increased pressure on district homeless teams/increased level of presentations (5);
- increased use of temporary accommodation eg bed and breakfast /financial cost implications(4); and
- increase levels of homelessness (3).

The top mentions from respondents for the impact on the wider community were:

Young People

- increased level of homelessness/ repeat homelessness/ sofa surfing (5);
- increased pressure on emergency acute services eg NHS, Police (4); and
- community safety issues eg ASB, offending, neighbourhood impact (4).

Teenage Parents

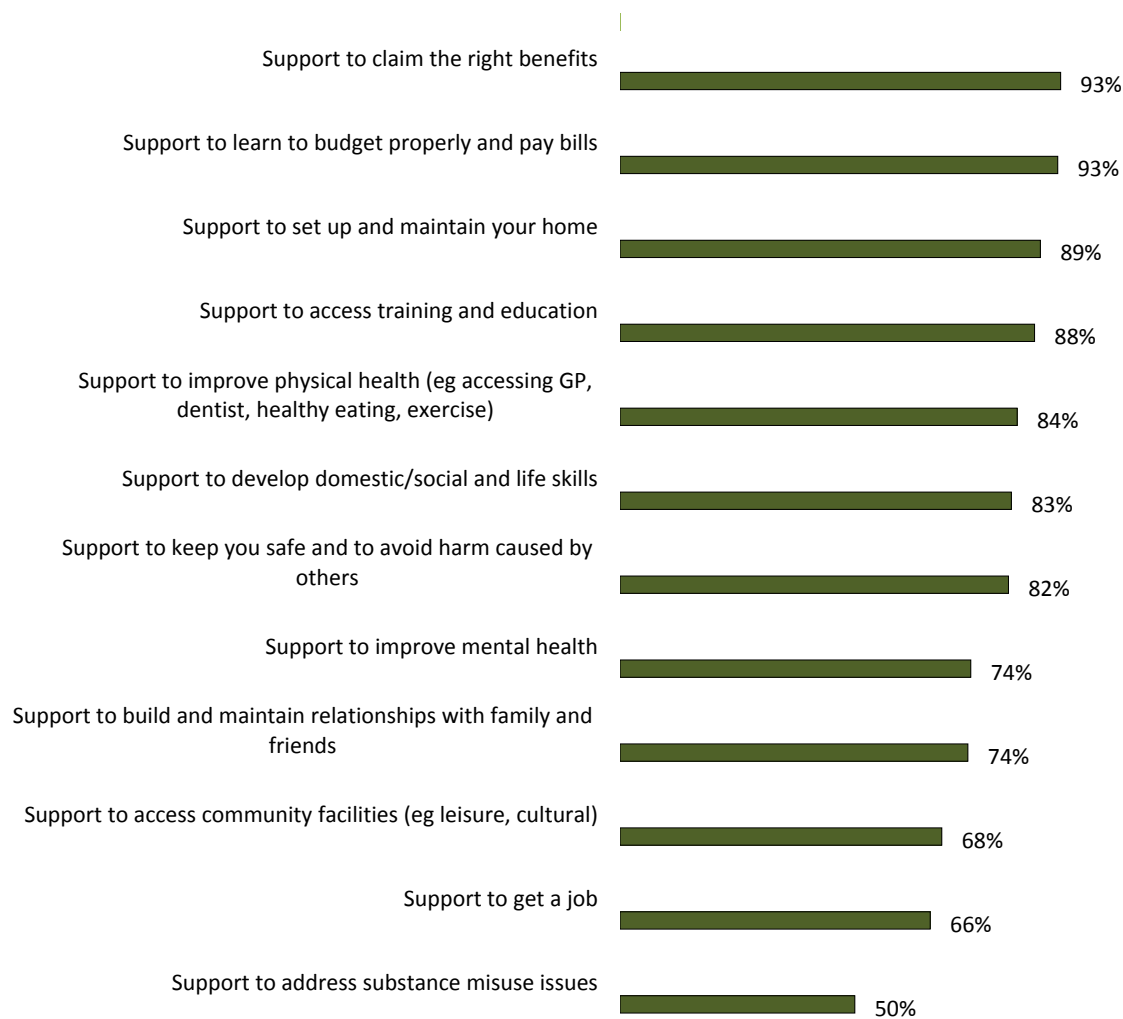
- increased level of homelessness/ repeat homelessness/ sofa surfing (3);
- increased pressure on emergency acute services eg NHS, Police (3);
- increased levels of visible/entrenched rough sleeping (3); and
- increase in number of looked after children/increased demand for support from social care/children's care (3).

4.3 Service user responses

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of the different types of support listed in the question, respondents were most likely to say that they receive or have received: support to claim the right benefits (93%); support to learn to budget properly and pay bills (93%); support to set up and maintain your home (89%) and support to access training and education (88%).

Chart 1 - Do you receive or have you received support with the following?

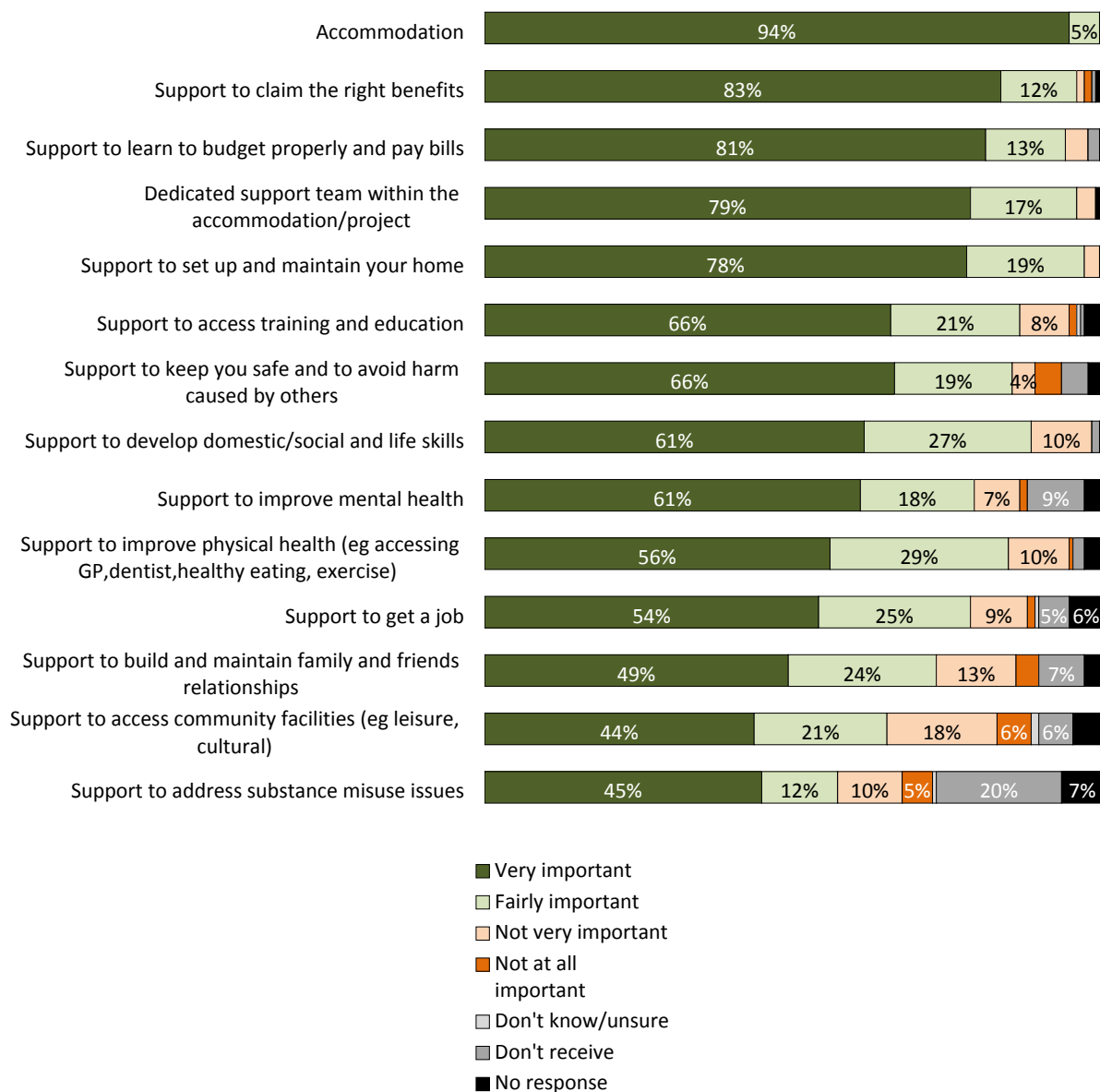


Base: all respondents (163)

Respondents were asked about how important different aspects of the service are to them.

Respondents were most likely to say that: accommodation (99%); support to set up and maintain your home (97%); dedicated support team within the accommodation/project (96%); support to claim right benefits (95%); and support to budget properly and pay bills (94%) are important² aspects of the service to them.

Chart 2 - How important are the following aspects of the service to you?



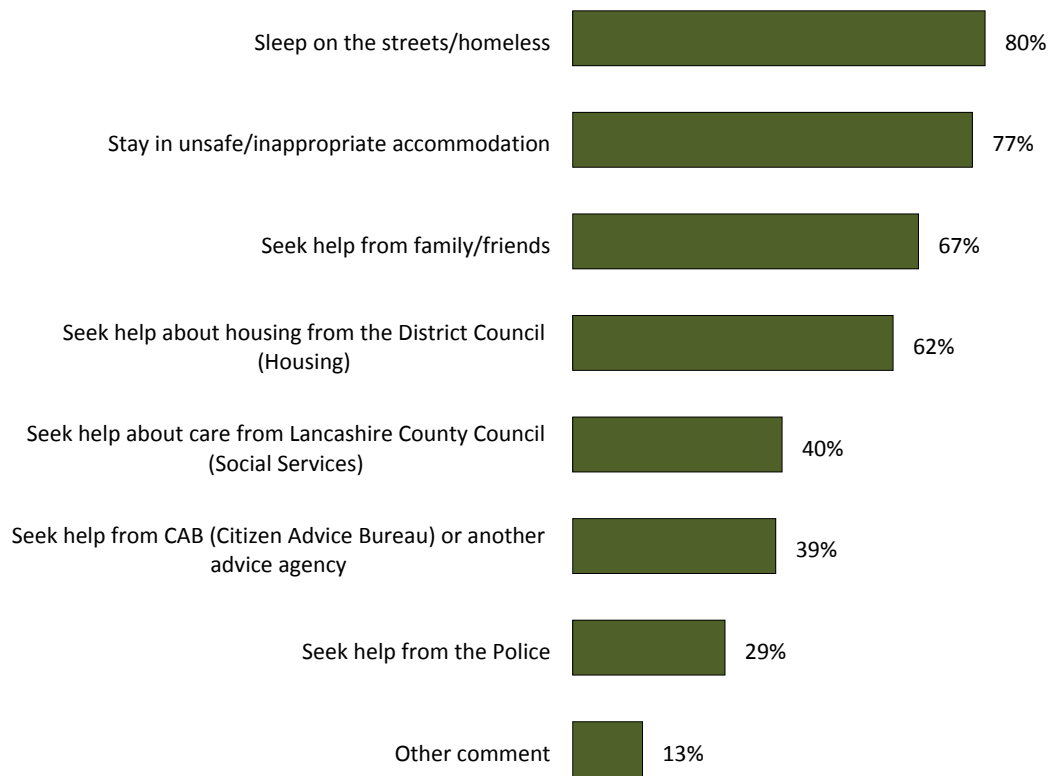
Base: all respondents (163)

² Very important and fairly important

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

Respondents were most likely to say that if this service ended then they would; sleep on the streets/homeless (80%); stay in unsafe/inappropriate accommodation (77%); seek help from family and friends (67%); and seek help from district council (housing) (62%).

Chart 3 - If this service ended, what do you think that people who need this type of service would do in the future?

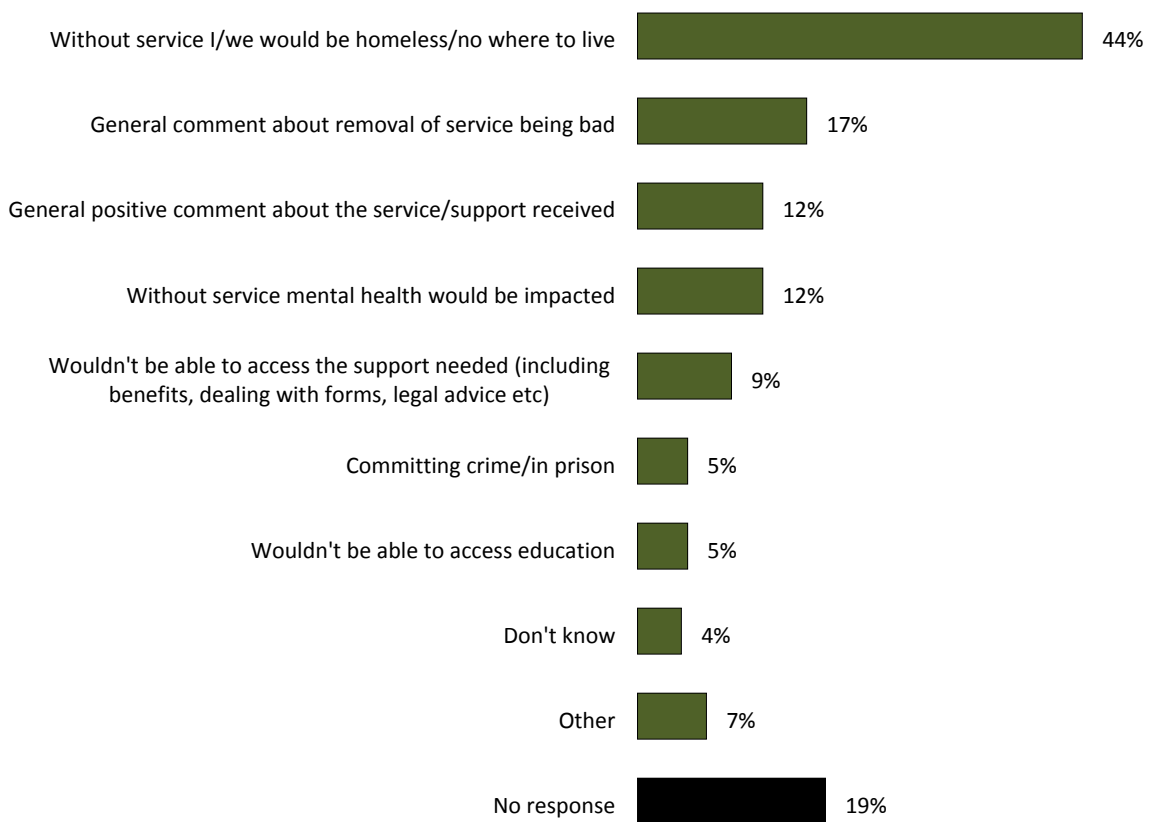


Base: all respondents (163)

Respondents were then asked for their feedback and comments about how this proposal will affect them.

More than two fifth of respondents (44%) said that without the service they would be homeless/have nowhere to live. Nearly one sixth of respondents (17%) had a general comment about the removal of the service being bad. Over one on eighth respondents (12%) said general positive comment about the service/support received and without the service their mental health would be impacted.

Chart 4 - Please provide any further feedback or comments about how the proposal will affect you in the box below.



Base: all respondents (161)

5. Other responses to the proposal

Many people also chose to respond to the consultation in other ways. For example, sending an email, contacting their councillor, or signing a petition.

5.1 Other responses

Other responses received included 33 responses from a range of Lancashire residents including one MP; a Hyndburn Borough Council Councillor; 6 service users; members of voluntary and community organisations and employees of providers and representatives of district councils. There were 7 anonymous comments. Among the comments received a high proportion concerned the Crossroads young people's service in Hyndburn. The combined comments from all respondent have been summarised below.

In all responses but one there was widespread opposition to the potential loss of young people's supported accommodation services due to the impact that this would have in increasing street homelessness, increasing the burden on other statutory services and increasing future costs. Some respondents also commented on the particular impact on young people aged 18 plus that would be created by restricting future provision of services to 16 and 17 year olds only. There were concerns that there were few other options for young people particularly with the combined impact of planned welfare reform and a recurring theme that young people needed safe and secure accommodation in which to live and develop independent living skills. Some providers commented on the increasing complexity of young people's needs and there were several comments about the future increased demand for statutory services if services closed or were not able to support these young people effectively in future. Many respondents commented more generally on the need to invest in the future of young people to enable them to overcome damage in early life and become happy, contributing members of society.

A few respondents commented on the potential job losses that would result from any proposed reduction in funding or closure of services.

In the case of the respondent who responded that they were supportive of the closure of young people's services this view concerned the Crossroads service at Hyndburn which they believed had a negative impact on the local community and neighbours.

Appendix 1: Demographic breakdown

Table 1 - What is the name of your current supported accommodation service provider?

	Supported accommodation for young people	Supported accommodation for teenage parents
2A High Street	1	-
Bay 6	15	-
Birchwood Centre	15	-
Burnley Accommodation Scheme	11	-
Crossroads	7	-
Fielden House	5	-
George Williams House	3	-
Lancashire Dispersed Housing	36	-
M3 Project	10	5
Parker House	5	-
Preston City Foyer	2	-
Safe Space	23	-
Stepping Stones	1	-
Supported Lodgings	4	-
The Bridge	9	-
The Mill	5	-
The Sidings	5	-
No response	1	-
Total	158	5

Table 2- Are you...?

	%	Count
Male	47%	77
Female	49%	80
No response	4%	6
Total	100%	163

Table 3- Have you ever identified as transgender?

	%	Count
Yes	4%	6
No	93%	151
Prefer not to say	2%	3
No response	2%	3
Total	100%	163

Table 4- What was your age on your last birthday?

	%	Count
16-17	25%	41
18-21	60%	97
22-25	13%	22
50-64	1%	1
No response	1%	2
Total	100%	163

Table 5 - Are you a deaf person or do you have a disability?

	%	Count
Yes	10%	16
No	89%	145
No response	1%	2
Total	100%	163

Table 6- Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	87%	141
Eastern European	1%	2
Caribbean	1%	1
African	1%	1
Pakistani	2%	3
Bangladeshi	2%	3
Chinese	1%	1
White and Black Caribbean	2%	3
White and Asian	2%	3
No response	3%	5
Total	100%	163

Table 7- What is your religion?

	%	Count
No religion	75%	122
Christian (including C of E, Catholic, Protestant and all other denominations)	17%	28
Buddhist	1%	2
Muslim	4%	6
Any other religion	2%	4
No response	1%	1
Total	100%	163

Table 8- Are you in a marriage or civil partnership?

	%	Count
Marriage	-	-
Civil partnership	1%	2
Prefer not to say	2%	3
None of these	94%	151
No response	2%	4
Total	100%	163

Table 9- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	80%	130
Bisexual	9%	15
Gay man	1%	2
Lesbian/gay woman	5%	8
Other	2%	3
Prefer not to say	2%	3
No response	1%	2
Total	100%	163

Table 10- In which district do you live in Lancashire?

District	%	Count
Burnley	13%	22
Chorley	9%	14
Fylde	-	-
Hyndburn	14%	23
Lancaster	1%	1
Pendle	16%	26
Preston	3%	5
Ribble Valley	3%	5
Rossendale	13%	22
South Ribble	13%	22
West Lancashire	9%	15
Wyre	5%	8
Total	100%	163

Tablec11- Are there any children or young people in your household aged under 20?

	%	Count
No children aged under 20	60%	98
Yes, aged under 5	3%	5
No response	14%	23
Yes, aged 5-8	-	-
Yes, aged 12-16	2%	4
Yes, aged 9-11	-	-
Yes, aged 17-19	15%	24
No, but expecting	6%	10
Total	100%	164

Table 12- Are there any disabled young people in your household aged 20-25?

	%	Count
Yes	9%	15
No	84%	137
No response	7%	11
Total	100%	163

Appendix 2: Provider responses

Table 13- changes to services

		Exploring options for alternative delivery methods	Alternative funding	End of Service	Reduced Support	Focus on 16/17 year olds only	Not sure due to lack of clarity around funding proposals	Housing Management Funding only	Diversification into other service areas
Young People	Provider 1			X	X				
	Provider 2	X	X	X		X	X		
	Provider 3	X	X	X	X	X	X		
	Provider 4	X	X	X	X	X	X	X	
	Provider 5								
	Provider 6	X	X	X					X
	Provider 7	X	X						
	Provider 8								
	Total	5	5	5	3	3	3	3	1
Teenage Parents									
	Provider 1	X	X	X	-	-	-	-	X
	Total	1	1	1	-	-	-	-	1

Table 14- impact on service users

		Fewer accommodation options for young people	Homelessness/Rough Sleeping /Sofa Surfing	Reduction of support/lack of intensive /specialist support to meet needs	Substance Misuse	Inability to accommodate people with complex needs due to inadequate support	Crime/ASB	Mental Health	Increased use of unsuitable accommodation by young people eg bed and breakfast, HMO's	Les able to take up education, employment, training.	Increased trend for young people to present to other agencies in crisis for assessment/care/support	Increased use of acute services eg NHS, Police	Sexual Exploitation/	Closure/reduction in number /geographical spread of services	Fewer accommodation options for over 18's if reduced to 16/17 year olds only	Loss of emergency beds for young people in crisis/	Inability of young people to move out of mental health hospitals/bed blocking	Domestic violence	Lack of basic life skills training	Not sure due to lack of clarity on funding proposals	
Young People	Provider 1	X	X	X	X							X									
	Provider 2	X		X		X					X										
	Provider 3	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X		
	Provider 4	X	X						X					X	X					X	
	Provider 5																				
	Provider 6	X	X	X	X	X	X	X	X	X			X								
	Provider 7		X		X		X	X		X											
	Provider 8																				
	Total	5	5	4	4	3	3	3	3	3	3	2	2	2	1	1	1	1	1	1	1

Table 15- impact on organisation

		Closure	Redundancy/Job Losses	Fewer move on options /risk of bed blocking and impact on organisation	Financial risk	Increased demand for other internal services/lack of resources to meet needs	Reduced staffing levels/availability of support	Reduction in capacity/bed spaces	Housing management funding only /no support	Impact of savings in conflict with organisational values/ethics	Insufficient time to prepare for withdrawal of funding	Considering Judicial Review
Young People	Provider 1					x						
	Provider 2											
	Provider 3		x	x		x	x				x	x
	Provider 4	x		x	x				x	x		
	Provider 5	x	x	x	x							
	Provider 6	x			x							
	Provider 7	x	x									
	Provider 8	x	x				x	x				
	Total	5	4	3	3	2	2	1	1	1	1	1
Teenage Parents	Provider 1	x	-	-	x	-	-	-	-	-	-	-
	Total	1	-	-	1	-	-	-	-	-	-	-

Table 16- impact on the wider community

		Increased levels of Crime/Anti-social behaviour/impact on police/ probation	Increased use of primary and acute health care eg walk in centres, accident and emergency	Increased demand for support from health eg mental health, substance misuse	Increased homelessness/ rough sleeping /Sofa surfing	Increased levels of unemployment	Increased levels of domestic abuse	Increased use of inappropriate temporary accommodation eg caravans, bed and breakfast	Increased demand for support from Social Care/Children's Social Care	General increased demand for services from other agencies	Increased levels of sexual exploitation	Increased levels of Debt	Impact on inter-agency working
Young People	Provider 1	x	x	x			x						
	Provider 2												
	Provider 3	x	x	x	x		x	x					
	Provider 4	x	x		x		x		x	x	x		
	Provider 5	x	x	x	x	x				x			
	Provider 6	x	x	x	x	x		x	x			x	
	Provider 7	x		x		x							
	Provider 8					x							x
	Total	6	5	5	4	4	3	2	2	2	1	1	1
Teenage Parents													
	Provider 1	x	x	x	x	x		x	x			x	
	Total	1	1	1	1	1	-	1	1	-	-	1	-

Table 17-other comments

		Increased demand for statutory services/extra costs for Lancashire County Council	Short term view/ false Economy	Reduction in number of young people entitled to support if restricted to 16/17 year olds	Proposal for unitary council in East Lancashire	Case Studies provided to illustrate impact of savings	Formal representation to elected members	Appreciation for staff at Lancashire CC
Young People	Provider 1	x	x					
	Provider 2							
	Provider 3	x	x		x	x		
	Provider 4	x						
	Provider 5							
	Provider 6							
	Provider 7							x
	Provider 8	x		x			x	
	Total	4	2	1	1	1	1	1

Appendix 3: Districts and stakeholders responses

Table 18- impact on service users

		Increased homelessness/ rough sleeping /Sofa surfing	Lack of support to develop life skills and tenancy skills	Reduction in supported accommodation to meet needs of Young People/reduction in level of support	Increased levels of mental health issues	Increased levels of Crime/Anti-social behaviour	Increased vulnerability to sexual exploitation/ other abuse	Increased levels of Debt	Increased levels of Substance misuse	Increased levels of domestic abuse	Impact on ability to take up/maintain employment and training	Social Isolation/ loneliness /need to move away from links	Increased pressure on acute services	Increased Referrals/Costs of accommodation/ emergency accommodation for Children's Social Care	Increased levels of self-harm /suicide	Dismantling of current support pathways for young people	Lack of integrated support within supported housing services	Less support for most vulnerable and people with more complex needs	Importance of developing effective provision with retained statutory funds	Reduced option for care leavers after statutory duty ends	Impact will depend on Provider's response	Increase in pregnancy rates	
Young People	District 1	X	X	X																			
	District 2		X		X								X				X						
	District 3	X	X	X																	X		
	District 4	X		X	X		X	X	X	X	X	X	X		X								
	District 5																		X				
	District 6			X										X		X							
	District 7	X	X	X	X	X	X			X								X		X			
	District 8	X	X	X	X	X			X		X	X											
	Stakeholder 1	X	X		X	X																X	
	Stakeholder 2	X		X			X																
	Stakeholder 3		X																				
	Stakeholder 4	X	X						X														
	Total		8	8	7	5	3	3	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1

		Teenage Parents																			
		Increased homelessness/ rough sleeping /Sofa surfing	Lack of support to develop life skills and tenancy skills	Reduction in supported accommodation to meet needs of Young People/reduction in level of support	Increased levels of mental health issues	Increased levels of Crime/Anti-social behaviour	Increased vulnerability to sexual exploitation/ other abuse	Increased levels of Debt	Increased levels of Substance misuse	Increased levels of domestic abuse	Impact of ability to take up/maintain employment and training	Social Isolation/ loneliness /need to move away from links	Increased pressure on acute services	Increased Referrals/Costs of accommodation/ emergency accommodation for Children's Social Care	Increased levels of self-harm /suicide	Dismantling of current support pathways for young people	Lack of integrated support within supported housing services	Less support for most vulnerable and people with more complex needs	Importance of developing effective provision with retained statutory funds	Reduced option for care leavers after statutory duty ends	Impact will depend on Provider's response
District 1	x	x	x																		x
District 2	x		x	x		x	x	x	x	x	x	x		x							
District 3														x							
District 4	x	x	x	x	x	x			x								x		x		
District 5	x													x							
Stakeholder 1																					
Stakeholder 2																					
Stakeholder 3																					
Stakeholder 4																					
Total	4	2	3	2	1	2	1	1	2	1	1	1	2	1	-	-	1	-	1	1	-

Table 19- impact on organisation

		Increased Pressure on District Homeless Teams/Increased level of presentations	Increased use of Temporary Accommodation eg bed and breakfast /Financial cost implications	Increase levels of homelessness	Increase in request for statutory assessments/Need to develop more formal agreements with LCC on Children's Act/Care Act assessments	Risk of more legal challenges from eg Shelter, Solicitors to gain homelessness priority status in order to gain exemption from single room shared room rent	Difficulty accessing general needs accommodation due to lack of support	Increased levels of eviction	Financial management risk	Increased demands on other internal services due to lack of support /lack of accommodation or lack of staff	Need to refer 16/17 year olds to Lancashire County Council	Lack of Move on Accommodation	job losses	Loss of experience	End of service
Young People	District 1	x	x	x											
	District 2	x	x												
	District 3	x	x												
	District 4	x	x	x	x	x	x					x			
	District 5	x	x	x				x							
	District 6	x	x								x				
	District 7	x	x	x	x	x	x	x							
	District 8								x	x					
	Stakeholder 1												x	x	x
	Stakeholder 2									x					
	Stakeholder 3								x						
Total	7	7	4	2	2	2	2	2	2	2	1	1	1	1	1

		Increased Pressure on District Homeless Teams/Increased level of presentations	Increased use of Temporary Accommodation eg bed and breakfast /Financial cost implications	Increase levels of homelessness	Increase in request for statutory assessments/Need to develop more formal agreements with LCC on Children's Act/Care Act assessments	Risk of more legal challenges from eg Shelter, Solicitors to gain homelessness priority status in order to gain exemption from single room shared room rent	Difficulty accessing general needs accommodation due to lack of support	Increased levels of eviction	Financial management risk	Increased demands on other internal services due to lack of support /lack of accommodation or lack of staff	Need to refer 16/17 year olds to Lancashire County Council	Lack of Move on Accommodation	job losses	Loss of experience	End of service
Teenage Parents	District 1	x													
	District 2	x	x	x	x	x	x					x			
	District 3	x	x	x				x							
	District 4	x	x								x				
	District 5	x	x	x	x	x	x	x							
	District 6								x	x					
	Stakeholder 1														
	Stakeholder 2														
	Stakeholder 3														
	Stakeholder 4														
Total		5	4	3	2	2	2	2	1	1	1	1	-	-	-

Table 20- impact on the wider community

		Increased level of Homelessness/ Repeat Homelessness/ Sofa Surfing	Increased pressure on emergency acute services eg NHS, Police	Community safety issues eg ASB, Offending, neighbourhood impact	Increased levels of visible/entrenched rough sleeping	Increase in number of looked after children/increased demand for support from social care/children's care	Increased demand for support from health eg mental health, substance misuse	Increase in social exclusion/isolation	Increased demand on LCC services eg assessments and safeguarding	Increased use of primary and acute health care eg walk in centres, accident and	Empty properties	Reduced ability to take up employment	Increased use of inappropriate temporary accommodation eg caravans, bed and breakfast	Increased demand other 3rd sector services eg food banks	Increased levels of unemployment	General increased demand for services from other agencies	Limited Impact
Young People	District 1	X	X	X													
	District 2										X						
	District 3	X															
	District 4	X	X		X	X		X	X								
	District 5																
	District 6	X	X	X	X							X					
	District 7		X		X	X		X	X								
	District 8	X				X	X			X			X	X			
	Stakeholder 1			X			X			X							
	Stakeholder 2																
	Stakeholder 3			X				X							X		
	Stakeholder 4															X	
	Total	5	4	4	3	3	3	2	2	2	1	1	1	1	1	1	-

		Increased level of Homelessness/ Repeat Homelessness/ Sofa Surfing	Increased pressure on emergency acute services eg NHS, Police	Community safety issues eg ASB, Offending, neighbourhood impact	Increased levels of visible/entrenched rough sleeping	Increase in number of looked after children/increased demand for support from social care/children's care	Increased demand for support from health eg mental health, substance misuse	Increase in social exclusion/isolation	Increased demand on LCC services eg assessments and safeguarding	Increased use of primary and acute health care eg walk in centres, accident and emergency	Empty properties	Reduced ability to take up employment	Increased use of inappropriate temporary accommodation eg caravans, bed and breakfast	Increased demand other 3rd sector services eg food banks	Increased levels of unemployment	General increased demand for services from other agencies	Limited Impact
Teenage Parents	District 1																x
	District 2	x	x		x	x		x	x								
	District 3																
	District 4	x	x	x	x						x						
	District 5		x		x	x		x	x								
	District 6	x				x	x			x			x	x			
	Total	3	3	1	3	3	1	2	2	1	-	1	1	1	-	-	1

Table 21- other comments

		Increased costs to statutory services	Proposals will increase costs for LCC/false economy/short sighted/self-defeating	General Concern around impact/potential loss of services	Lack of clarity on proposals for young people	Providers should be given support to find grants to keep services open	Loss of effective preventative service	Impact on future users of service
Young People	District 1							
	District 2							
	District 3			x				
	District 4				x			
	District 5	x						
	District 6							
	District 7							
	District 8	x	x					
	Stakeholder 1	x	x			x	x	
	Stakeholder 2		x					
	Total	3	3	1	1	1	1	-
Teenage Parents	District 1							x
	District 2				x			
	District 3	x						
	District 4			x	x			
	District 5	x			x			
	District 6		x					
	Total	2	1	1	3	-	-	1



Appendix M

Equality

Analysis Toolkit

Young People and Teenage Parents
Supported Accommodation Services

For Decision Making Items

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Reduction of Supporting People (SP) funding from £2.45 Million to £1.35 million for housing related support within supported accommodation for young people and teenage parents from 31st March 2017

What in summary is the proposal being considered?

Lancashire County Council needs to make savings of £262m by 2020/21. This extremely difficult financial position is due to continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to:

- cease SP funding for non-statutory services from 31st March 2017, but
- retain £1.35 million of funding to enable LCC to meet its statutory duties to young people (16/17 year olds).

Given that the total funding which was previously available for services for people between the ages of 16 and 25 and teenage parents was £2.45 million, the proposed reduction is £1.1 million.

Consequently this EA focuses on the proposal to withdraw funding for support from the following services:

- Supported accommodation and supported lodgings for young people
- Supported accommodation for teenage parents

As services are jointly funded with rental/housing benefit income we don't know what this will mean for each service, however there is a possibility for any or some of the following to take place:

- the service closes;
- the service continues with major changes (e.g. reduction in number of staff);
- the service continues with little change as your provider has managed to obtain other funding (e.g. from charities not Supporting People)

As part of the consultation, we asked providers to give us details of their current plans. The responses received have been included within Question 2.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in

a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

As the services affected cover every district local authority area the decision is likely to affect people across the county in a similar way.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. The services concerned cater for young adults aged 16-25. As the services are targeted at vulnerable young people the profile of service users does include a higher than average number of people with protected characteristics.

A detailed breakdown illustrating the characteristics of young people who have used services during the financial year 2015/16 has been included as part of the response to question 1.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

--

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

77 units of supported housing are commissioned for young people and 15 units for teenage parents. The number of units of supported housing commissioned in each district is shown below

The service provides short term housing and support to young people who are vulnerable and unable to live independently in the community, thereby enabling them to develop some of the skills required to move on successfully to more independent living or to return home to family where this is a safe and appropriate outcome. Currently the accommodation and housing management is funded from rents and housing benefit and the support is funded from the SP Budget. The annual spend is £2.45 million

Young People

District Council	Number of Units
Lancaster	47
Fylde	12
Wyre	24
Supported Lodgings North	9

Preston	27
Chorley	18
South Ribble	23
West Lancs	10
Supported Lodgings Central/South	14
Burnley	22
Pendle	19
Rossendale	14
Hyndburn	11
Ribble Valley	7
Burnley Pendle, Rossendale, Hyndburn (dispersed units)	85
Supported Lodgings East	13

Teenage Parents

District Council	Number of Units
Chorley	6
East	9

During the financial year 2015/16, 616 young people and 27 teenage parents entered supported accommodation in Lancashire. Support is short term in nature and accessed by a range of vulnerable adults inclusive of all protected characteristics. Demographic information is collected by the service provider when the service commences delivery. However the data availability is subject to service user willingness to disclose and therefore information in relation to some of the protected characteristics is unavailable.

Information on marital status/civil partnership and pregnancy/maternity is not collected under the existing system of data collection and is therefore not included below.

Client Age	Teenage Parents Services		Young people at risk Services		Total
16-17	8	30%	223	36%	231
18-21	15	56%	297	48%	312
22-25	3	11%	71	12%	74
Other ages	1	3%	25	4%	25
Total	27	100%	616	100%	643

Is the client a disabled person?	Teenage Parents Services		Young people at risk Services		Total
Don't Know			2		2
No	25	93%	524	85%	549
Yes	2	7%	90	15%	92
Total	27	100%	616	100%	643

Client Gender	Teenage Parents Services		Young people at risk Services		Total
Female	26	96%	262	43%	288
Male	1	4%	354	57%	355
Total	27	100%	616	100%	643

Ethnic origin of client	Teenage Parents Services		Young people at risk Services		Total
Asian/Asian British:		0%	2	0.32%	2
Asian/Asian British:		0%	3	0.49%	3
Asian/Asian British: Indian		0%	3	0.49%	3
Asian/Asian British: Other		0%	4	0.65%	4
Asian/Asian British:		0%	9	1.46%	9
Black or Black British:		0%	2	0.32%	2
Black or Black British:		0%	2	0.32%	2
Black or Black British:		0%	3	0.49%	3
Mixed: Other		0%	1	0.16%	1
Mixed: White & Asian		0%	9	1.46%	9
Mixed: White & Black		0%	8	1.30%	8
Other: Other		0%	2	0.32%	2
White British	27	100%	568	92.21%	595
Total	27	100%	616	100%	643

What is the client's religion?	Teenage Parents Services		Young people at risk Services		Total
Buddhist		0%	3	0%	3
Christian (All Denominations)	12	44%	85	14%	97
Does not wish to disclose		0%	45	7%	45
Muslim		0%	14	2%	14
None	7	26%	382	62%	389
Not Known	7	26%	81	13%	88
Other	1	4%	6	1%	7
Total	27	100%	616	100%	643

What is the client's sexual orientation?	Teenage Parents Services		Young people at risk Services		Total
Bisexual	1	4%	20	3%	21
Does not wish to disclose		0%	28	5%	28
Gay Man		0%	12	2%	12
Heterosexual	26	96%	542	88%	568
Lesbian		0%	14	2%	14
Total	27	100%	616	100%	643

Does the client consider themselves transgender?	Teenage Parents Services		Young people at risk Services		Total
Don't Know		0%	18	3%	18
No	26	96%	597	97%	623
Yes	1	4%	1	0%	2
Grand Total	27	100%	616	100%	643

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

Consultation Process

Meetings

- A separate meeting was held with district councils (commissioners) and providers on 23rd November 2015 to inform them of the proposal to cease SP funding from 31st March 2017.
- Eleven out of twelve district council (commissioners) attending the above meeting.
- Approximately 60 providers attended the provider meeting on 23rd November 2015
- LCC staff attended the Wyre and Fylde Health and Wellbeing Task Group on 1st July 2016 and discussions were held with providers and stakeholders
- Meeting held with district councils on 4th July to consider interim consultation findings
- A number of meetings have been held with district councils and young people's service providers regarding the future shape of services

Questionnaire

Paper questionnaires with a reply slip were either posted directly to service users or sent to providers for them to hand out to individual residents of young people's and teenage parent's accommodation. This included 227 young people and 24 teenage parents.

An online version of the questionnaire could also be accessed from www.lancashire.gov.uk

The fieldwork ran for twelve weeks from 11 April until 17 July 2016. In total, 163 completed questionnaires were returned. 158 responses were received from service users of supported accommodation for young people and 5 responses were received from service users of supported accommodation for teenage parents.

Three other separate online questionnaires were made available to Lancashire's 12 district councils, other stakeholders and providers of young people's and teenage parents' supported accommodation. The questionnaire for each group was designed to give each an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

Summaries of service user, district, stakeholder and provider responses have been provided in the Consultation Findings (see Appendix N).

Key issues highlighted by the 8 providers who responded included:-

- There was concern around future funding with many providers considering alternative delivery methods, funding routes or closure resulting in job losses
- General concerns around projected increase in homelessness, rough sleeping and sofa surfing among young people
- A belief that demand on other statutory services eg children's services, health, primary care, substance misuse services would increase if the needs of vulnerable young people could not be met in future
- An expected increase in crime and anti-social behaviour with consequent impact on communities and the police

Key issues highlighted by stakeholders including district councils included:-

- Impact on service users- concerns around increased homelessness/rough sleeping/sofa surfing; reduction in supported accommodation/levels of support needed to meet needs and develop life/tenancy skills and increased mental health issues
- Impact on organisation- concerns around increased pressure on district

homeless teams, /increased levels of homeless presentations; increased homelessness and increased use of unsuitable temporary accommodation at greater cost

- Impact on community- concerns again centred around a projected increase in homelessness/rough sleeping/sofa surfing; increased pressure on emergency acute services eg NHS, police and increased levels of crime and anti-social behaviour in the community. In addition several respondents commented on the potential impact on children's social care of the proposed reduction in funding, particularly in respect of teenage parents services.

Key issues highlighted by service users included:-

- The most commonly used aspects of the service were those concerned with claiming the right benefits , learning how to budget, setting up home and help with accessing training and education
- The most valued aspects of the service was overwhelmingly the provision of the accommodation itself; the availability of the dedicated support within the accommodation plus all of the issues mentioned above
- If the service was no longer available many young people and teenage parents feared that they would be homeless or placed in unsuitable accommodation. Many said that they would have to approach family/friends and the district councils for help
- Respondents made some other more general comments about the role the service played in preventing homelessness; the value of the support they received and the impact on their mental health in particular if the service was no longer available

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

The demographic information outlined in the response to question 1 seems to suggest that some people with protected characteristics will be disproportionately affected by the proposal:-

Age Profile

By virtue of the targeted age range of the service, young people aged 16-25 will be disproportionately affected by the proposal to reduce funding. Moreover the proposal to use any reserved funding to meet LCC's statutory duty to 16/17 year olds may disproportionately impact more heavily on young people aged 18 plus if eligibility for service is restricted.

Gender

A majority of those who used the young people services in 2015/16 are male (57%) while 26 out of 27 users of the teenage parent's services in 2015/16 were female (96%). This contrasts with 51% of the population in Lancashire being female and 49% being male. Accordingly it would appear that males will be disproportionately affected by the proposal to reduce funding in young people's services and females will be disproportionately affected in services for teenage parents.

Disability

15% of service users who used the young people's services and 7% of those using the teenage parent's services considered themselves to be disabled. Whereas in Lancashire (2011 census) 9.8% of the population said their activities were limited a

lot and 10.2% said they were limited a little by a disability or health condition. This would suggest that there are less people accessing services who are disabled than the wider population, however this is to be expected given that disability tends to increase with age. People who are disabled would not appear to be negatively disproportionately impacted

Ethnicity

The race/ ethnicity profile of service users appears to be broadly representative of the wider population as 92.3% are white British and 7.79 from BME communities compared to 92% of the Lancashire population being White British and 7.7% from BME communities. No ethnic groups appear to be disproportionately impacted.

Religion

The religious profile of service users appears to show that a much higher number of young people and teenage parents have no religious belief (62% and 26% respectively) compared to the wider population where 19% are identified as having no religion. There appears to be a lower proportion of Christians and Muslims than the wider population. Consequently, no religious group appears to be disproportionately impacted.

Sexual Orientation

The sexual orientation profile of service users appears to show that 7% of service users in young people's services identified as LGBT. Stonewall have estimated about 5-7% of the Lancashire population is LGB whilst ONS had a figure around 1%. This suggests that based on the census, young people who are LGBT are likely to be disproportionately impacted.

Gender Reassignment

The gender re-assignment profile of service users appears to be lower in young people's services than the figures identified in other consultation exercises. Whilst the % appears higher in teenage parents supported accommodation, this is largely due to the low numbers of service users

Marriage

Of the people who responded to the consultation: 1% said that they were in a civil partnership, none of the respondents said that they were married and 98% preferred not to say or didn't provide a response or said it was none of the options. Other consultations have included around 50-60% of respondents as married, 30-40% as not married and around 1-2% as being in civil partnerships. Consequently it is not possible to draw any conclusions.

Pregnancy

6% of the respondents to the consultation are pregnant and do not have children which is higher than other consultations which have a figure of 2%. We cannot identify from either the SP data or other consultations, the number of women who were pregnant who also had children. Consequently, it is not possible to draw any

conclusions

Proposals to mitigate the impact of the proposals on protected groups, which appear to impact most heavily in respect of age and gender, have been included in response to question 6.

The consultation shows how supported accommodation:

- has helped people find accommodation, claim benefits and access training and education which fits the advancing equality of opportunity objective;
- helps service users to feel safe and avoid homelessness or being on the streets, which contributes to fostering good relations between communities/community cohesion;
- reduces anti-social behaviour which can increase tension in communities and can sometimes lead into hate crime;
- reduce sexual exploitation and domestic abuse.

Any reduction in funding will affect the above positive impact of services

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with restrictions in housing benefit eligibility for young people, further planned national welfare reforms and other local proposals to make savings, to exacerbate the impact (e.g. changes in relation to other preventative services, the amount of funding available for statutory packages of care). The combined impact will impact particularly on young people who are over the age of 18.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to reduce funding for young people and teenage parent's supported accommodation service.

However while the intention is to proceed with the original proposal in terms of reducing the current funding stream with effect from March 2017, the council intends to take steps to mitigate the effect of the funding reduction. This is outlined more fully in the next section of this report.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Following the consultation feedback and internal dialogue with Children's Social Care there has been a recognition that we need to develop a more sustainable and planned approach to meeting the needs of care leavers and homeless young people.

Consequently LCC is seeking to explore the possibility of:

- pooling the £1.35m Supporting People funding retained to meet the statutory needs of 16/17 year olds with some of the resources currently being used for emergency placements by Children's Social Care
- reviewing the pathways into services
- reviewing the nature and shape of commissioned services

Pooling budgets and reconfiguring pathways and services is projected to deliver an overall saving to the Council.

Accordingly, in order to provide sufficient time to undertake the above review, the council is proposing to make approximately £500,000 available, of the planned

underspend from the 2016/17 Prevention and Early Help Fund budget, during 2017/18 to fund SP services for young people and teenage parents for an additional period of approximately six months from April 2017 to September 2017

If the outcome of the review is that funding will be withdrawn from specific SP services for young people and teenage parents, Cabinet Member approval will be sought at an appropriate time.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation.

The proposal to reduce funding from £2.45 million to £1.35 million by April 2017 would be likely to lead to the closure, or significant reconfiguration, of some services, including potentially the loss of the only service for young people in some

districts.

This would impact directly on young people with an age protected characteristic i.e. aged 16-25. In terms of gender, males would be disproportionately affected by the decision to withdraw funding from young people's services and females would be disproportionately affected by the decision to withdrawn funding from teenage parents accommodation.

As outlined above, we are seeking mitigate the impact by:

- exploring the opportunity to pool resource and reshape services
- making available transitional funding (from April 2017 – September 2017) to provide sufficient time to reach a decision regarding future funding arrangements and service delivery

If the outcome of the review is to propose that funding will be withdrawn from specific SP services, the Cabinet Member will be provided with details of the review and approval will be sought for the recommendation.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is to proceed with the proposed reduction of funding for young peoples and teenage parents supported accommodation services to £1.35 million, whilst mitigating the effect by providing funding from budget underspends, for 6 months, to enable funding, services, and the housing and support pathways to be reviewed and reconfigured by September 2017.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Progress will be monitored internally by the Supported Accommodation Learning Offer Project Board which is charged with overseeing this area of work.

Equality Analysis Prepared By Cathryn McCrink

Position/Role: Contracts Officer Supporting People

Equality Analysis Endorsed by Line Manager and/or Service Head: Sarah McCarthy

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Appendix N

Supported accommodation for older people with sensory disability (hearing impairment) consultation 2016

Report



Irfan Bin Ghaus, Mick Edwardson and Mike Walker

August 2016

For further information on the work of the Corporate Research and Intelligence Team, please contact us at:

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1. Executive summary

Lancashire County Council needs to make savings of £262m by 2020/21. Throughout 2016/17, service users, the general public, partners and stakeholders are being consulted with about how the county council proposes to make these savings.

This report summarises the responses to Lancashire County Council's consultation on the proposal for supported accommodation for older people with sensory disability (hearing impairment). The County Council is proposing to stop funding for the support service delivered by the provider at a sheltered scheme in Preston from 31 March 2017.

For the consultation, paper questionnaires with prepaid envelopes were sent to all service users and made available at supported accommodation for older people with sensory disability (hearing impairment) services. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 20 May until 7 August 2016. In total, 13 completed questionnaires were returned.

A separate questionnaire was sent to Lancashire's 12 district councils, providers and stakeholders. We received a response from one provider, one district council and no response from stakeholders.

1.1 Key findings

Providers

- The key points from respondent for what changes they are considering for their schemes were: cease services, seek alternative funding if there is any and explore social care to provide services who are eligible.
- The key points from respondent for the impact on services users were: no staff available in scheme or part time staff with no sign language skills, increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other, risk of maintaining tenancies without the support and concerned about health and wellbeing of a very vulnerable group
- The key points from respondent for the impact on their organisation were: unable to support vulnerable people and risk of redundancy
- The key points from respondent for the impact on the wider community were: negative impact on other public services (health, benefits, police etc) as they rely heavily on this service to communicate with service users

Districts

- The key points from respondent for the impact on services users were; not known as service is based in Preston and do not know how many service users are from Pendle.
- The key points from respondent for the impact on their organisation were: not known and very small impact in Pendle.
- The key points from respondent for the impact on the wider community were: not known

Service users

- All 13 respondents said that they receive or have received a support in all types of services which were staff communicating in British Sign Language (BSL) with you; support to find, set up and maintain your home; support to develop domestic/social and life skills; support to learn to budget properly and pay bills; support to claim the right benefits; support to improve physical health (e.g. accessing GP, dentist, healthy eating, exercise); support to improve mental health; support to address substance misuse issues; support to build and maintain relationships with family and friends; support to access community facilities (e.g. leisure, cultural); support with managing a short term personal crisis; support to keep you safe and to avoid harm caused by others; support to gain awareness of personal safety and security issues.
- All 13 respondents said that all the aspects of service were very important to them with exception of one aspect (Support to gain awareness of personal safety and security issues) where 12 respondents said it was very important and one did not respond.
- All respondents said that if this service ended then they would; not go out (will be isolated) (13), difficulties communicating with other people (13), difficulties communicating with organisations, cannot contact anyone (10).
- Respondents were likely to say that they were: upset, distress and angry (7); can't phone taxi or hospital for appointments (4), need staff (3), family is living away and cannot help (2), don't know how to read letters (1) and don't want to live in residential again (1).

2. Introduction

Lancashire County Council is required to make savings of £262m by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

Lancashire County Council currently provides funding which is used by one provider to deliver housing support for older people with a sensory disability in a sheltered accommodation scheme. The County Council is proposing to stop funding for the support service from 31 March 2017. LCC is also seeking to cease the funding for the scheme manager and community alarm.

This consultation was designed to help us understand: more about how important the service is to service users; and their thoughts about how the proposals could affect people who need services in the future.

3. Methodology

For the consultation, paper questionnaires were sent to all service users. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for twelve weeks from 20 May until 7 August 2016. Paper copies of the questionnaire, with a reply envelope, were sent to service users. In total, 13 completed questionnaires were returned. As the number of service user responses to this consultation is well below 100, the numbers in charts and tables are the actual number of respondents not the percentage of respondents.

Separate online questionnaires were made available to Lancashire's 12 district councils, providers and stakeholders. The questionnaires were designed to give district councils, providers and stakeholders an opportunity to outline what they think the impact of the proposal will be on service users, on their respective organisations and on the wider community.

A summary of providers and stakeholders responses have been provided in the main findings.

3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

4.1 Provider response

There is one provider of supported accommodation for older people with sensory disability service. The main issues raised in its response are summarised below.

4.1.1 Key findings

The key points from respondent for what changes they are considering for their schemes were:

- cease services;
- seek alternative funding if there is any
- explore social care to provide services who are eligible

The key points from respondent for the impact on services users were:

- no staff available in scheme or part time staff with no sign language skills
- increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other
- risk of maintaining tenancies without the support
- concerned about health and wellbeing of a very vulnerable group

The key points from respondent for the impact on their organisation were:

- unable to support vulnerable people
- risk of redundancy

The key points from respondent for the impact on the wider community were:

- negative impact on other public services (health, benefits, police etc) as they rely heavily on this service to communicate with service users

4.2 District responses

Only one district responded to the supported accommodation for older people with sensory disability consultation 2016. The main issues raised in Pendle district response are summarised below.

4.2.1 Key findings

The key points from respondent for the impact on services users were;

- not known as service is based in Preston
- do not know how many service users are from Pendle

The key points from respondent for the impact on their organisation were:

- not known
- very small impact in Pendle

The key points from respondent for the impact on the wider community were:

- not known

4.3 Service user responses

First, respondents were asked which of the main types of support offered by the service they receive or have received.

Of all the service types listed in the questionnaire, all 13 respondents said that they receive or have received a support in all types of services. Following were the types of services listed in questionnaire:

- Staff communicating in British Sign Language (BSL) with you
- Support to find, set up and maintain your home
- Support to develop domestic/social and life skills
- Support to learn to budget properly and pay bills
- Support to claim the right benefits
- Support to improve physical health (eg accessing GP, dentist, healthy eating, exercise)
- Support to improve mental health
- Support to address substance misuse issues
- Support to build and maintain relationships with family and friends
- Support to access community facilities (eg leisure, cultural)
- Support with managing a short term personal crisis
- Support to keep you safe and to avoid harm caused by others
- Support to gain awareness of personal safety and security issues

Respondents were asked about how important different aspects of the service are to them. Respondents were asked to choose one from very important, fairly important and not at all important.

All 13 respondents said that the following aspects of service were very important to them with exception of one aspect (Support to gain awareness of personal safety and security issues) where 12 respondents said it was very important and one did not respond.

- Staff communicating in British Sign Language(BSL) with you
- Support to find, set up and maintain your home
- Support to develop domestic/social and life skills
- Support to learn budget properly and pay bills
- Support to claim the right benefits
- Support to improve physical health(e g accessing GP, dentist, health eating exercise)
- Support to improve mental health
- Support to address substance misuse issues
- Support to build and maintain family and friends relationship
- Support to access community facilities (eg leisure, cultural)
- Support with managing a short term personal crisis
- Support to keep you safe and to avoid harm caused by others

Respondents were then asked what they think that people who need this type of service would do in the future, if this service ended.

All respondents said that if this service ended then they would; not go out (will be isolated) (13), difficulties communicating with other people (13), difficulties communicating with organisations, cannot contact anyone (10).

Respondents were then asked for their feedback and comments about how this proposal will affect them. The number of responses they relate to are shown in brackets.

Respondents were likely to say that they were: upset, distress and angry (7); can't phone taxi or hospital for appointments (4), need staff (3), family is living away and cannot help (2), don't know how to read letters (1) and don't want to live in residential again (1).

Appendix 1: Demographic breakdown

Table 1- Are you...?

	Count
Male	5
Female	8
No response	-
Total	13

Table 2- Have you ever identified as transgender?

	Count
Yes	-
No	12
No response	1
Total	13

Table 3- What was your age on your last birthday?

	Count
50-64	5
65-74	5
75+	2
No response	1
Total	13

Table 4 - Are you a deaf person or do you have a disability?

	Count
Yes	12
No	-
No response	1
Total	13

Table 5- Which best describes your ethnic background?

	Count
English/Welsh/Scottish/Northern Irish/British	10
Caribbean	2
No response	1
Total	13

Table 6- What is your religion?

	Count
No religion	1
Christian (including CofE, Catholic, Protestant and all other denominations)	12
Total	13

Table 7- Are you in a marriage or civil partnership?

	Count
Marriage	3
Civil partnership	-
None of these	10
Total	13

Table 8- How would you describe your sexual orientation?

	Count
Straight (heterosexual)	10
Bisexual	-
Prefer not to say	3
No response	-
Total	13

Appendix O

Equality Analysis Toolkit For Decision Making Items

Supported accommodation for older people with sensory disability (hearing impairment)

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

To cease the Supporting People funding for supported accommodation for older people with sensory disability (hearing impairment) from 31st March 2017, (£84,653.31, per annum).

What in summary is the proposal being considered?

Lancashire County Council is required to make savings of £262M by 2020/21. This extremely difficult financial position is the result of continued cuts in Government funding, rising costs and rising demand for our key services.

As part of its plan to achieve the overall level of savings required, LCC is proposing to cease SP funding for non-statutory services from 31st March 2017. The SP budget funds a range of services. This EA focuses on the proposal to withdraw funding for support from a service for older people with sensory disabilities (hearing impairment) in Preston

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes – The decision is likely to affect older people with a sensory disability (hearing impairment) both in Preston and potentially from across Lancashire if individuals from other areas were seeking to access this service.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. Older people and people with disabilities, people who are deaf or have a hearing impairment

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

This is a long term service and staff work between 8.30am to 5.00pm Monday to Friday. Out of hours emergency on call service is provided by Community Voice.

At the site there are 42 self-contained sheltered housing flats with some on the ground floor and some on the first floor. Thirteen of these flats have been allocated to the deaf or hard of hearing residents. This also includes one flat which is used as a staff office. There is a communal lounge area which is accessible for all residents at the service. The Supporting People funds the housing support for the dedicated 13 units for people with hearing impairment plus the office.

As part of the consultation process we have contacted all 13 people receiving the service, and have received 13 responses to the consultation which show the following demographic profiles in relation to protected characteristics :

	Count	%
Male	5	38%
Female	8	62%
No response	-	
Total	13	100%

Have you ever identified as transgender	Count	%
Yes	-	
No	12	92%
No response	1	8%
Total	13	100%

Age on Last birthday	Count	%
50-64	5	38%
65-74	5	38%
75+	2	15%
No response	1	8%
Total	13	100%

Are you a deaf person or do you have a disability?	Count	%
Yes	12	92%
No	-	
No response	1	8%
Total	13	100%

Ethnic Background	Count	%
English/Welsh/Scottish/Northern Irish/British	10	77%
Caribbean	2	15%
No response	1	8%
Total	13	100%

Religion	Count	%
No religion	1	8%
Christian (including CofE, Catholic, Protestant and all other denominations)	12	92%
Total	13	100%

Marriage or Civil Partnership	Count	%
Marriage	3	23%
Civil partnership	-	
None of these	10	77%
Total	13	100%

Sexual Orientation	Count	%
Straight (heterosexual)	10	77%
Bisexual	-	
Prefer not to say	3	23%
No response	-	
Total	13	100%

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

CONSULTATION PROCESS

Meetings

Separate meetings were held with district councils (commissioners) and providers on 23rd November 2015 to inform them of the proposal to cease SP funding from 31st March 2017.

Eleven out of twelve district council (commissioners) attended the above meeting, including Preston where the service is located, and approximately 60 providers.

LCC met with the provider of the housing support service on 20th May 2016 to discuss the budget savings proposed for the service and potential exit strategies.

A meeting was held with district council on 4th July to consider the interim consultation findings

Questionnaire

The consultation ran for 12 weeks from 16th May to 12th August 2016

- 13 questionnaires were sent out to service users and we received 13 completed questionnaires giving a 100% response rate

The single provider of the supported accommodation for older people with sensory disability (hearing impairment) responded to the provider questionnaire, 1 district

response and 1 response from a stakeholder was received.

Summaries of service user, district, stakeholder and provider responses have been provided in the Consultation Findings (see Appendix N).

Provider Response

In the event that the funding for the support for older people with sensory disability (hearing impairment) in Preston is removed then the provider has stated that the following is likely to take place:

- Service ceases
- Seeking alternative funding if any
- Explore social care to provide service who are eligible to receive them

The impact on service users will be as follows:

- No staff available in scheme or part time staff with no sign language skills
- Increased potential for misunderstanding within the scheme between tenants who cannot communicate with each other
- Risk of maintaining tenancies without the support and concerned about health and wellbeing of a very vulnerable group

District responses

The single district response was from Pendle and the consultation raised the following as the key issues on the impact on their organisation;

- Not known as the service is based in Preston and do not know how many service users are from Pendle

Stakeholder responses

The landlord of the service Places for People responded to the consultation and raised the following as the key issue.

- If there was an emergency it seems the residents would pull the cord but then they would just sit there not knowing what was being communicated to them via the social alarms team on the intercom. If a resident was to pull the cord they would not be able to inform social alarms of the emergency.

Service user Response

There was 13 (100%) service user responses to the consultation outlining what support they had received in the services. What was important about the service? What they think that people who need this type of service would do in the future, if this service ended.

All 13 respondents said that the following aspects of service were very important to

them with the exception of one aspect (support to gain awareness of personal safety and security issues) where 12 respondents said it was very important and one did not respond:

- Staff are communicating in British Sign Language (BSL) with you;
- Finding, setting up and maintaining your home;
- Developing domestic/social and life skills;
- Learning to budget properly and pay bills;
- Claiming the right benefits;
- Improving physical health and mental health;
- Addressing substance misuse issues;
- Building and maintaining relationships with family and friends
- Accessing community facilities
- Managing a short term personal crisis
- Keeping safe and to avoid harm caused by others;
- To gain awareness of personal safety and security issues.

Service users responded as follows to the question: If the services ended, what do you think that people who need this type of service would do in the future?

- They would not go out (will be isolated) (13)
- Difficulties communicating with other people (13)
- Difficulties communicating with organisations, cannot contact anyone (10).

Respondents also stated the following if the funding for the support ceased;

- Upset, distress and angry (7)
- Can't phone taxi or hospital for appointments (4)
- Need the staff (3)
- Family is living away and cannot help (2)
- Don't know how to read letters (1) and
- Don't want to live in residential again (1).

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions

must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

When comparing the profile of people accessing the service in Question 1 to the Lancashire data, it can be seen that there will be a significant disproportionate impact on older people and people who are deaf or have a hearing impairment. It would also appear that there will also be a disproportionate impact on women, Christians and BME communities.

Age Profile

38% (5) of the people were aged between 50-64 and 54% (7) of the people were aged 65 plus. As the service is aimed at older people, it is expected that the profile of people accessing the service is older than the general population

Disability including people who are deaf/hearing impaired

92% (12) of the people were disabled. As the service is aimed at deaf people and hearing impaired people, it is expected that the profile of people accessing the service has a higher proportion of people who are deaf people or have a hearing impairment than the wider population

Race/ethnicity

77% (10) of the people were White British/Irish/Other which appears to be lower than the wider population (92.3%) and 15% (2) of the people were Caribbean which appears to be higher than the wider population (6.1%), consequently this group maybe disproportionately impacted on by the proposal

Religion/Belief

92% (12) of the people were Christian which this appears to be significantly higher than the wider population (69%), consequently this group may be disproportionately impacted by the proposal

Gender

62% (8) of the people were female which appears to be significantly higher than the wider population (51%), consequently this group may be disproportionately impacted by the proposal.

Consultation findings

The supported accommodation for people with sensory disabilities (hearing impairment) is a preventative service which promotes health and wellbeing.

The consultation shows how the supported accommodation for older people with sensory disability (hearing impairment) has helped support older people with hearing impairments as follows: staff communicating in British Sign Language (BSL); support to find, set up and maintain a home; support to develop domestic/social and life skills; support to keep safe and avoid harm caused by others; support to gain awareness of personal safety and security issue. This contributes to advancing equal opportunities amongst older people who have a sensory disability (hearing impairment).

The personal safety of older people with sensory disabilities (hearing impairment) is paramount in terms of health and wellbeing, reducing isolation and helping service users to participate more fully in public life which are all connected to the Public Sector Equality Duty

In the event that the funding ceases there is likely to be the following impact:

- There is a potential risk for deaf people/people with hearing impairment to fall into crisis in the event that the support ceases and there are no staff on site to assist with communication.
- Should a small proportion of the service users require more costly social care services at an earlier stage, this could significantly reduce the overall savings achieved by the council in real terms.
- The positive impact of services in terms of promoting equality of opportunity and participation in public life is likely to be reduced.

Mitigation for those protected groups that may be disproportionately affected by the proposal is given in response to question 6

Question 4 – Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

The effects of the reduction in funding could combine with the national welfare reforms and other local proposals to make savings to exacerbate the impact (e.g. changes in relation to equipment, the amount of funding available for care packages)

For those of working age the transition being rolled out where people are moved from Disability Living Allowance and reassessed for eligibility for Personal Independence Payment could also have a cumulative impact. Communication is one of the factors in the daily living component of PIP but anyone who is being moved over probably feels some anxiety about how their PIP claim will be resolved.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

We are proposing to continue with the original proposal to withdraw funding from the service for older people with a sensory disabilities (hearing impairment).

Although the funding cuts are likely to impact upon service users, the provider, wider communities and other statutory services to varying degrees, there are mitigating factors which may lessen the impact of the funding cuts as outlined below.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

It is hoped that the following services will mitigate some of the impact; however, this will be dependent on the level of capacity and whether individuals meet the eligibility criteria:

- The provider is exploring opportunities for any social care, but those who do not meet the criteria will not be eligible. The provider is seeking funding to at least provide some essential background and on call support to for the tenants even if on a very limited basis.
- Telecare
 - The Lancashire Wellbeing Service

Telecare may be an option for individuals who meet the national eligibility criteria for social care. The availability of appropriate solutions in relation to equipment and assistance will be explored with the local telecare provider including textphone or sms/mobile phone texting prior to 31st March 2017

There are other organisation who deliver low level support services such as the Lancashire wellbeing service, however this service would not provide a like for like replacement.

The Lancashire Wellbeing Service helps people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing. It aims to ensure that people feel included in their communities, are able to live more independently and to enjoy a good quality of life. Referrals into the service can be made by a wide range of professionals or through self-referral. The service is available to all people over the age of 18yrs who are affected by one or more of

the following issues:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Need support in relation to healthy living and developing a healthier lifestyle, through understanding and adapting behavior

The support provided consists of

- Personal support to make positive changes in your life for up to 6 sessions
- Provide opportunities that open up other support and social networks such as volunteering, peer networks, community groups
- Provide drop-in facilities in your local communities
- Identify and point you in the direction of relevant services in your community

It is a non-clinical service and doesn't provide social care services or manage people's long term health conditions.

Should a decision be made to withdraw LCC funding to the supported accommodation people with sensory disabilities (hearing impairment), prior to implementing the decision we will promote the Lancashire Wellbeing service within this service. Some work with the wellbeing service will need to be explored around communicating with the service users in BSL.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has originally emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the County Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the Government's

extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and savings decisions taken by Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of Council services.

We acknowledge that some people from protected characteristics groups may be negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible and by taking into account the views from the consultation.

Disabled people, people who are deaf or have a hearing impairment, older people people from BME communities and women are likely to be disproportionately impacted.

Whilst the following mitigating actions, as outlined above in section 6, have been identified, it is recognised that even with the mitigation, because of the communication issues/need for BSL support, existing service users could be significantly adversely affected by the proposal. The mitigating actions are:

- Undertaking statutory assessments under the Care Act
- The provision of Lancashire Wellbeing Service and other low level support services (but would not deliver like for like service)
- Telecare

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is as follows:

- To implement Supporting People budgetary savings in relation to supported accommodation for people with sensory disabilities (hearing impairment)

The following groups will be affected

- Vulnerable older people with sensory disabilities - hearing impairment (55+)

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

We will work with supported accommodation provider for people with sensory disabilities to minimise the impact of the funding cuts and maximise knowledge and linkages to other services.

Where service users meet national eligibility criteria for social care services, they can request an assessment of needs and support service can be individually commissioned to meet their needs.

Equality Analysis Prepared By: Tahera Chaudhrey

Position/Role: Strategy Needs Analysis Co-ordinator

Equality Analysis Endorsed by Line Manager and/or Service Head Sarah McCarthy

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Report to Cabinet

Meeting to be held on 8 September 2016

Report of the Corporate Director of Commissioning and Deputy Chief Executive

Electoral Division affected: All

Property Strategy (Neighbourhood Centres) – Responses to Consultation and Final Proposals

(Appendices "A" to "Q" refer)

Contact for further information:

Steve Browne, Corporate Director of Commissioning and Deputy Chief Executive,

Executive Summary

This report informs Cabinet of the outcomes of the consultation in relation to the proposals agreed on 12 May 2016 regarding the Council's Property Strategy. It is essential that Cabinet Members read carefully this report, together with its appendices and supporting materials, before considering the recommendations set out below.

In the context of the consultation response the report proposes an approach to be adopted by Cabinet to identify the level of library provision that satisfies the duty set out in section 7 of the Public Libraries and Museums Act 1964 based on an assessment of need; recommends Cabinet to agree a Library Strategy consistent with this assessment; sets out alternative options for the provision of a library service for Cabinet to consider; and recommends Cabinet to endorse a new model for an "Independent Community Library Offer".

Cabinet are also recommended to request officers to continue to explore alternative models for the delivery of the Library Service to allow for longer term planning in anticipation of the need to make further budget savings in future years.

The report also identifies arrangements for the use of the Neighbourhood Centre model identified within the Property Strategy, as previously agreed by Cabinet, by the Wellbeing, Prevention and Early Help Service, which incorporates the proposed future arrangements for designated children's centres in Lancashire.

Based on the considerations and decisions set out above Cabinet is recommended to agree to revised proposals for the implementation of the Property Strategy identifying in particular the static libraries and children's centres it is proposed to retain for future service delivery.

Subject to these decisions Cabinet are also recommended to agree to instruct officers to consider the viability of Expressions of Interest received from community groups and other 3rd parties for the transfer of premises to them and bring a report

back to the October meeting of Cabinet for consideration.

This is deemed to be a key decision and the provisions of Standing Order 25 have been complied with.

Recommendation

Cabinet is recommended to:

1. Note the outcomes of the consultation as set out in the report.
2. Approve the Planning and Needs Assessment for the Library Service set out at Appendix "I" as the basis of determining the level of provision for the Council's statutory library service.
3. Approve the Library Strategy at Appendix "H".
4. Approve the proposed investment in the Mobile Library Service set out in the report.
5. Endorse the proposed model for an "Independent Community Library Offer" as set out in the report on the basis that these community libraries are **in addition to** the provision made by the Council to satisfy section 7 of the Public Libraries and Museums Act 1964.
6. Agree to continue to explore the development of alternative options for the future delivery of library services, including, but not limited to, the extended use of volunteers and the development of a potential model which would allow the Library Service to be run independently of the Council as described in the report.
7. Agree to the revised proposals for the implementation of the Property Strategy set out at Appendix "B".
8. Subject to approval of recommendation 7, to agree to consult on the proposal to discontinue use of Upholland Children's Centre, St Thomas the Martyr CE Primary School, on the basis set out in the report.
9. Agree that the buildings identified in Appendix "B" as not to be retained for future use are declared surplus to requirements and that the services delivered from them will be discontinued on the basis of the timeline set out at Appendix "P".
10. Instruct officers to consider the viability of the expressions of interest received in relation to the transfer of Council premises as set out in Appendix "B" and to bring back a further report to the next meeting of Cabinet for consideration.
11. Note the request from the Schools Forum for transition funding for schools with attached children's centres and that this will be the subject of future discussions between officers and the Schools Forum.

Background and Advice

At its meeting held on 12 May 2016 Cabinet agreed, for the purposes of consultation, proposals relating to the future configuration of the Council's property portfolio. The proposals set out a total of 132 properties identified for retention as neighbourhood centres, with the consequence that 106 premises were no longer required to deliver the Council's future pattern of service delivery.

The proposals agreed for consultation were developed in the context of the unprecedented financial challenge facing the Council, with a budget gap identified in the region of £200 million by 2020/21. The Money Matters report included on the agenda for this meeting revises this gap to £147.944 m. However, whilst this appears positive overall, the reduction in the gap reflects the inclusion in the Medium Term Financial Strategy of the impact of increasing council tax by 3.99% (including the 2% Adult Social Care Precept) in each of the next 4 financial years. This has not previously been included within the MTFS. This assumption of increased resources is partially offset by increasing spending pressures in addition those previously identified and agreed.

The proposals in relation to the Council's property portfolio were designed to ensure that all Lancashire residents can continue to be provided with high quality services and to provide a flexible response to future patterns of service delivery. The proposals were developed around the Neighbourhood Centre Model approved by Cabinet in November 2015, which is intended to provide a range of services from multi-purpose premises around the County taking account, in particular, of levels of deprivation.

The Consultation proposals, setting out the methodology for the review process and details of the Neighbourhood Centre Model are set out at Appendix "A".

The following sections of this report set out the details of the response to the consultation and how this information has been taken into account. The report deals separately with how the consultation response, along with the other factors set out in the report, has informed revisions to the original proposals in relation to the Library Service and the Wellbeing, Prevention and Early Help Service (WPEH), and recommends Cabinet to agree to revised proposals for the implementation of the Property Strategy as set out at Appendix "B".

The Consultation process and response

The consultation process commenced on 18 May 2016 for a 12 week period ending 14 August, comprising on-line and hard copy questionnaires, describing the proposals on a district by district basis. The sample consultation documents were presented to Cabinet on 12 May and can be found [here](#). In addition, briefing meetings for county councillors were held across the County, again on a district by district basis, and a number of meetings have been held with district and parish/town councils where that was requested. The Asset Management Team have also responded to many enquiries from councillors, members of the public and organisations on an individual basis.

15,000 hard copy questionnaires have been distributed in 13 versions:

- 12 individual district questionnaires
- 1 with all districts in one document

Around 95% of printed questionnaires are the individual district ones, with 5% being all districts (this is a 70+ page document intended only to be completed by people wishing to comment on multiple districts).

Unfortunately, shortly after distribution, it was realised that a question had been mistakenly omitted from the hard copies of the 12 individual district questionnaires when the final proofs were being created. This question was 'Thinking about this proposal, please tell us if there is anything else we need to consider or that we could do differently'.

Having realised the error the following actions were taken:

- An addendum sheet was distributed on 3 June by email to all libraries and children's centres with clear instructions. The centres were asked to print and insert addendum sheets into the remaining printed questionnaires in their centres. They were also asked to draw attention to the addendum for people returning completed questionnaires. As the questionnaires are anonymous, it was not possible to contact people who had already completed questionnaires without this question.
- Another print run was also organised, including the missing question. These new questionnaires were then distributed to libraries and children's centres week commencing Monday 13th June to replace any existing stock.

It was recognised that people who have completed questionnaires without this specific question nevertheless had the opportunity to have written down their ideas about how things can be done differently in the other two free-text boxes, in response to the questions: 'How will this proposal impact upon you?' and 'Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?'

Therefore when analysing the questionnaires any suggestions as to how things could be done differently from what is proposed have been extracted and included in the analysis of the final question to ensure that no suggestions have been missed or excluded. That this would be the case, and that all suggestions would be taken into account wherever they appeared on the questionnaire, was also made clear when the addendum sheet was issued so that people could be reassured that their ideas will be fully considered.

At the closing date for the consultation, 14 August, there have been 3,893 online responses and 3,826 hardcopy; a total of 7,719 responses. Responses have been continuously reviewed and considered as they have been received during the consultation period.

An analysis of the responses is set out at Appendix "C". Where responses have proposed alternative models of provision these are considered in subsequent sections of this report. All of the consultation responses can be accessed [here](#) and a hard copy has been made available in the Members' Retiring Room.

It must however be noted that, in view of the scale of the consultation response, it has not been possible to redact personal information from hard copy responses received, therefore access has been restricted to county councillors only and is not available to the public.

In addition to the consultation response, the Council has received a number of petitions and has hosted others on its website. These petitions are summarised in Appendix "C" (page 66) and can be accessed [here](#). Hard copies are available in the Members' Retiring Room.

The consultation process also formed a statutory consultation process on proposed changes to the network of designated Children Centres in Lancashire. The Wellbeing, Prevention and Early Help (WPEH) Service have also undertaken further consultation measures to ensure that service users have had additional opportunity to share feedback on the proposals, including how they believe the changes will impact on them. There have been a number of additional consultation methods employed as follows:

- A series of six independently facilitated focus groups for parents/carers who are users of children centres, held at a range of locations around the county. A summary of feedback points is set out at Appendix "E"
- A series of three independently facilitated focus groups for young people who are users of young people's services, held at a range of locations around the county, alongside one with Lancashire Youth Council. A summary of feedback points is set out at Appendix "F"
- A stakeholder focus group with representatives of key partner organisations. A summary of feedback points is set out at Appendix "G"
- A series of drop-in engagement sessions engaging over 900 service users were held at each existing children centre/young people's centre, led by service officers, to enable service users to find out more about the consultation proposals/share feedback and be encouraged/supported to complete the on-line/paper consultation questionnaire.

The consultation response on this aspect is again analysed in Appendices "C" and "D" and must be read and carefully considered before decisions are made on the revised proposals. Along with the other factors referred to later in this report, the consultation response has been an integral consideration in the formulation of revised proposals in relation to the Property Strategy which are set out at Appendix "B".

The consultation response has also informed the development of the Library Strategy referred to later in this report and found at Appendix "H", the Planning and Needs Assessment at Appendix "I", and the revised Equality Analysis documents at Appendices "J", "K" and "L".

The consultation feedback is summarised in more detail in Appendix "C" but taken overall it is clear that many respondents value greatly many of the services provided by the Council out of premises proposed for closure and are concerned about the impact on them of closure. Many premises, in particular libraries, are seen as an important community resource/asset and that closure would impact on access to information, learning help and development; would mean a loss of access to computers/the internet; have a negative impact on wellbeing, employment and education opportunities; and result in inconvenience to access future provision, due to cost and/or distance.

Appendix "D" sets out on a district by district basis a more detailed summary of the issues identified from the consultation, provides a response to those issues and explains the changes that have been made to the consultation proposals and why. (Note: for ease of reference the changes that have been made to the consultation proposals and why are also included in Appendix "B")

The following sections of the report deal first with the Library Service, followed by the Wellbeing Prevention and Early Help Service.

The Library Service

The Public Libraries and Museums Act 1964 – a "comprehensive and efficient service"

Section 7 of the Public Libraries and Museums Act 1964 provides that upper tier local authorities are under a duty to provide a comprehensive and efficient library service for all people working, living or studying full-time in their area that want to make use of it. Local authorities have the power to offer wider library services beyond the statutory service to other groups.

In providing a library service local authorities must, among other things:

- Have regard to encouraging both adults and children to make full use of the library service
- Lend books and other printed material free of charge for those who live, work or study in the area.

There are no specifically defined national standards for library provision, therefore it is up to each local authority to determine for itself what it considers is meant by a "comprehensive and efficient" library service. Each library authority must therefore determine what local needs there are and provide a service that meets the needs of their communities.

A number of principles can be identified from decisions of the High Court (usually in the context of proposed closures) which can be summarised as follows:

- A "Comprehensive" service cannot mean that every resident lives next to a library. Comprehensive means a service accessible to all residents using reasonable means, including digital technologies,

- Whilst digital technology might assist, distances to and the time taken to reach premises-based library provision must be reasonable and any particular considerations, whether physical disabilities, or created by age or family considerations, must be capable of being met,
- An efficient service must make the best use of assets available to meet its core objectives and vision, recognising the constraints on council resources,
- Decisions about the service need to be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across diverse communities within the local authority area

The first three of these factors formed part of the methodology adopted as part of the Property Strategy, applying a weighting and scoring methodology (Appendix "A", page 14) to identify premises to be retained as the starting point for public consultation.

The Neighbourhood Centre model, agreed by Cabinet in November 2015, is itself based on the principles contained within the draft Corporate Strategy which have been developed with a clear focus on areas of deprivation. The model identifies neighbourhood centres based on analysis of the indices of multiple deprivation across 34 service planning areas; approved service delivery budget options; and a dispassionate analysis of chosen datasets.

In addition, regard has been had to the outcomes of the Local Inquiry conducted in 2009 into the Public Library Service provided by Wirral MBC. This Inquiry was directed by the Secretary of State to consider Wirral's compliance with the s.7 duty, in particular whether Wirral had made a reasonable assessment of local needs in respect of library services; what those needs were; and on assessment of local needs had Wirral acted reasonably in meeting those needs through its proposals in the context of the available resources and their statutory obligations.

The [final Inquiry report](#) found that Wirral's re-structure proposals to be in breach of their statutory duty, therefore in finalising the proposals set out in this report full consideration has been given to the findings, and they have informed the Planning and Needs Assessment dealt with below.

In addition, the 12 week public consultation, supplemented by numerous meetings with other county and district councillors, other partners and stakeholders, has now been analysed to identify local needs and aspirations to determine what a "comprehensive and efficient service" looks like in Lancashire and, in turn, to inform the proposed Library Strategy. This "Planning and Needs Assessment" is described further in the following section.

The revised proposals recommended for approval also take account of the Council's general duty of Best Value to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness".

Statutory guidance issued by the Department of Communities and Local Government, revised in March 2015, provides that under this duty local authorities

should consider value overall, including economic, environmental and social value, when reviewing service provision.

These considerations, informed by the consultation responses, are an integral part of the revised Property Strategy proposals and the Library Strategy, indeed they reflect the principles that have been applied alongside the Council's duty to provide a "comprehensive and efficient" library service. In accordance with the guidance, the proposals taken overall, having regard in particular to the recommendations relating to the adoption of the Independent Community Library offer and continuing to explore alternative options for service delivery, plays in the long term to the strengths of voluntary and community groups.

Planning and Needs Assessment – The Library Service

Section 6 of the Local Inquiry Report in relation to Wirral MBC referred to above sets out the Inspector's critical analysis of the evidence submitted by Wirral regarding their assessment of local needs, on the basis of which the Inspector concluded that the Council did not act reasonably in meeting those needs.

The Inspector therefore analysed how the needs of communities had been considered, including the general requirements, as well as the special requirements of adults and children and other specific groups within communities – such as older and young people; men and women; unemployed people; BME groups; and disabled people – in advance of the Equality Act 2010 and the introduction of the Public Sector Equality Duty.

Drawing on the principles articulated in the Inquiry report the Planning and Assessment set out at Appendix "I" analyses demographic information in the context of the Council's statutory duty to understand and identify needs across the County against a wide range of factors. Based on this analysis the document identifies the key considerations for the Council to be satisfied that its Library Service is "comprehensive and efficient".

The analysis is wide-ranging, dealing also with broadband coverage – a factor identified in the Wirral Report; benchmarking expenditure against comparator authorities; and, importantly, population density, taking account of mobile library provision as well as static library points. The Planning and Needs Assessment also notes (Appendix "I", page 22) that, whilst there is no statutory definition of an acceptable level of reach for library services in terms of the distance that people live from libraries, both fixed and mobile, the Welsh Assembly has set out defined standards. Whilst it would be wrong to conclude that these can automatically be applied to Lancashire as a minimum standard, nevertheless they provide a useful point of comparison for the purposes of the overall analysis.

The Property Strategy consultation proposals in so far as they relate to library provision have therefore been assessed against the principles set out in the Planning and Needs Assessment and, along with the outcomes of the public consultation and all the other relevant information set out later in this report, have been revised as set out in Appendix "B" and described in more detail in the following section.

The Revised Proposals in relation to the Library Service

The Council's Library Service currently operates from 73 static libraries, along with the additional library services referred to later in this section. The proposals approved by Cabinet for consultation were on the basis that the number of static libraries would reduce, with a fully staffed library service being delivered from 37 neighbourhood centres and an additional 7 "satellite" services.

A satellite library service is an unstaffed library facility within a shared County Council building with other services being delivered from the same building. The service will have book stock and self-service technology as well as computer provision and customers will be able to request items in the same way that they can at other libraries.

A member of library staff will attend the library each week for a limited time to meet with customers, check that the book stock and other equipment is in order and deal with any other issues which may have arisen in the past week. The service providers in the buildings hosting a satellite library will be given appropriate training to support customers and signpost them towards further information from library professionals.

The proposal to support satellite libraries has also included an option to consider implementing a system which will allow access to the library with no staff at all in the buildings concerned. This will allow the Council to explore how efficiently an alternative library offer could develop as alternative model in the future. It is noted this still will require staff intervention but opening hours could be extensive and it also important to note this model would only work in certain localities.

The changes to the consultation proposals, on a district basis, that are recommended to Cabinet for approval are as follows:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
Burnley			
There are no changes recommended to the proposals as set out in the consultation.			
Chorley			
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.

	Service, Welfare Rights, Youth Offending Team		
Fylde			
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.
Hyndburn			
There are no changes recommended to the proposals as set out in the consultation.			
Lancaster			
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0- 11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate

			library service.
Pendle			
123. Brierfield Library	Not proposed for future use.	Subject to on-going consideration.	Subject to on-going consideration.
Preston			
There are no changes recommended to the proposals as set out in the consultation.			
Ribbles Valley			
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
Rossendale			
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
174. Bacup Library	Not proposed for future use.	Subject to on-going consideration	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with

			Rossendale Borough Council about future provision in the area.
180. Whitworth Library	Not proposed for future use.	Subject to on-going consideration.	Subject to on-going consideration.
South Ribble			
There are no changes recommended to the proposals as set out in the consultation.			
West Lancashire			
There are no changes recommended to the proposals as set out in the consultation.			
Wyre			
There are no changes recommended to the proposals as set out in the consultation.			

The network of buildings will be available for flexible use by all public facing services as appropriate with further colocation of services to be developed in response to service need and delivery of corporate priorities.

However, it is important to emphasise that static library points form only part of the service offer. Public use of the library service is starting to see a move away from visits to buildings towards the Service's digital offer, including a significant increase in visits to the Service's website, with 1,473,938 visits in 2015/16.

In addition to static library points the following library services will also continue to be provided:

- Six mobile library units which will complement static library provision and which will be deployed to best effect once decisions have been made on where physical library services will be delivered from. Details of future investment in the Council's mobile library service are set out below.
- As part of our digital offer a free e-book service which allows our customers to borrow books for the same loan period as physical books and which can be easily accessed via eReaders, computers, tablets, smart-phones and other devices as an alternative to borrowing traditional printed material. This is becoming an increasingly popular way to borrow books and has seen issues increase over the last three financial years with a 42.4% rise in e-book issues in the 2015/16 year with a total of 105,673 loans compared with 74,225 in 2014/15.
- A free of charge Home Library Service for citizens who are unable to visit their library because of age, disability or ill health. The home library service offers the loan of books, audio visual material and a request service. Loans can be delivered by volunteers if satisfactory arrangements for collection cannot be made.

The Home Library Service is a collection and delivery service for residents who live within the Lancashire County Council geographic area. Any Lancashire resident who is unable to visit a library due to age, disability or ill health is eligible to access the Home Library Service. The Home Library

Service utilises the full range of existing stock from the 73 libraries and 6 mobile libraries throughout Lancashire. Stock includes books, talking books, CDs, DVDs and MP3 talking books (playways.) An assessment will be made by a library manager and the service will be supported by a bibliotherapy officer who will support colleagues across the county.

- A school library service which is available by subscription to all schools in Lancashire including those outside Lancashire County Council's administrative boundary in Blackpool, Blackburn and Liverpool. The service is committed to Inspiring young readers to become lifelong learners with access to over 400,000 titles. A total of 282 schools subscribe to this service including 4 primary and 2 special schools. The service provides book loans, project loans to support the national curriculum, advice and guidance, teacher training opportunities and the promotion of reading for enjoyment through the Fantastic Book Award.

It should also not be forgotten that the universal library offer means that Lancashire residents who are members of the Library Service are free to access library services in other local authority areas, and vice versa. The location of libraries in other local authority areas means that many are accessible to Lancashire residents and the location of Lancashire libraries should not be seen in isolation.

This is universal across England and therefore our customers can access libraries across the country, most immediately all adjoining local authority areas. This is reciprocated by use from customers in other local authority areas. Valuable links also exist with two of Lancashire's universities, Lancaster and the University of Central Lancashire.

The revised proposals therefore mean that:

- at least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre library or satellite service.
- at least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop.
- at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop.

The Library Service are confident that, whilst the revised proposals involve the closure of a significant proportion of static libraries, the library offer overall will in fact not be diminished and will continue to exceed the minimum level of service required to provide a "comprehensive and efficient" service.

The Library Strategy

The Wirral Inquiry Report also identified as a concern the lack of a strategic plan for the Library Service, based on an assessment of need and a contemporaneous review of the service. The Inspector concluded that this hindered the Council being able to describe how its plans would meet the needs of and have due regard to

those who live, work and study in the council's area, including, in respect of resources, the general and specific requirements of adults and children.

In that context the Library Service has therefore reviewed its service offer in the context of the Planning and Needs Assessment and has prepared, for approval, a draft Library Strategy set out at Appendix "H". The draft Strategy identifies the priorities which the Library Service will focus on and the outcomes it aims to deliver for the people of Lancashire.

The draft Strategy demonstrates a commitment to the continued delivery and development of a strong public library service in the County, building on past successes but with a firm ambition for the outcomes to achieve in the future.

It directly responds to the emerging needs of communities and outlines how the Council will work with other organisations to deliver a comprehensive and efficient, responsive and modern library service.

The Strategy also takes full account of the outcomes of the earlier public consultation which took place in January 2016. All Lancashire residents and visitors had the opportunity to take part in the consultation which the Lancashire County Library Service undertook on service design, need and use with 10,566 questionnaires completed and processed, comprising 4,607 paper-based and 5,959 online. A summary of the responses received is at Appendix "M".

This consultation was publicised in all libraries as well as in museum buildings, archive and registration offices. Paper questionnaires were made available in all branches and staff were available to provide assistance to customers to complete the online version in branch.

Future Investment in Mobile Service Provision in Lancashire

Mobile libraries cover the whole of Lancashire, operating from 6 vehicles and making almost 800 stops.

Lancashire's mobile libraries carry a selection of books suitable for all ages, including large print, and in some cases talking books as well. Any item in stock anywhere in Lancashire can be provided on request. If the request is made online, then the item is often available on the next visit. Internet access is not available from Lancashire's existing mobile libraries.

Every mobile library is fully accessible, with a lift for people with mobility impairments. Because of the limited space available, the vans are not suitable for large motorised wheelchairs.

The operating costs of each mobile library is around £36,500 per annum, including salaries, fuel, repairs and maintenance, insurance, road tax and stock. Lancashire currently maintains a fleet of 7 mobile library vehicles. Six are operational at any one time with one held as a spare. The age of vehicles ranges from 6 to 11 years. The International Federation of Library Associations and Institutions suggests

the typical effective life of a mobile library vehicle is 10 years, therefore within the next 4 years Lancashire will have no library vehicles which meet this guideline.

The proposals for the future delivery of library services in Lancashire have recognised that the mobile library service has an important role to play in ensuring that the Service can continue to reach more rural areas of Lancashire, where people may otherwise have difficulty in accessing static library provision. It is therefore proposed to begin a programme of replacing the existing mobile library fleet to ensure that services to rural communities can be maintained and at the same time to take the opportunity to invest in a fleet which will give the potential for wider community based services, such as offering public internet access from the vehicle.

As part of the replacement programme for the mobile library fleet work must be undertaken to specify the precise requirements. Clearly, the fleet must be suitable for road and environmental conditions as well as to be able to meet the future needs of communities. An important element of design will be to determine the most effective solution to ensure previously unavailable public internet access. Mobile library vehicles also require custom coachworks. The design and build aspects means that it would take around 18 months to bring a replacement vehicle in to operation. Consequently, the first new mobile library vehicle would not be expected to be operational until April 2018.

The estimated cost of each replacement vehicle, including some ICT provision and internet access, is £120,000. To deliver the replacement schedule outlined above would require capital provision as follows:

Year	£
2017/18	480,000
2018/19	240,000
2019/20	120,000
Total	840,000

It is anticipated that the cost of replacement can be contained within the provision of Fleet in the re-profiled Capital Programme.

Alternative options – the Library Service

The imperative to ensure that the Council can secure financial sustainability beyond March 2018 means that we cannot afford any significant delay in either decision making or the implementation of the future model of library service delivery.

However, in moving forward, the Council has the option to continue to explore alternative models, where these provide additionality to our proposed services. A number of alternative community based models are set out in the Arts Council England guidance referred to above and an "Independent Community Library Offer" is recommended later in this report.

The government has responded to the changes in library delivery by establishing a Library taskforce in 2014. This task force has devised a number of toolkits for use in

local authorities and most recently has been out to extensive consultation around its plan for the future with a document called [Libraries deliver - Ambition](#):

The consultation sets out a vision of the value and impact of public libraries as a national network that delivers transformation and progress for people, communities and the nation. Once finalised, the Taskforce will publish its report along with an action plan showing how local and national government and the library profession will work together with local communities and other partners to make the shared ambition a reality. The consultation closed on 3 June. The response submitted by the Library Service was supportive of the Taskforce's proposals.

The consultation, in setting out a vision for the 21st century, is predicated on the public library network contributing to the delivery of 7 key areas:

- reading and literacy
- digital literacy
- health and wellbeing
- economic growth
- culture and creativity
- communities
- learning

The consultation acknowledges that the library network needs active management to make sure that it remains relevant to the needs of the public in the context that the majority of public libraries in rural and urban centres have seen dramatic changes in population, transport, technology and patterns of use.

Having reviewed a number of models of service delivery the taskforce sees responsibility and accountability for delivery remaining with local authorities, using their insight into local needs to draw up evidence-based plans for optimal service provision, supported by increased partnerships and programmes at national level.

In terms of evidence-based planning the taskforce refer to active superintendence relying on informed governance combining:

- accessibility of service points for the user community
- quality of services they provide, mapped to local needs
- availability of those services, including opening hours

They acknowledge that there is a need to incentivise libraries to exploit opportunities for collaboration, for example shared service models or combined authorities, which could effectively reduce the number of library management bodies over time. Where there is a reduction in the number of physical service points then they would expect the remaining libraries to provide enhanced services, i.e. fewer but better.

The taskforce therefore intends to publish guidance on how to conduct an evidence-based mapping and planning exercise, based on established good practice.

Before the consultation closed, the taskforce published the feedback that started to emerge from the consultation including views that respondents wanted the taskforce to draw out more the impact of austerity on library funding decisions and what providing a "comprehensive and efficient" service means in those circumstances. They have also acknowledged a split between those who think they aren't being ambitious enough and those who think they are in danger of being unrealistic in their ambitions given the funding available.

No date has yet been set for the publication of taskforce's final report.

The Society of Chief Librarians (SCL) has been the main negotiating body on behalf of public libraries with the government and other key stakeholders. SCL has built up a range of [key universal library offers](#) relating to the government's priorities.

These universal offers cover six key areas of service which customers and stakeholders see as essential to a 21st century library service. They are:

- Reading offer
- Public information offer
- Digital offer
- Health offer
- Learning offer
- Cultural offer*

*(*note: the SCL universal offers in their published document do not include a cultural offer; this has been added by SCL in June 2016 subsequent to the publication. SCL have confirmed that the new culture offer will be formally launched in 2017)*

The Library Service has responded to those offers and incorporated them into best practice in its business plan for the Service and in the draft Library Strategy which is presented for approval.

The following sections identify and comment on options that should be considered as an alternative to library closures:

- **Accessing External Funding**

The Council has in the past accessed external funding for the development of library service provision, notably Big Lottery Funding.

In 2007 the Big Lottery Programme announced that for the first time public libraries could bid for a pot of funding to support the development in their areas. The Council bid for £1.3m and was successful. The bid was called "Your Space" and this reflected how the Service would connect effectively with its local communities to develop the Library Service moving forward. Five years on the success of the project in connecting effectively with its local communities is clear.

The prime focus of the funding was to ensure that library services actively involved their local communities. As a result the service developed a constitution for "Friends" groups and several have developed across the county beyond 3 "Big Lottery

libraries" in different geographical areas. Friends groups have raised funds for their specific libraries to purchase equipment and improve library spaces to enhance the library offer.

The Big Lottery success defined the way in which the current Library Service operates within these flexible spaces with local communities and a further five libraries had major additional work undertaken to provide accessible toilets for all our customers.

In 2007 the Council also embarked on a "Regenerate" capital programme to improve the stock of library buildings. As well as the regenerate capital programme the children's centre capital programme enabled the service to redesign three further libraries on the same Regenerate principles as well as winning additional funding for one new build and full refurbishments for a further three from the Big Lottery community fund again using the design from the established Regenerate brand.

However, whilst external funding has been accessed and has led to improvements in service delivery, the availability of external funding has now significantly reduced and what funding is available tends not to be for capital projects, nor can it be used for core revenue funding purposes, rather it is typically focussed on special projects which enhance service provision. Therefore, whilst the Library Service and Friends Groups continue to be alert to the potential to access external funding, it is clear that this is not of the scale or scope to have any significant impact on the Library Service. It does not mitigate the need to make fundamental changes to the way in which the service is delivered, as proposed in the Library Strategy and in turn the revised proposals in relation to the Property Strategy which continues to involve a reduction in the number of fixed library premises.

- **Volunteer Models**

The Library Service already has one of the most successful partnerships with volunteers across the Council, with currently some 264 volunteers. The Service has designed volunteer role profiles for the volunteers as an enhancement to the Service rather than as a direct replacement for paid staff. For the last two years the Service has also successfully recruited over 300 young people to support the summer reading challenge.

More generally, across the Council and indeed the wider public sector in Lancashire, work is underway through the Lancashire Volunteer Partnership to recruit volunteers and redeploy them to best effect throughout public services.

However, the Library Service approach reflected in the Property Strategy proposals is to provide staffed libraries in areas of greatest need/deprivation. This approach has been adopted because experience demonstrates that it is these areas where there are often the most difficulties in recruiting and retaining volunteers.

Taking everything into account, whilst volunteers will continue to play an important part in delivering the Library Service offer, it is clear that the extended use of volunteers does not provide a realistic alternative other than in the context of the development of Independent Community Libraries as referred to later in this report.

- **Partnerships with other public sector bodies**

A number of local authorities have considered sharing the delivery of their library service, for example in Greater Manchester and in Bromley and Bexley. These are however examples of collaboration between library authorities, rather than between local authorities working in a two tier system.

In Lancashire, partnership arrangements with district councils have however also been developed. For example, Wheatley Lane Library was originally scheduled to close in 2006 but the local community and Pendle Borough Council put forward a proposal which ensured that the library remained open. This remained the case until March 2016 when the Borough Council withdrew funding from the site due to its own budget pressures.

However, as part of the Property Strategy consultation there have been discussions with a number of district councils about the possibility of them delivering the Library Service on behalf of the County Council. These discussions have however been on the basis of the district council proposing that the County Council continues to fund the service. These proposals therefore achieve, at best, only marginal savings and they do not therefore offer a realistic alternative to the Council's current proposals for the re-shaping of the Service.

In addition, discussions with other district councils have been in the context of them submitting expressions of interest in taking over County Council premises in the event of their closure and in some instances these may well develop into Independent Community Libraries as set out later in this report. In some instances this has taken the form of an offer to contribute to staffing or premises costs.

Wyre Council in particular have responded to the consultation expressing their support for the concept of neighbourhood centres and are actively exploring opportunities for co-location of services with other public sector bodies, for a range of services to be provided from community assets. Wyre have also proposed other potential arrangements as described in the following section.

- **Service delivery by an external organisation/community interest company/mutual**

Nationally a number of library authorities have decided to transfer library services out of their hands to external bodies, typically bodies established as not for profit companies or community interest companies (CICs), a prime example being York Library Service.

The York Library Service was transferred from the City Council in 2014 to an independent company established as an Industrial and Provident Society (a charity) on the basis of a 5 year contract to provide library services to the Council. The initial contract value was £2.2 million reducing further in the next two years from its establishment by £450k but also with the benefit of £1.7 million Heritage Lottery funding. The Society is member run with two thirds of the members being library users and one third staff.

The benefits of library services being outsourced in this way include the ability of the organisations being able to bid for other sources of money and encouraging philanthropy.

A number of Lancashire libraries do however already have "friends" groups which provide a platform for local community engagement to enable interested citizens to support and have a say in shaping local services. In addition the groups also have the opportunity to enhance and complement their local library service offer through various fundraising activities including application for grants.

Whilst models for library services using an external delivery vehicle have become more common, they are in no sense a panacea and must be seen in the context of the financial challenge facing the Council. In essence they amount to outsourcing with the service being delivered under contractual arrangements and there should be no assumption that they avoid job losses or even the potential closure of libraries.

As can be seen from the York model referred to above, this has been established on the basis of a reducing budget and will be heavily reliant on volunteers both to deliver services and to serve on the Boards of such companies. Critics of such arrangements also point to the loss of control and accountability and in the North West there is at least one example of such an arrangement failing, with the result that the service had to be taken back into the control of the local authority.

However, despite these reservations, whilst there would be a significant lead-in time to establish a viable "mutual" option, it is recognised that this is a potential option for future service delivery which the Council should now more actively explore.

As part of the response from Wyre Council referred to in the previous section of the report they have proposed the possible establishment of a CIC. Whilst their response is subject to ratification at Wyre's Cabinet meeting to be held on 7 September, the proposal is for a CIC to provide library services from the borough's three libraries included in the consultation proposals for closure. They consider that their evidence suggests that such a model could be financially viable, subject to a full business case being prepared, although there is an acceptance that a reduction in opening hours and/or the level of service provided would be required along with staff reductions.

An "Independent Community Library" Offer

The level of library provision identified within the revised proposals at Appendix "B" has been analysed against the principles contained within the Planning and Needs Assessment at Appendix "I" and are considered to provide a level of service that is sufficient to satisfy the Council's duty under section 7 of the 1964 Act.

However, the consultation responses in relation to library provision included the following issues which go beyond the core library service provision:

- Loss of access to computers/internet
- Loss of an important community asset/social value of facilities

- Accessibility re alternative provision/mobility issues/cost of travel
- Impact on young people's education – access to information and reading.

Some communities have the desire, and maybe the potential, to continue to operate a library service, including operating and managing the associated premises. The capacity to deliver a viable, ongoing service will however raise challenges. However, where that is in place then consideration should be given to providing additional support for community provision.

These "independent community libraries" would not be part of the public library network and not part of the statutory library service, therefore they would not form part of the "comprehensive and efficient" service which the Council has a duty to provide, they would be an additional resource. The proposed model is not restricted to Council libraries that close, the model can be applied to any premises, whether or not owned or linked to the Council.

In considering this offer regard has also been had to guidance issued by the Arts Council in January 2013 regarding community libraries, setting out some guiding principles. The report presents findings of research about the ways in which communities have been involved with their libraries, reflecting the financial challenge that public library services are facing and therefore having to test new ways of working with communities to build sustainable library services for the future.

The research indicates that community libraries are established out of the determination and passion of local communities and that intentions are long-term, not short-term, but could evolve to become a valuable part of 21st century public library services. However, it is important to re-state that the model being recommended to Cabinet is intended, at this stage, to provide an additional resource on top of the Council's statutory service.

Going forward however, if community libraries prove to be viable, and in the context of further financial challenges, then it may be necessary for Cabinet to consider independent community libraries becoming a more integral part of the statutory library service.

The Council is already committed to working constructively with community groups and local people to ensure that community asset transfer in Lancashire is successful. The Council's Community Asset Transfer Policy (CAT) (see the following section) states that applicants should either:

- Have the skills and capacity to effectively deliver services and manage the asset to be transferred and/or have access to the necessary skills and capacity; **or**
- Be aware of any need to build capacity within their organisation and demonstrate how they intend to do this, perhaps by working with the Council or other partners.

The proposals for CAT were established on the basis that this will be a 'whole transfer' and communities will be taking on the full costs of running the building and/or providing any services and as a result, no financial support or otherwise will be available from us once the transfer is complete.

However, in discussions with communities through the consultation process it has become apparent that some communities, who are interested in taking on responsibilities for both library service provision and the building asset, might need some additional help to make the transfer successful and to build the capacity enable them to ensure that it is sustainable in the long term.

In response to this it is proposed to provide some additional help to communities who have submitted an expression of interest to take on Council-owned buildings and who wish to use those for the continued delivery of a library service, to local people, for the benefit of the community, as an addition to the statutory library service.

It is proposed that the initial offer to communities to help them become established will include:

- A one-off payment of £5000 to help communities with any initial costs of setting up independent provision
- Providing shelving
- Providing an initial supply of books from the Council's bookstore
- Advice and guidance from a Community Library Development Officer. This will be a time limited role in place to 31/12/2018 and will be primarily focused on skills transfer to enable communities to sustain provision in the long term.

When independent community library provision is operational the Council will continue to provide support through:

- An annual grant of £1000 to help the community to provide some form of public internet access
- Access to the Council's stock request service, enabling people to request additional books from the Council's library catalogue and for those to be delivered to the Independent Community Library, on a weekly basis, if required

The costs to the Council of this proposed offer will be dependent on the number of communities who wish to take forward independent community provision. The estimated annual cost for year 1 and subsequent years for each Independent Community Library is set out in the following Table:

Estimated annual cost for year 1 and subsequent years

	£
Fixed annual cost to 31/12/2018	
Community library support officer – 1 FTE @ G8 support county-wide development	38,484
Initial set-up cost for each independent community library	
Set-up grant	5,000
Annual cost incurred by the County Council for each independent community library	
<i>Annual grant</i>	<i>1,000</i>

<i>Stock request and delivery – 2 hours per week @ £9.29 per hour</i>	966
<i>Mileage Costs @ £5 per week</i>	260
Total annual cost incurred by the County Council for each independent community library	2,226

Assuming 10 communities wish to progress an asset transfer including independent community library service provision the total cost to the Council, consisting of 2 years support from the community library support officer and initial set up grants, would be in the region of £127,000, the annual cost for subsequent years being in the region of £22,000 per annum.

The key benefit of this model is that if the local community has decided to establish independent community library provision then community funding will be able to tailor its services to community needs.

Consideration is also being given to the possible development of a "Premises Management offer" which communities can choose to purchase. The intention is that this would help to ensure that community groups could be provided with sound advice and guidance on how best to maintain a safe environment and, if required, to help transfer skills to those working within communities.

An offer would therefore in principle deal with issues such as health and safety including legionella testing, and repairs and maintenance. If a package can be developed then it is proposed that this would operate on the basis of a cost recovery model so that there will be no additional costs to the Council.

However, there are some significant obstacles to be overcome if such an offer is to be viable and therefore it is not possible to provide more detail at this stage and it may be necessary to tailor the offer to individual premises which transfer under the CAT process referred to later in the report. Regard also must be had to the need to build resilience into community groups taking over Council premises and a premises management offer carries with it the risk of creating dependency.

Community Asset Transfer Policy

In July 2016 the Deputy Leader approved a revised Community Asset Transfer (CAT) Policy to enable a proactive approach to CAT that allows not for profit organisations to express an interest in taking over the running of a Council asset declared as surplus, setting out a clear process for decision-making.

The framework for CAT is underpinned by the following principles:

- Any proposed asset transfer must promote social, economic or environmental wellbeing and/or support the aims and priorities of the County Council;
- Where the County Council is calling for expressions of interest relating to an asset transfer, we will consider each expression on its own merit and against a set list of criteria;

- Where the County Council is contacted by an organisation to discuss asset transfer of any building or land, we will open up the EIO opportunity to all community organisations.
- We will encourage collaboration between community based groups and the sharing of assets to optimise social value and value for money across Lancashire;
- Asset transfers to community based groups need to demonstrate benefits to local communities.
- CAT must be considered against the potential market value of an asset against conventional disposal.

The challenging financial settlement for the County Council means that it will increasingly need to develop alternative and innovative ways of meeting its objectives and CAT is one way of assisting this.

CAT must also be considered in view of the potential difficulties the Council could have in reclaiming assets once offered for community transfer and then sold on the open market. Any prospective transfer should be considered carefully in accordance with this policy as the asset could be formally registered under the Localism Act 2011 as being an asset of community value.

This could result in a more difficult situation if the County Council was looking to sell the asset due to the Right to Bid legislation and its restriction on open market sales. The approved policy will enable the County Council to develop and undertake community asset transfers of eligible properties to relevant community groups in a transparent, robust and consistent way.

The Expressions of interest (EOIs) that have been sought from organisations and groups that may be interested in CAT for buildings that may be declared surplus as part of the property Strategy will therefore be considered in accordance with the CAT Policy. Residents or a local organisation may decide that they would like to take on the running of the service and a building.

The current proposals are on the basis that this will be a 'whole transfer' and communities will be taking on the full costs of running the building and/or providing any services and, as a result, no financial support or otherwise will be available from the Council once the transfer is complete.

Where a CAT proposal is submitted and considered viable and appropriate it will take time to ensure that there is a managed and sustainable handover of the building and service to communities.

The Wellbeing, Prevention and Early Help Service

The statutory remit for children and young people's wellbeing, prevention and early help services are set out in two key areas of legislation as follows:

(a) Children's Centres

With respect to children's centres the Council has a duty under the Childcare Act 2006, supplemented by statutory guidance, which provides that the arrangements made by the Council must, so far as is reasonably practicable, include arrangements for sufficient provision of children's centres to meet local need which are accessible to all families with young children, and targeted evidence-based interventions for those families in greatest need of support.

The future Wellbeing, Prevention and Early Help (WPEH) Service has therefore been designed on an evidence base to meet the needs of children and families, particularly those in need of more intensive support. The new service is designed on the basis of fixed locations – neighbourhood centres – and outreach provision.

(b) The Young People's Service

Section 507B of the Education and Inspections Act 2006 provides that a local education authority must, so far as is reasonably practicable, secure for qualifying young persons in the authority's area access to sufficient educational and recreational leisure-time activities which are for the improvement of their wellbeing, and sufficient facilities for such activities.

There are no clearly defined national standards for what the local authority should deem as 'sufficient' in the context of either of the above statutory guidance. It is therefore up to each local authority to determine for itself what it considers effective in discharging its sufficiency duty in the context of local needs and in order to provide a service that meets the needs of children, young people and their families.

The revised proposals in relation to the Wellbeing, Prevention and Early Help Service

A similar range of considerations in relation to the assessment of need and the accessibility of premises proposed as children's centres and front-facing premises for the Young People's Service have also informed this report.

The WPEH Service offer and specification is at Appendix "N". This was finalised and amended to include feedback from extensive consultation undertaken with staff, service users and stakeholders arising from formal consultation on the service offer and principles during Feb/March 2016.

The future WPEH Service has been designed on an evidence base to meet the needs of children and families, particularly those in need of more intensive support. The new service is designed on the basis of service delivery through fixed locations – neighbourhood centres – delivering both a programme of group based and drop-in support, learning and developmental activities as well as one to one targeted support for children, young people and their families in the local area. This will be supplemented by outreach provision to meet the particular needs of individuals, groups or outlying/isolated communities.

The Neighbourhood Centre model, agreed by Cabinet in November 2015, is based on the principles contained within the draft Corporate Strategy which have been developed with a clear focus on areas of deprivation. Responding to needs through outreach based provision may involve the service in meeting service users in a range of locations in the community as well as neighbourhood centres. These may include partner locations (e.g.: schools/ health centres/ church halls/ voluntary agencies), public places (e.g.: cafes) as well as within the service users own homes.

The service will use its fleet of vehicles, including mobile centres (of which it currently has 8 units) to provide some visible presence in key settings and promote access to the Service. The Service may be minded in the future to extend the current fleet of mobile service units to ensure more effective coverage of all twelve district areas. Additional mobile units may be particularly effective in responding flexibly to 'hotspots' around young people's needs and anti-social behaviour, and in support of multi-agency working. Each additional unit would cost in the region of £55,000 capital investment with moderate annual running costs around £8,000 per annum.

The WPEH Service will also maximise the use of digital information service provision and use of social media as a helpful platform both for service provision and service user communications.

The changes to the consultation proposals, on a district basis, that are recommended to Cabinet for approval are as follows:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
Burnley			
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach).	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0-19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.
Chorley			
28. Chorley Library	Proposed for future use by	Proposed for future use by WPEH 12-	Utilise Highfield Children's Centre for

	WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.
Fylde			
There are no changes recommended to the proposals as set out in the consultation.			
Hyndburn			
There are no changes recommended to the proposals as set out in the consultation.			
Lancaster			
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune

			Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team.	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this

	Offending Team.		building will enable the service to better meet access and reach requirements.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
Pendle			
There are no changes recommended to the proposals as set out in the consultation.			
Preston			
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's social care.	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.

Ribble Valley			
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
Rossendale			
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights.	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
South Ribble			
197. Wellfield Children's Centre, Wellfield High School,	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however	The building provides a local facility for the delivery of schools training and

Leyland		proposed to be retained for use by Traded Services (Start Well).	development functions.
West Lancashire			
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.
Wyre			
There are no changes recommended to the proposals as set out in the consultation.			

The network of buildings will be available for flexible use by all public facing services as appropriate with further co-location of services to be developed in response to service need and delivery of corporate priorities.

The Service offer, specification and associated staffing model for the WPEH Service is set out at Appendix "N".

Access and Reach considerations for WPEH Service

The core children centre offer/universal statutory responsibility for provision of access to certain early childhood services means that the location of 'points of access' to services through neighbourhood centres which will operate as designated children centres in Lancashire have to meet certain standards of 'reach' and 'accessibility' as defined in the statutory guidance as set out by the Department for Education.

The WPEH Service has considered these matters in detail in considering the appropriate network of neighbourhood centres to use in the future for service delivery and the impact of this on existing centres used (particularly where designated children centres are concerned). Further details of the impact of proposed changes to locations and the impact on reach and access are set out at Appendix "O".

The impact of operating from a reduced number of (neighbourhood centre based) service delivery points for WPEH by comparison with current service delivery points has been analysed. This has been based on the percentage of children and young people who reside within a 1.5mile radius of a centre (now and in the future).

The 1.5miles distance highlighted is the numerical distance which has been attributed to the children centre national statutory reach guidance. This is based on assessment of walking rather than public transport distance and indicates that it is preferable for access points to be within a 30 minute pram pushing distance (from home). It is recognised that this may be a challenge for some families but would generally be seen to be a reasonable interpretation of distance that can be covered at an ambling walking pace (1 mile – 20 minutes).

The WPEH Service recognises that an urban 'pram pushable' model presents different challenges for dispersed rural populations. The future WPEHS delivery model encompasses outreach methodology to ensure that more remote families can be supported and may make use of existing community spaces; developing joined up ways of working with parish councils, voluntary organisations and those who already serve the rural community, e.g. Health services, Churches, Schools etc. to help us identify families with additional needs; and implementing peripatetic family support services to those families who have additional needs.

It has been identified that currently:

- 98% of the Lancashire's most deprived 0-4yr olds, and
- 80% of Lancashire's least deprived 0-4yr olds

are within a reasonable access distance of a children centre provision.

Based on the future usage model outlined in the consultation proposals for WPEH Service, analysis indicates there will be some reduction in access, where the percentage population comprising:

- The most deprived 0-4yrs within radius may reduce to 94% (a 4% drop in access).
- The least deprived 0-4yrs within radius may reduce to 63% (a 17% drop in access).

From further analysis of the differential impact in different districts with respect to the most deprived children and young people:

- For 4 districts (Burnley, Pendle, Preston, West Lancashire) they experience negligible levels of change (less than 1%) with regard to access to services within the defined range
- A further 4 districts (Hyndburn, Lancaster, Ribble Valley, Wyre) experience change for up to 10% of the cohort no longer residing within the defined range.
- There are 4 districts (Chorley, Fylde, South Ribble, Rossendale) where reduced access within the defined range impacts on between 10-18% of the most deprived children and young people in their areas.

Whilst the impact is more acute on the least deprived children, this is commensurate with the aspiration that future services will be targeted primarily to those in most need.

Assessment of Needs – Wellbeing Prevention and Early Help

The Property Strategy consultation proposals in so far as they relate to Wellbeing, Prevention and Early Help Service provision have been assessed against the principles set out in the WPEH Service demand and resourcing model which is outlined in the Service offer and specification (Appendix "N") and, along with the outcomes of the public consultations and all the other relevant information with regard to needs, have been revised.

The Neighbourhood Centre model itself, agreed by Cabinet in November 2015, is based on the principles contained within the draft Corporate Strategy which have been developed with a clear focus on areas of deprivation. As such the Service is confident that Neighbourhood Centres will provide a suitable and accessible outlet for access to service provision and the allocation of resources delivered through Neighbourhood Centres has been done in direct proportion to local needs.

The WPEH Service has developed a demand and resource allocation model and a service delivery specification for group based programmes, ensuring capacity to:

- Respond to 10,000 early help 'cases' per year based primarily on Level 2 of the Lancashire Continuum of Need and those where a joint working plan has been agreed with Children's Social Care for Children in Need/ Child Protection cases, and
- Deliver 452 group based or drop-in, programmed delivery sessions per week through neighbourhood centres and/or as part of outreach work

WPEH Service will use the Common Assessment Framework to assess children, young people and families and identify unmet needs. It will adopt a 'team around the family' approach and act as Lead Professional for families where appropriate. In delivering its services from neighbourhood centres a flexible programme will be offered where the allocation of resources will be based on needs and largely targeted to those most vulnerable, but also including some universal drop-in services and groups.

The programme at neighbourhood centres for WPEH Service delivery will operate to a core delivery specification (of around seven delivery sessions per week) which may be split across two specific neighbourhood centres in order to better respond to the different access needs of children/families and young people.

One identified neighbourhood centre in each 'district' area will act as a focal point for key service provision and provide an enhanced delivery specification (twelve delivery sessions per week), though this may also be split across two centres for the same access reasons.

Within this number of delivery sessions the service is accessible when most needed, Monday- Friday (inclusive), throughout the daytime and provide some evening sessions, largely focussed on young people. The service will also provide some weekend opening hours as needed.

Equality and Cohesion

In order to fully comply with the requirements of the Public Sector Equality Duty it is important that the Council, when making its decision as to the future pattern of service delivery provided through its property portfolio, is fully informed of the potential impacts on citizens with protected characteristics.

At its meeting held on 26 November 2015 Cabinet considered a report setting out the requirements of section 149 of the Equality Act 2010 which requires public authorities to pay "due regard" to the equality duties contained in the section in carrying out all their functions, commonly referred to as the "Public Sector Equality Duty" (PSED). The report can be found [here](#).

In summary, s.149 of the Equality Act 2010 requires the decision maker to have due regard to:

- the need to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act;
- advance equality of opportunity between persons who share a "protected characteristic" and those who do not share it; and
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Equality Analysis (EA) published with the Property Strategy in November 2015 has been reviewed and updated to take account of the outcomes of the consultation process and is set out at Appendix "L". It provides a detailed explanation of what the duty requires and which analyses the potential impact of the recommendations emerging from the consultation.

Similarly the Equality Analyses relating to the Library Service and the WPEH service have also been updated in the light of the outcomes of the consultation and are set out at Appendices "J" and "K".

District Equality Analyses Respondents Protected Characteristics Data is set out at Appendix "Q".

It is important to note that the PSED came into operation on 5 April 2011, a time of straitened public resources, and the courts have made it clear that budgetary constraints do not detract from the force of the PSED and a tight budget does not excuse non-compliance with the PSED, on the contrary the need to assess impacts is as great, if not greater.

It is therefore important that Cabinet Members, when considering the decisions they are being asked to make, read and consider carefully the Equality Analysis documents and ensure that they have complied with the PSED as described in detail in the report referred to above.

Possible Asset Transfers – Expressions of Interest Received

To date, expressions of interest have been received and logged in respect of 115 individual premises – these range from expressions regarding individual buildings to expressions relating to any facilities in certain districts. Organisations were asked to submit expressions of interest (EOIs) by 14 August so that Cabinet could be informed of the potential scale of interest in asset/service transfers.

This means however that there has been insufficient time for officers to assess the EOIs in advance of this meeting of Cabinet, therefore it is proposed that Cabinet agree to instruct officers to consider the viability of the expressions of interest received in relation to the transfer of Council premises as set out at Appendix "B" and to bring back a further report to the next meeting of Cabinet for consideration on the basis of the principles set out in the report in relation to community asset transfer and, if approved, the proposed Independent Community Library Offer.

However, given the possible timescales to achieve asset transfers when balanced against the need to achieve savings, it is not proposed that premises for which EOIs have been received will remain open pending transfer; it is proposed that Cabinet agree that services to be delivered from premises not to be retained will be discontinued in accordance with the implementation timeline at Appendix "P".

Where organisations such as district councils may have, or may wish to, express an interest in funding services which may otherwise close, there is therefore an opportunity before the proposed closure date to submit firm proposals, in which case where those proposals are viable, and involve no continuing cost to the Council, the premises may remain open so that services can continue to be provided.

A number of organisations and stakeholders have also proposed the co-location of services to make better use of facilities and these options will continue to be explored to achieve cost and efficiency savings where appropriate.

Proposed Timetable for the Establishment of Neighbourhood Centres

Details of the proposed implementation timeline for the establishment of neighbourhood centres are set out at in Appendix "P".

The proposed timeline sets out details of five broad categories of buildings as follows:

1. Accommodation is considered fit for purpose for proposed future use and which LCC will continue to be reviewed for best use of space.
2. Works are required to create a Lancashire County Council Neighbourhood Centre, phased between 1st January 2017 and 31st March 2020.
3. Lancashire County Council service delivery will cease on 30th September 2016.
4. Lancashire County Council service delivery will cease between 1st October and 30th November 2016.
5. The full library service will cease between 1st October and 30th November 2016 but there may be a period of transition as satellite libraries are delivered.
6. Subject to ongoing discussion.
7. Lancashire County Council service delivery in the building will cease by 31st March 2017 and LCC will plan the response where there are other organisations occupying.
8. Lancashire County Council service delivery will be relocated to Neighbourhood Centres between 1st January 2017 and 31st March 2020.
9. Are subject to further consultation.

As noted in the preceding section, where organisations such as district councils may have, or may wish to, express an interest in funding services which may otherwise close, there is therefore an opportunity before the proposed closure date to submit firm proposals, in which case, where those proposals are viable, and involve no continuing cost to the Council, the premises may remain open so that services can continue to be provided.

Summary:

- **Libraries**

The financial pressures that the Council faces are unprecedented and more than ever those pressures mean that cost-effective solutions must be identified to be able to finance a "comprehensive and efficient" library service. The same principle of course also applies to all Council services, many of which are, like the library service, statutory and which are delivered to vulnerable people.

It is also important that changes in the library service must be capable of being delivered in the short-term, the Council does not have the luxury of any significant delay whilst potential longer-term options are developed as to do so would inevitably mean that the longer-term impact on the service would be far greater. Equally the use of reserves to maintain the current level of provision has the same effect and savings must be delivered, to put the service on a sustainable basis, before reserves are expended.

There is no easy, off the shelf solution which will allow the service to continue in its current form without having to achieve savings. Whilst options such as outsourcing to a mutual may seem simple, even if such an option can be developed to be a viable alternative, inevitably such options still involve job losses and funding cuts.

As the report explains, the service offer which is proposed takes full account of deprivation indices, the distance that library users must travel to access a library service and a wide range of other factors which go to a holistic assessment of ensuring that the Council will continue to deliver a "comprehensive and efficient" service. Notwithstanding the reduction in the number of static libraries, it is considered that the level of service will continue to be well beyond any reasonable view of what a minimum statutory service must be.

Buildings are of course only one way in which a library service is delivered and the model of neighbourhood centres will allow access to the service to a much wider section of the public than is presently the case. The library service as a whole, as described in the report, taking account of the continued use of mobile libraries, "satellites", the home library service and virtual library service, with a greater emphasis on a digital offer, will ensure that a sustainable 21st century library service can continue to be delivered.

The proposed development of independent community libraries, in addition to the statutory service, will also allow a longer term assessment to be made of the viability of community-led provision with the potential to move in the future to an external delivery model.

In summary, the proposals for library provision which form part of the revised property strategy proposals are in no way a "quick fix", nor are they in any sense short-sighted cost-savings, rather they are a measured response to a pressing financial imperative

- **Wellbeing Prevention and Early Help**

The Cabinet's proposals, approved in November 2015, for public consultation were designed to transform and fully integrate a range of services within WPEH outlining a new service offer, delivery model and specification. Consultation had been undertaken during February/March 2016 and over 3000 responses were recorded from staff, stakeholders and service users.

Amendments have now been made to the service offer and specification in the light of the outcomes of the latest public consultation and the revised model is considered to be an effective model to deliver an integration of existing core offers for Children's Centres, Young People's Provision, Prevention and Early Help and Lancashire's response to the national Troubled Families Unit national programme.

The children centre offer in Lancashire will in future be delivered as part of this integrated service. The future governance arrangements for the new WPEH delivery model, through which the children centre core offer will be provided, will adopt a group

delivery model arrangement in which 'children centre services' will be clustered at a 'district level'.

Each group will include main centres and linked sites as appropriate. These will be indicative of the scale of provision delivered at each site, however, all will include delivery of early childhood services within a wider 0-19+yrs service. The scale of provision is determined by the availability of 'core' or 'enhanced' resources deployed at each centre and this will determine whether a centre is designated as a main centre or as a linked centre.

The impact of the proposed changes in relation to designated children's centres, linked provision and outreach services is shown at Appendix "O".

The Service are confident that the future delivery model will ensure effective delivery of a wide range of support across the 0 -19yrs+ age range within the context of a whole family response and strongly contribute to the delivery of Public Health responsibilities. The new model will further align with the ongoing re-procurement of Public Health services and create future opportunities to consider the integration of other services like Health Visiting and School Nursing.

The finalised delivery model presents future service delivery arrangements, scope and scale of provision which is considered to be 'sufficient' in discharging the Council's duties under the Childcare Act 2006.

Legal Implications

As well as the specific duty under s7 of the Public Museums and Libraries Act 1964 the Council is also subject to a general duty of best value to "make arrangements to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness".

Best Value Statutory guidance issued by the Department for Communities and Local Government, revised in 2015, makes clear that this duty applies and includes economic, environmental and social value when reviewing service provision. The relevance of the best value duty is that it formed a substantive ground of challenge in a High Court challenge and, whilst the challenge was lost, set a high benchmark for other local authorities where decisions simply reflect the need to make cuts without reinvesting in widening access to the remaining library service. It is also relevant to the consideration of proposals from community groups wanting buildings or services to transfer to them.

Financial Implications

The overall context

The Council achieved a small underspend of £0.601m in 2015/16. However, the Council continues to face significant financial challenges over the next 5 years, a position that has regularly been reported to Cabinet in the Medium Term Financial Strategy that was previously reported to Full Council to be £196.444m.

The Money Matters report included on the agenda for this meeting revises this gap to £147.944 m. However, whilst this appears positive overall, the reduction in the gap reflects the inclusion in the Medium Term Financial Strategy of the impact of increasing council tax by 3.99% (including the 2% Adult Social Care Precept) in each of the next 4 financial years. This has not previously been included within the MTFS. This assumption of increased resources is partially offset by increasing spending pressures in addition those previously identified and agreed.

The Council has previously agreed property strategy savings of £5.000m in 2017/18. One-off transitional funding of £2.000m from reserves was agreed for 2017/18 to reflect expected slippage on this delivery.

Revenue savings

The Property Strategy also facilitates more substantial service expenditure reductions approved by Full Council as follows:

- The Wellbeing Prevention and Early Help Service - c£8.4m over 2016/17 and 2017/18
- The Library Service - c£6.1m over 2016/17 and 2017/18

The closure of the properties as proposed in the report will result in a reduction in revenue running costs from corporate premises. An initial investment in condition, suitability and sufficiency of the remaining premises would be required but this would to some degree be offset by the capital receipts from owned or freehold premises vacated and disposed of and the reduced requirement for investment in condition works of the vacated premises.

Property savings

The financial implications of the property decisions outlined in this report are as follows:

- Total current running costs of premises in scope - £5.9 million
- Estimated running costs reductions - £1.6 million

These figures are lower than reported to Cabinet in May 2016 due to the removal of buildings within the costings that are working towards their own independent saving rather than being part of this saving e.g. Woodlands. The saving is also reduced due to the inclusion of more buildings that will remain open and some revisions to the running costs and income generation at each building.

The running costs of the 28 externally commissioned children's centre buildings are contained within operational budgets and the running costs savings in respect of these premises will materialise within the reduced budget envelope for the Wellbeing Prevention and Early Help Service.

Capital receipts

The disposal of surplus property has the potential to raise significant capital receipts. However, there will be potential off-setting charges in respect of dilapidations in respect of leasehold premises where the lease is surrendered. Realisation of capital receipts is also dependent upon the extent to which community asset transfers are agreed. Subject to those caveats the overall financial position is as follows:

- Estimated capital receipt from sale of vacated premises £8-11 million
- Estimated dilapidations costs (terminated or surrendered leases) £1-1.5 million

In order to ensure that the future property portfolio is fit for purpose to provide high quality services and to accommodate building modifications in the move to Neighbourhood Centres, the Council has made capital resources of £20m available within its approved budget for investment in Neighbourhood Centres.

In line with new Government legislation taking effect from 1 April 2016, capital receipts are included in the Medium Term Financial Strategy to support revenue. The estimated figures for capital receipts detailed above could change as a result of:

- Open market conditions at the point of sale of individual properties;
- The outcome of the consultation and decision making process;
- Proposals to transfer surplus properties to third party organisations at a nominal sum as an alternative to sale on the open market.

Possible clawback

A number of Children's Centres are identified within this report as no longer being required to deliver the Council's future pattern of service delivery of WPEH services within the Neighbourhood Centre model. If this proposal is agreed by Cabinet, there is a potential risk of financial claw back in respect of government funding used to develop these premises when they were first established. The maximum risk of clawback for these premises is estimated as £8.8m, being calculated on a sliding scale over a period of 25-50 years.

The basis of the clawback provisions is that where local authorities dispose of or change the use of buildings funded wholly or partly through capital grants then they must be re-paid. However, if the Department for Education is satisfied that the funding for the asset will continue to be used for purposes consistent with the grant, then repayment may be deferred.

In that context, as noted above, the Council has made capital resources of £20m available within its approved budget for investment in Neighbourhood Centres which are central to the delivery of the WPEH Service. The children centre offer will in future be delivered as an integrated model as described in the report and the combination of designated centres, linked provision and outreach services set out at Appendix "O" demonstrate that the Council is retaining substantial investment in the service, therefore its position is that there is no case for clawback being imposed

However, in the event that clawback does arise, the decision to close children's centres would need to be considered against the ongoing revenue savings in respect of the WPEH Service referred to above and would need to be funded from the Transitional Reserve.

Children's centres attached to schools

As regards Children's Centres attached to Schools where it is either proposed to cease activities or to provide a different service, the Schools Forum have expressed concerns about the potentially detrimental impacts this could have on individual schools finances.

In particular they are concerned about timescale for the proposed changes in service from schools which they feel gives head teachers and governing bodies limited time to find alternative uses for the premises. Schools Forum are therefore seeking transitional funding to allow schools to secure additional income to make up for the expected loss of funding.

How each school financially interacts with its Children's Centre is different but the majority of schools recover costs from the Children's Centre budget for premises costs and the school staff involved in managing and operating Children's Centres. The impact on individual schools will depend on a variety of factors including the exact interaction of the School with the Centre, the costs incurred currently, building condition, the alternative uses individual schools can find for the facilities and the nature of remaining provision within the Centres.

Without further detailed work being undertaken it is therefore difficult to provide an accurate estimate of costs but the scale of the impact is expected to be in the region of £0.5 – 0.7m, albeit the individual school impacts are likely to vary considerably.

This issue is to be the subject of further discussion between officers and the Schools Forum.

Staffing Implications

- Libraries

A draft staffing structure for the Library Services based on the consultation proposals has been shared with staff and the Trade Unions for consultation purposes. However, pending final decisions being made by Cabinet no further action has been taken in relation to implementation other than in respect of those parts of the wider Libraries, Museums, Culture and Registrars Service which are not directly related to the operational Library Service, for example the Registration Service and the School Library Service.

Prior to consultation on the initial proposed staffing structure (based on the consultation proposals in relation to the Property Strategy) there was estimated to be a reduction of around 50 posts at grades 6 and 7 although this would have been mitigated by options at grade 4. There was also estimated to be a small number of staff at grade 10 and above at risk of compulsory redundancy.

However, following the consultation with staff and trade unions more grade 4 posts are now available than anticipated and there has been some turnover in staff along with increased interest in voluntary redundancy. Whilst it is not yet possible to be certain, it may therefore be that, overall, there are sufficient jobs for staff although this is likely to involve some changes in jobs and work bases, which may be for lower graded jobs.

- Children's Centres

The Wellbeing, Prevention and Early Help Service comprises c.554 fte staff across the Children Centres, Young People's Service and Early Support. Within this, c.157fte staff are linked to 'externally commissioned' Children Centres, in either school/nursery based settings (c.117fte) or within a small number of voluntary organisations (c.40fte).

The staff in these external settings are wholly dedicated to delivering the children centre offer and are therefore eligible for consideration within the WPEH Service transformation and were TUPE transferred to the Council with effect from 1 September 2016. A total of 136.81 FTE staff were transferred.

The agreed staff structure for WPEHS includes 552fte posts, which indicates that overall there is a close correlation between the number of existing eligible staff and posts available, suggesting that the risk of compulsory redundancy may not be high. However, the agreed structure has significantly shifted the profile of the structure towards frontline delivery posts, and as a result there are high risks of displacement for some staff in managerial, business support and technical roles as a result of ring-fencing arrangements and absence of alternative offers of suitable alternative employment.

This has the potential to accrue up to 127fte compulsory redundancies. However, this could yet be mitigated by further voluntary redundancy approvals and/or staff leaving the organisation prior to restructuring.

Consultations

The proposals agreed by Cabinet on 12 May have been the subject of a 12 week public consultation as described in the report. The outcome has informed the development of the Library Strategy, consideration of alternative options as set out in the report, the revised proposals in relation to the Property Strategy and the Community Library Offer.

Similarly the consultation (along with earlier consultations) has informed the revised proposals in relation to the WPEH Service model as set out in the report.

The outcomes have also informed revisions to the Equality Analysis documents referred to above.

Risk management

The Council's Risk and Opportunity Register identifies at CR1 "Failure to implement the Council's Medium Term Financial Strategy including the delivery of planned budget reductions" as carrying a maximum risk score.

The delivery of the Council's Property Strategy is key to the delivery of significant elements of the MTFS. One of the key mitigation measures identified is to carry out an effective consultation exercise as described in this report.

The report proposes that 53 premises will be maintained as designated children's centres with a further 7 retained as linked provision. 10 existing centres are therefore no longer required to deliver the future pattern of service delivery by the WPEH Service within the Neighbourhood Centre model. These proposed closures involve a potential risk of claw back of Government funding used to develop these premises when they were first established. The maximum financial exposure is estimated to be £8.8 million

List of Background Papers

Paper	Date	Contact/Tel
Responses to County Council 12 week consultation		Chris Mather/01772 533559

Property Strategy

(Neighbourhood Centres) – Consultation Proposals

12 May 2016

Note: This document and the minor corrections shown on the last page were presented to Cabinet in May 2016

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Property Strategy

Introduction

The Council is facing an unprecedented financial challenge. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

A key element in the delivery of those services is the property portfolio from which Lancashire's residents can access those services and from which the Council's employees can deliver outreach services into the community.

This report sets out proposals for the future configuration of the Council's property portfolio. The proposals are designed to ensure that all Lancashire's residents can continue to be provided with high quality services. How individual Council services are delivered varies considerably; many are delivered directly to people's homes, others required fixed infrastructure and others involve digital delivery. The property proposals are designed to provide a flexible response to the future patterns of service delivery.

The proposals have been developed around the Neighbourhood Centre model set out in the Council's Property Strategy approved by Cabinet in November 2015. The proposals set out are the result of a review process that has consisted of three components:

- Data analysis
- Dialogue with elected members and partners
- Consideration of how proposals align with service delivery strategies, in particular; Libraries, Children's Centres and the Young People's Service

Whilst the report sets out proposals based upon this review, it is now important that a comprehensive consultation takes place with service users and the wider community before a final set of proposal can be considered by Cabinet at its meeting in September 2016.

An important part of our proposals is the creation of Neighbourhood Centres, which will provide a range of services from multi-purpose premises around the county. This strategy aims to provide the County Council with:

- A smaller and more affordable property portfolio
- A move away from service specific premises to a corporately managed property portfolio offering flexibility of use in order to ensure future efficiency savings can be coordinated and realised
- A network of Neighbourhood Centres which provide community focussed multi-functional buildings tailored to deliver high quality specific services within identified areas

In some circumstances, we will seek to operate a service from the property of another provider/partner as this may be preferable to existing County Council properties in a given neighbourhood.

This report sets out:

- The process carried out in assessing the buildings within scope of the Property Strategy review; and,
- A proposed list of properties which are proposed for retention as Neighbourhood Centres.
- A proposed list of premises that will no longer be required to deliver the Council's future pattern of service delivery.
- How interested groups can express their interest in potentially surplus premises.

It is intended that the proposals set out in this report will form the basis of a 12 week public consultation before final consideration and decision making at Cabinet in September 2016.

Future Opportunities

This review is a first step in delivering a portfolio of premises fit for purpose in accommodating county council services within communities. More detailed consideration will be given to identify longer term provision of Neighbourhood Centres in a small number of areas. This is due to a lack of existing suitable accommodation solutions in the short term that may require the development of new build solutions, in areas such as Burnley, Fleetwood and Preston.

Some buildings have been retained to ensure that there is a service delivery point within a rural or isolated community. As a result, some Neighbourhood Centres may not meet the aspiration of full utilisation and therefore may only require limited opening hours. The Neighbourhood Centre model will continue to evolve and all opportunities to maximise use of retained buildings will be considered.

There are early indications from some partners of a willingness to co-locate some of their services within the Neighbourhood Centre model. These options can be further explored throughout the consultation. Similarly, we will continue to explore use of partner premises.

As public sector organisations develop closer collaboration in the delivery of property focussed programmes such as One Public Estate, and economic development programmes such as City Deal, there will be greater opportunity to identify suitable options and enable better co-location of County Council and partner services.

Similarly, the drive to integrate health and care services and potential opportunities through the development of the Lancashire and South Cumbria Sustainability and Transformation Plan could lead to improved facilities that will accommodate health and care services in the community.

Review Process

In making such a wide reaching change to how our services are configured in buildings across the county, it is important that we take the time to properly consider the available options, impact and opportunities for delivering differently and in ensuring that service users, stakeholders and partners are given opportunity to contribute and consider proposals.

In doing so, we have set out four stages to identifying the right portfolio of properties that will serve as Neighbourhood Centres to ensure that they are established in the right locations. This includes:

Stage One – the identification of a long-list of properties considered suitable for public-facing service delivery. This list of properties, their location and the range of county council services currently delivered from them was set out in the Property Strategy published in November 2015.

Stage Two – property review: the development of a list of preferred properties considered most suited for retention taking into account:

- data analysis
- dialogue with elected members and partners
- consideration of how proposals align with service delivery strategies e.g. Libraries, and the Wellbeing, Prevention and Early Help (WPEH) Strategy

The LCC property data sets have been scored and weighted to give an indication of the benefits each building offers from a property perspective. The methodology is set out at Annex 1.

Stage Three – this report now sets out a full list of preferred properties considered most suitable for retention as Neighbourhood Centres and points of service delivery. This list forms the subject of the proposed public consultation and provides an opportunity for further discussion with partners before reaching a final position.

Stage Four – taking account of the findings from the public consultation, this stage will identify the most appropriate premises in which to develop Neighbourhood Centres that will provide an accessible and flexible base for multi-service delivery within communities. This will be subject to formal decision making by Cabinet to agree a set of properties for retention at this time. By default, this will then identify the range of properties available for alternate use or disposal.

Neighbourhood Centre Model

Neighbourhood Centres will provide a base for the provision of services currently delivered through a range of single function buildings such as: children's centres; libraries; child and parenting support centres; and, adult day centres. They will be the focus of public facing service delivery located in neighbourhoods across Lancashire.

Nationally, public services are beginning to develop such an approach and are able to demonstrate benefits both in terms of more efficient, locally based services and opportunities to use their property holdings to encourage local regeneration and investment.

As locally based multi-functional buildings, Neighbourhood Centres will be developed to a flexible specification and will encompass a range of facilities appropriate to the services to be delivered from them, for example:

- flexible use of space, co-location and sharing of facilities
- meeting rooms available to the community where appropriate
- extended opening hours
- confidential interview/consultation rooms
- accessible network of touch-down provision for staff

In addition, operational services have identified some specific requirements for buildings they deliver from. In many instances this is available within existing accommodation but in some cases it will be necessary to provide specific facilities such as:

- clinical consultation rooms
- facilities for on-site activities to support early childhood services
- access to outdoor space for activities to be able to meet requirements
- non-fixed library book shelving
- library loan network access
- library computer access/Wi-Fi
- digital services
- ceremony rooms where there is a sufficient business case
- sufficient consultation rooms for locality
- secure reception facilities
- capacity to co-locate a range of children's services including both operational and supervision staff
- private offices for clinical consultants

Property Review

The County Council's property portfolio excluding schools is a significant asset comprising over 500 operational sites. From this total holding, 222 have been identified as in scope for this review as they currently deliver public facing services. Where the County Council's interest in a premises is only as a commissioner of services delivered by others (e.g. Children's Centres delivered by schools or external partners) these premises have not been considered as in scope of the property review. These premises have, however, have been considered as potential locations for delivery of appropriate services in respect of the future Wellbeing Prevention and Early Help Service.

A range of information has been considered in determining the list of properties identified as preferred for retention as Neighbourhood Centres and service delivery

points. This includes the range of property data set out below that has been scored to give an indication of the benefits of each LCC property in scope (Annex 1):

Property Data

- accessibility of the building by public transport
- Index of Multiple Deprivation/population density
- finance (e.g. condition, running cost, energy efficiency (DEC) rating)
- legal (e.g. tenure)
- sufficiency (the size of the property)
- suitability

Councillor and Partner Engagement

Findings from the review have been 'sense checked' against local intelligence from communities, councillors and partners to ensure that there is a good understanding of the current role that county council buildings play locally and how the right ones can be retained to deliver a more flexible range of services in neighbourhoods. The information has been gained through:

- engagement with public sector partners to explore opportunities for co-location and sharing of service delivery
- engagement with county councillors on how the Property Strategy has been formulated and identification of where there may be opportunities for working differently with partners and communities in local areas

There will be further opportunity for councillors, partners and communities to input to proposals during the public consultation process.

Operational Service Guidance and Proposals

It is proposed that Neighbourhood Centres will accommodate a range of County Council services. These proposals reflect the requirements of individual services in meeting the community's needs as well as ensuring that the Council complies with its statutory obligations and national guidance, where appropriate.

The proposals set out in Annex 2 identify the lead services that it is proposed will be delivered from each of the proposed Neighbourhood Centres. The model will also provide flexible accommodation for a range of other public facing services within scope of this strategy.

LIBRARY SERVICE

National Guidance

The Council has a duty under the Libraries and Museums Act 1964 to provide a "comprehensive and efficient library service for all persons desiring to make use thereof". The budget consultation on the future of the Library Service has informed the basis of the Council's Library Service offer going forwards. Details of revisions to the proposed County Library Service are set out in Appendix A.

It is proposed that the following pattern of fixed premises provision will effectively support delivery the Library Service offer. The fixed premises provision provides just one part of the Library Service and it is considered that the full extent of the Library Service provision proposed far exceeds a minimum level of sufficiency to meet the needs of the population under the 1964 Act.

Proposal

The review has identified a set of preferred Neighbourhood Centre premises that will provide for:

- 37 fixed library sites
- 7 satellite sites (self-service provision)
- supported by 6 mobile library unit 6 mobile library units (operating 68 routes and 792 stops that will be aligned to the fixed sites)
- home library service (delivering to over 1,000 customers)
- virtual library service, consisting of e-books, e-audiobooks and online reference service
- provision of a schools and prisons library service will also continue across the county

The configuration of premises proposed will result in a service that will provide the following service reach:

- at least 95% of people living in densely populated areas (20 or more people per hectare) will live within 2 miles of a proposed Neighbourhood Centre library or satellite service.
- at least 90% of people living in medium density populated areas (between 1.1 and 19.9 people per hectare) will live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop.
- at least 70% of people living in sparsely populated areas (1 or fewer people per hectare) will live within 3 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop.

REGISTRATION SERVICE

National Guidance

The Registration Service supports the Council in fulfilling its duties in the registration of Births, Deaths and Marriages (Special Provisions) Act 1957, and the Borders, Citizenship and Immigration Act 2009.

- The core purpose of the Registration Service is to provide an efficient and effective registration service in accordance with the Council's legal responsibilities.
- Some Registration Offices will be open Monday to Friday and at weekends when required to deliver ceremonies and some will be part time with different delivery patterns. The delivery patterns will be in line with demand in that locality.

Proposal

Within the scope of this review there are 13 buildings currently providing registration services which includes a number of purpose built facilities. Consideration has been given to re-providing the service within Neighbourhood Centres to consolidate services, and to enable facilities which are currently provided solely for the delivery of registration services to be utilised more widely. The proposed sites for delivery of the Registration Service are:

Current Location		Proposed Location
Accrington Registration Office (Accrington Library)		No change
Burnley Registration Office		No change
Chorley Registration Office		No change
Clitheroe Registration Office (Pimlico Road JDO)		Clitheroe Library
Fleetwood Registration Office (Fleetwood Library)		No change
Lancaster Registrars		Lancaster Mill 14
Morecambe Registration Office (Morecambe Town Hall)		Morecambe Library
Nelson Registration Office (Nelson Library)		No change
Preston	Registrars and Records Offices	No change
	Riverbank Children's Centre	No change
Rawtenstall Registration Office		Haslingden Library
Fylde Registration Office (Lytham Library)		St Anne's Library
West Lancashire Registrars (West Lancashire Borough Council, Ormskirk)		No change
Total	13	13

WELLBEING, PREVENTION AND EARLY HELP SERVICE (WPEH)

Proposals

The Wellbeing, Prevention and Early Help Service (WPEH) will align children's centres, young people's provision, prevention and early help and Lancashire's response to the national Troubled Families programme. The service will operate through a revised budget of £17.2m.

The new service model is designed to ensure the Council meets requirements to ensure effective support for 0-19+ year olds across Lancashire with a particular focus on families in greatest need of support. It will also further align the ongoing re-procurement of public health services, and consider the integration of other services like health visiting and school nursing services, alongside other council services.

The proposed service offer for the WPEH service has been the subject of a separate consultation in February and March 2016. Taking account of this, service specific principles and revised details of the service structure can be found at Appendix B.

The proposal set out at Annex 2 of this report has made provision for the following property requirements in respect of the WPEH service for 0 to 19+ year olds:

- provide sufficient reach for the service across communities of greatest need (Department for Education defined children's centres)
 - over 92% of 0-11 year olds living in the most deprived areas of Lancashire will live within 1.5 miles of a proposed Children's Centre
- flexible, multi-purpose buildings able to accommodate services that will meet the diverse needs of children, young people and families (aged up to 25 years where SEND)
- recognising that significant future provision will be on an outreach basis, to ensure that access to fixed bases will be within reasonable walking distance, consistent with current maximum

Proposals

In consideration of the service principles and feedback from the WPEH Service Phase 1 consultation, it is proposed to deliver the service through 72 premises. There is also likely to be some limited use of other Neighbourhood Centres and partner venues for outreach purposes.

The table below sets out the number of properties which are proposed to accommodate the WPEH service offer with detail the specific properties set out in Annex 2.

WPEH	Whole Service Offer	Split Service Offer
0 - 11 years	17 properties	18 properties
12 - 19+ years	4 properties	10 properties
0 - 19+ years	19 properties	4 properties

The buildings currently delivering WPEH (children's centre) services and those proposed to deliver WPEH (statutory children's centre) core offer services in the future are listed at Appendix C Annex 6.

CHILDREN'S SERVICES (SOCIAL CARE, SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND), FOSTERING AND ADOPTION)

Guidance

The service is guided by several pieces of legislation including: the Children Act 1989; the Children and Families Act 2014; Care Planning, Placement and Care Review Regulations 2013; and Statutory Adoption Guidance 2014. The services are also subject to the Ofsted Inspection framework.

Principles

The service is responsible for the assessment and management of risk, to safeguard the welfare and outcomes for children and young people in accordance with the relevant statutory requirements. This is best supported through:

- buildings that are welcoming and accessible for children, young people and their families.
- accommodation that supports a flexible response to fluctuating demand and volumes of work.
- geographic service delivery bases for teams to improve knowledge of community needs and improve timeliness and quality of support.
- where possible co-located with other children's services and agencies.
- adequate facilities to provide direct services to children young people and families.

Proposals

Children's services are currently provided from predominantly office bases due to the large number of Social Workers and support employees that need to be accommodated.

The preference is for these employees to be located wherever possible in Neighbourhood Centres. The size and configuration of the current property portfolio is not currently capable of meeting this aspiration based upon the need to accommodate area teams in the following locations;

- Burnley
- Pendle
- Fleetwood
- Lancaster
- Rossendale
- Chorley/South Ribble
- Preston
- Skelmersdale

At this stage we are proposing that the service operates from the Neighbourhood Centres set out below and in Annex 2.

Proposed Location	
Children's Social Care (Easden Clough)	Burnley
The Zone	
Children's Social Care (The Hawthorn's)	Chorley
Children's Social Care (Sydney Street) and Oak Tree Children's Centre	Fylde
Children's Social Care (Silver Birches)	Hyndburn
Children's Social Care (Sefton Drive)	Lancaster
Children's Social Care (Burnley Road)	Colne
Children's Social Care (Ripon Street)	Preston
Children's Social Care (St Luke's Centre)	
Stoneygate Children's Centre	

Sunshine Children's Centre	
Children's Social Care (Newchurch Road)	Rawtenstall
Skelmersdale Library	West Lancashire
Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre	Wyre

YOUTH OFFENDING TEAM

Guidance

The service model is derived from the legislative duties outlined in the Crime and Disorder Act 1998 and is a partnership arrangement established with the principal aim to prevent offending by children and young people. Direction is provided through the Lancashire Youth Justice Management Board and the service is provided through a multi-disciplinary area based model including staff from statutory partners.

Proposal

The feasibility of accommodating the service for the Preston area within the Bus Station complex is being considered. The service will be collocated with services for young people (WPEH) where possible. Current and proposed locations are set out in the table below:

Current Location	Proposed Location
Lancaster Youth Offending Team (Fraser House)	White Cross Education Centre (Mill 14)
Thornton Youth Offending Team (Marsh Mill)	The Zone in Wyre
Preston Youth Offending Team (Guildhall Street)	Preston Bus Station
The Zone in West Lancashire	No change
Chorley Youth Offending Team (Halliwell Street)	Chorley Library
Accrington Youth Offending Team (Blake Street)	The Zone in Burnley
The Zone in Burnley	No change

ADULT DISABILITY DAY SERVICES

Guidance

The Care Act 2014 is used to determine the statutory elements of the Disability (Adults) services where the Authority has the duty to assess and meet the assessed care and support needs of an individual. There is discretion as to how those needs are met.

Principles

The Adult Disability Day Services offers a range of services to adults with a disability. This is a shared service for people with learning disabilities and people with physical disabilities. For the purpose of this review, 12 Adult Disability Day Services that currently provide day services are in scope.

Proposals

Under previous investment programmes, the Adult Disability Day Services are largely provided in modern, fully equipped accommodation to ensure the needs of adults with a range of needs can be met. Each facility provides support to service users on a borough or wider basis rather than within the local neighbourhood therefore has not been calculated within the indicative number of buildings required for a neighbourhood.

It is proposed to maintain current Adult Disability Day Services provision within existing accommodation, with the exception of Pendleton Brook in Ribble Valley and Hollytrees in Chorley.

- Due to under occupancy and suitability it is proposed that the Pendleton Brook (Ribble Valley) provision be combined with the Hyndburn Disability Day Centre (Enfield).
- Alternative and more suitable provision for the service currently being delivered from Hollytrees Disability Day Service building (Chorley) will be identified and provided.

OLDER PEOPLE'S DAYTIME SUPPORT SERVICE

Guidance

The Care Act 2014 is used to determine the statutory elements of the Older People's services where the Authority has the duty to assess and meet the assessed care and support needs of an individual. There is discretion as to how those needs are met.

The Older People's Service provides daytime support. For the purpose of this review, 12 Older People's Daytime Support Centres that currently provide day services are in scope. It should be noted that where Day Centre provision is on the same site as Residential Care, there is no change to the Residential Service.

Proposals

Due to the nature of the services provided from these buildings, they are largely fit for purpose and well utilised which will result in little change to their use. However the review has identified where there is under-utilised capacity and where there is potential to co-locate services onto single sites, whilst maintaining appropriate and separate service provision within facilities.

It is proposed to;

- establish a Neighbourhood Centre utilising the Milbanke Older People's Day Centre which will also incorporate the Library service for the Kirkham area.
- Subject to a detailed building appraisal to determine the feasibility of combining the Derby Street Daycare Centre (Ormskirk) with Mere Brook Day Centre (Ormskirk) where support for people with enhanced dementia need is provided

WELFARE RIGHTS

Guidance

The Care Act 2014 places a duty to provide an information and advice service however it is not prescriptive in how the duty is delivered. The service offers free, impartial and independent advice and support on a range of welfare benefits from local bases around the County.

Proposal

The service will have a central administrative base in Preston and will be able to utilise the flexible accommodation available across the portfolio of Neighbourhood Centres according to community need.

Expressions Of Interest In Potentially Surplus Premises

As part of our initial consultation on the budget options it is clear there is a desire amongst certain communities and groups to consider how they may take over the responsibility for a surplus property.

This consultation provides a further opportunity for Expressions of Interest (EOIs) to be formally considered. On this occasion interested parties will have information about the proposed configuration of the property portfolio and the council's service proposals. They will also be able to consider the list of potentially surplus properties listed in Annex 3.

If a group is interested in taking over a building, information is available on the County Councils 'have your say' website where they can complete the Expression of Interest form. This will be a 'whole transfer' and so groups will be taking on the full costs of running the building, and no financial support will be available from the Council once the transfer is complete.

Once we have received an Expression of Interest, we will provide an information pack about the asset detailing, information on running costs, covenants or other legal restrictions, and relevant service data.

The Council would want to be assured that the group is a suitable, constituted body able to take on responsibility for the resource and will consider the merits of transferring properties alongside the potential for sale of properties that will realise a capital receipt.

Consultation And Decision Making

Subject to approval by Cabinet on 12 May 2016, a public consultation on the proposals set out in this report will be held over 12 weeks in order to seek public and partner views on the preferred Neighbourhood Centre sites.

The consultation will be hosted on the County Council's ['have your say'](#) website.

Findings will be considered and reflected in the final report to Cabinet in September 2016 where decisions will be taken as to which properties will be retained for development as Neighbourhood Centres.

The consultation document setting out proposals can be found at Appendix D

: ANNEX 1: Weighting and Scoring Methodology (Property Data)

Set out below are the criteria and measures applied to each building within scope of the Property Strategy (LCC property holdings only):

Accessibility

(scores of 1-4, where 1=0-5mins, 2=5-15mins, 3=15-30mins, 4=+30mins)

- Walking time to nearest bus stop served by a commercial bus service (the initial proposal was to consider proximity to a bus stop, this was amended to take account of changes to bus subsidies)
- Walking time to nearest bus station
- walking time to nearest railway station
- walking time to nearest car park

Index of Multiple Deprivation (IMD)

- number of Households within 800m Network Distance
- index of multiple deprivation;

Finance

- total condition cost (£/m²)
- annual running cost based on 2014/15 actuals (£/m²)
- notional DEC rating (energy efficiency) (A=1, B=2, C=3 etc.)

Legal

- if subject to claw back of capital investment (yes/no)
- tenure (e.g. scores of Freehold=0, Leasehold and Licence=5)

Sufficiency

- the gross internal area (m²)
- the usable space within building(m²)

Suitability

- the number of floors
- if currently multi-service delivery (yes/no)

Status (based on knowledge)

- possible exit strategy already identified (yes/no)

Some of these measures have an absolute value (e.g. running cost per square metre), whilst some have a relative score applied to them (e.g. walking time to nearest bus stop score of 1, 2, 3 or 4) others are binary (e.g. if an exit strategy has been identified or not). To make analysis possible, each measure is given a numerical score. However, the absolute value of each measure makes it difficult to compare them, and

so an index score is used, which standardises the score around a mean. Therefore a mean score would be 100, with anything below 100 representing a measure with a better score, and anything above a 100 giving an index worse than the mean. A weight has been applied to each score to reflect its overall importance in relation to the other measures as follows:

Weighting	Measure	For identification of:
10	IMD	Premises that are available to deliver in target areas for LCC services
7	Accessibility	Premises that are accessible in terms of location
6	Finance	Financially efficient premises
5	Legal	Premises 'more straightforward' to vacate
5	Sufficiency	Larger premises to deliver multiple services
5	Suitability	Premises more suited to flexible multi service delivery
5	Status (exit strategy)	Those premises LCC may already be in negotiation to vacate.

A mean has then been created for each property using each measure that has a value. This provides each of the properties with an overall score, based on the measures available.

These LCC property data sets have been scored and weighted to give an indication of the benefits each building offers from a property perspective.

However this approach does not give the whole picture and so professional judgement has been applied taking into account local context, community need and service requirements in order to provide a range of preferred building options.

Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

The following are examples of services that will be delivered from the network of LCC Neighbourhood Centres:- Adult Disability Day Services, Adult Social Care, Children Missing Education, Children's Social Care, Community Mental Health, Conferencing, Fostering and Adoption, Leaving Care Outreach, Library Service, Older People's Daytime Support Service, Pupil Attendance, Registration Service, Special Educational Needs and Disability Service, Supporting Carers of Children and Young People Together (SCAYT+), Trading Standards, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-11 years, 12-19+ years, 0-19+ years), Youth Offending Team.

The following table shows the main services proposed within each building.

District	Building Name	Proposed Main Service Delivery
Burnley	Burnley and Pendle Adult Disability Day Services (Temple Street)	Adult Disability Day Services
Burnley	Burnley and Pendle Registration Office	Registration Service
Burnley	Burnley City Learning Centre	Conferencing
Burnley	Burnley Library	Library Service
Burnley	Burnley The Fold Co-location Project	Supporting Carers of Children and Young People Together (SCAYT+)
Burnley	Coal Clough Library	Library Service
Burnley	The Zone in Burnley	Children's Social Care, Wellbeing, Prevention and Early Help Service (12-19+ years) and Youth Offending Team
Burnley	Padiham Library	Library Service and Wellbeing, Prevention and Early Help Service (12-19+ years)
Burnley	Reedley Hallows Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Burnley	Burnley Wood Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Burnley	Children's Social Care (Easden Clough)	Children's Social Care and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Burnley	Ightenhill Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Burnley	South West Burnley Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Burnley	Stoneyholme and Daneshouse Young People's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)

: Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
Burnley	The Chai Centre Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Burnley	Whitegate Children's Centre (Padiham)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Chorley	Children's Social Care (The Hawthorn's)	Children's Social Care
Chorley	Chorley Adult Disability Day Services (Bankside)	Adult Disability Day Services
Chorley	Chorley Library	Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated) and Youth Offending Team
Chorley	Chorley Registration Office	Registration Service
Chorley	Euxton Library	Library Service
Chorley	Fosterfield Day Centre	Older People's Daytime Support Service
Chorley	Coppull Library	Library Satellite and Wellbeing, Prevention and Early Help Service (0-19+ years)
Chorley	Eccleston Library	Library Satellite and Wellbeing, Prevention and Early Help Service (0-19+ years)
Chorley	Clayton Green Library	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Chorley	Duke Street Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Fylde	Fylde Adult Disability Day Services (Sunnybank)	Adult Disability Day Services
Fylde	Milbanke Day Centre	Library Service and Older People's Daytime Support Service
Fylde	St Anne's Library	Library Service and Registration Service
Fylde	The Woodlands Resource Centre	Community Mental Health Service
Fylde	The Zone in Fylde	Wellbeing, Prevention and Early Help Service (0-19+ years)
Fylde	Children's Social Care (Sydney Street) and Oak Tree Children's Centre	Children's Social Care and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Fylde	Weeton Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Hyndburn	Accrington Library and Registration Office	Library Service and Registration Service
Hyndburn	Children's Social Care (Silver Birches)	Children's Social Care
Hyndburn	Hyndburn Adult Disability Day Services (Enfield)	Adult Disability Day Services

: Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
Hyndburn	Woodhaven Day Centre	Older People's Daytime Support Service
Hyndburn	Great Harwood Library	Library Service and Wellbeing, Prevention and Early Help Service (12-19+ years)
Hyndburn	The Zone in Hyndburn	Wellbeing, Prevention and Early Help Service (12-19+ years)
Hyndburn	Clayton-le-Moors and Altham Children's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Hyndburn	Copper House Children's Centre (Rishton)	Library Satellite and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Hyndburn	Fairfield Children's Centre (Accrington)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Hyndburn	Great Harwood Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Hyndburn	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Lancaster	Children's Social Care (Sefton Drive)	Children's Social Care
Lancaster	Heysham Library	Library Service
Lancaster	Lancaster and Morecambe Adult Disability Day Services (Thorpe View)	Adult Disability Day Services
Lancaster	Lancaster Central Library	Library Service
Lancaster	Vale View Day Centre	Older People's Daytime Support Service
Lancaster	Halton Library	Library Service and Wellbeing, Prevention and Early Help Service (0-11 years)
Lancaster	Appletree Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Lancaster	Morecambe Library	Library Satellite, Registration Service and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Lancaster	Lune Park Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Lancaster	The Carnforth Hub Children's Centre and Young People's Centre	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Lancaster	Westgate Children's Centre (Morecambe)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)

: Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
Pendle	Burnley and Pendle Adult Disability Day Services (Marsden Centre)	Adult Disability Day Services
Pendle	Byron View Day Centre	Older People's Daytime Support Service
Pendle	Children's Social Care (Burnley Road Colne)	Children's Social Care
Pendle	Colne Library	Library Service
Pendle	Nelson Library	Library Service and Registration Service
Pendle	Barnoldswick Library	Library Service and Wellbeing, Prevention and Early Help Service (12-19+ years)
Pendle	Earby Community Centre	Wellbeing, Prevention and Early Help Service (0-19+ years)
Pendle	The Zone in Pendle	Wellbeing, Prevention and Early Help Service (12-19+ years)
Pendle	Beacon Children's Centre (Nelson)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Pendle	Colne Children's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Pendle	Family Tree Children's Centre (Brierfield)	Library Satellite and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Pendle	Gisburn Road Children's Centre (Barnoldswick)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Pendle	Walton Lane Children's Centre (Nelson)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Children's Social Care (Ripon Street)	Children's Social Care
Preston	Children's Social Care (St Luke's Centre)	Children's Social Care
Preston	Harris Library	Library Service
Preston	Ingol Library	Library Service
Preston	Lady Elsie Finney House Day Centre	Older People's Daytime Support Service
Preston	Lancashire Register Office and Records Office	Registration Service
Preston	Preston Adult Disability Day Service (Ribblebank)	Adult Disability Day Services
Preston	Ribbleton Library	Library Service
Preston	Savick Library	Library Service
Preston	Scientific Services Laboratory	Scientific Services

Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
Preston	Ashton Young People's Centre	Wellbeing, Prevention and Early Help Service (12-19+ years)
Preston	Moor Nook Young People's Centre	Wellbeing, Prevention and Early Help Service (12-19+ years)
Preston	Sunshine Children's Centre (New Hall Lane Drop-in)	Wellbeing, Prevention and Early Help Service (0-11 years)
Preston	Preston West Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Ribbleton Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Riverbank Children's Centre	Supporting Carers of Children and Young People Together (SCAYT+), Registration Service and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Sharoe Green Library and Cherry Tree Children's Centre	Library Service and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Stoneygate Children's Centre	Children's Social Care and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Preston	Sunshine Children's Centre	Children's Social Care and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Ribble Valley	Clitheroe Library	Library Service and Registration Service
Ribble Valley	Mearley Fold Day Centre	Older People's Daytime Support Service
Ribble Valley	Mellor Library	Library Service
Ribble Valley	Longridge Library	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years)
Ribble Valley	The Zone in Ribble Valley	Wellbeing, Prevention and Early Help Service (12-19+ years)
Ribble Valley	Ribblesdale Children's Centre (Clitheroe)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Rossendale	Bacup Olive House Parkside Day Centre	Older People's Daytime Support Service
Rossendale	Children's Social Care (Newchurch Road Rawtenstall)	Children's Social Care
Rossendale	Haslingden Library	Library Service and Registration Service
Rossendale	Rawtenstall Library	Library Service
Rossendale	Haslingden Community Link Children's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)

Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
Rossendale	The Maden Centre (Bacup)	Library Satellite and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Rossendale	The Zone in Rossendale	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Rossendale	Whitworth Children's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
South Ribble	Kingsfold Library	Library Service
South Ribble	Leyland Day Centre (King St)	Older People's Daytime Support Service
South Ribble	South Ribble Adult Disability Day Services (Crossways)	Adult Disability Day Services
South Ribble	Leyland Library	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years)
South Ribble	Longton Library	Library Service and Wellbeing, Prevention and Early Help Service (0-11 years)
South Ribble	The Zone in South Ribble	Wellbeing, Prevention and Early Help Service (0-19+ years)
South Ribble	Wade Hall Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
South Ribble	Walton-le-Dale Young People's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
West Lancashire	Ormskirk Mere Brook Day Centre	Older People's Daytime Support Service
West Lancashire	Skelmersdale Library	Children's Social Care and Library Service
West Lancashire	Tarleton Library	Library Service
West Lancashire	West Lancashire Adult Disability Day Services (Whiteledge)	Adult Disability Day Services
West Lancashire	West Lancashire Registration Office	Registration Service
West Lancashire	The Zone in West Lancashire	Youth Offending Team and Wellbeing, Prevention and Early Help Service (12-19+ years)
West Lancashire	First Steps Children's Centre (Skelmersdale)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
West Lancashire	Ormskirk Library	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)

: Annex 2 – Buildings proposed to deliver LCC Services (Neighbourhood Centres)

District	Building Name	Proposed Main Service Delivery
West Lancashire	Park Children's Centre (Skelmersdale)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
West Lancashire	The Grove Young People's Centre and Children's Centre (Burscough)	Library Satellite and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
West Lancashire	Upholland Children's Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Wyre	Fleetwood Library and Registration Office	Library Service and Registration Service
Wyre	Fyde And Wyre Adult Disability Day Services (Larkholme)	Adult Disability Day Services
Wyre	Knott End Library	Library Service
Wyre	Poulton Library	Library Service
Wyre	Teal Close Day Centre	Older People's Daytime Support Service
Wyre	The Zone in Wyre	Wellbeing, Prevention and Early Help Service (0-19+ years) and Youth Offending Team
Wyre	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre	Children's Social Care and Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Wyre	Fleetwood Children's Centre (Flakefleet satellite)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated)
Wyre	Garstang Library	Library Service and Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)
Wyre	Thornton Children's Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)

Annex 3 - Premises that are no longer required to deliver the Council's future pattern of service delivery

District	Building Name
Burnley	Belmont Community Centre
Burnley	Briercliffe Library
Burnley	Brunshaw Young People's Centre
Burnley	Burnley Campus Library
Burnley	Hapton Young People's Centre
Burnley	Padiham Young People's Centre
Burnley	Pike Hill Library
Burnley	Rosegrove Library
Burnley	Stoops and Hargher Clough Young People's Centre
Chorley	Adlington Library and Children's Centre (designated)
Chorley	Astley and Buckshaw Children's Centre (designated)
Chorley	Blossomfields Children's Centre (Eccleston)
Chorley	Chorley Adult Disability Day Service (Holly Trees)
Chorley	Chorley Youth Offending Team (Halliwell Street)
Chorley	Clayton Brook Children's Centre (designated)
Chorley	Coppull Children's Centre (designated)
Chorley	Coppull Young People's Centre
Chorley	Eccleston Young People's Centre
Chorley	Highfield Children's Centre (designated)
Chorley	Millfield Children's Centre (Brinscall) (designated)
Chorley	The Zone in Chorley
Fylde	Ansdell Library
Fylde	Freckleton Library
Fylde	Kirkham Library
Fylde	Kirkham Young People's Centre
Fylde	Lower Lane Young People's Centre
Fylde	Lytham Children's Centre
Fylde	Lytham Library and Registration Office
Fylde	Orchard Children's Centre (Freckleton) (designated)
Fylde	Pear Tree Children's Centre (Kirkham) (designated)

Annex 3 - Premises that are no longer required to deliver the Council's future pattern of service delivery

District	Building Name
Hyndburn	Accrington Youth Offending Team (Blake Street)
Hyndburn	Clayton-le-Moors Library
Hyndburn	Clayton-le-Moors Young People's Centre
Hyndburn	Great Harwood Young People's Centre
Hyndburn	Huncoat Children's Centre (designated)
Hyndburn	Oswaldtwistle Library
Hyndburn	Oswaldtwistle Young People's Centre
Hyndburn	Rishton Library
Hyndburn	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (designated)
Lancaster	Balmoral Children's Centre (Morecambe) (designated)
Lancaster	Barton Road Young People's Centre
Lancaster	Bolton-le-Sands Library
Lancaster	Carnforth Library
Lancaster	Firbank Children's Centre (designated)
Lancaster	Galgate Children's Centre (Ellel)
Lancaster	Heysham Children's Centre and Young People's Centre (designated)
Lancaster	Lancaster Registration Office
Lancaster	Morecambe Registration Office
Lancaster	Poulton Children's Centre (Morecambe) (designated)
Lancaster	Ryelands Young People's Centre
Lancaster	Silverdale Library
Pendle	Barnoldswick Young People's Centre
Pendle	Barrowford Library
Pendle	Brierfield Library
Pendle	Brierfield Young People's Centre
Pendle	Colne Young People's Centre
Pendle	Earby Library
Pendle	Pendleside Children's Centre (Barrowford)
Pendle	Trawden Library and Riverside Children's Centre
Pendle	Trawden Young People's Centre

: Annex 3 - Premises that are no longer required to deliver the Council's future pattern of service delivery

District	Building Name
Preston	Fulwood Library
Preston	Preston East Children's Centre (designated)
Preston	St Lawrence Children's Centre (Barton)
Ribble Valley	Chatburn Library
Ribble Valley	Longridge Young People's Centre
Ribble Valley	Read Library
Ribble Valley	Ribble Valley Adult Disability Day Services (Pendleton Brook)
Ribble Valley	Slaidburn Young People's Centre
Ribble Valley	Whalley Library and Spring Wood Children's Centre
Ribble Valley	Willows Park Children's Centre (Longridge) (designated)
Rossendale	Bacup Library
Rossendale	Balladen Children's Centre (Rawtenstall) (designated)
Rossendale	Crawshawbooth Library
Rossendale	Rossendale Registration Office
Rossendale	Staghills Children's Centre (designated)
Rossendale	Whitewell Bottom Community Centre
Rossendale	Whitworth Library
Rossendale	Whitworth Young People's Centre
South Ribble	Bamber Bridge Children's Centre (designated)
South Ribble	Bamber Bridge Library
South Ribble	Kingsfold Children's Centre (designated)
South Ribble	Longton Children's Centre
South Ribble	Lostock Hall Library and Children's Centre
South Ribble	Penwortham Library
South Ribble	Penwortham Young People's Centre
South Ribble	Wellfield Children's Centre (designated)
West Lancashire	Burscough Library
West Lancashire	Children's Social Care (Fairlie Skelmersdale)
West Lancashire	Hesketh with Becconsall Children's Centre
West Lancashire	Moorgate Children's Centre (Ormskirk) (designated)

: Annex 3 - Premises that are no longer required to deliver the Council's future pattern of service delivery

District	Building Name
West Lancashire	Ormskirk Derby Street Day Centre (older people)
West Lancashire	Parbold Library
West Lancashire	St John's Children's Centre (Skelmersdale) (designated)
West Lancashire	Upholland Library
Wyre	Cleveleys Library and Children's Centre
Wyre	Fleetwood Children's Centre (designated)
Wyre	Garstang Young People's Centre
Wyre	Northfleet Library
Wyre	Over Wyre Children's Centre (Hambleton satellite)
Wyre	Over Wyre Children's Centre (Preesall satellite)
Wyre	Poulton-le-Fylde Children's Centre
Wyre	Preesall Young People's Centre
Wyre	Rural Wyre Children's Centre (Garstang) (designated)
Wyre	Thornton Library
Wyre	Thornton Young People's Centre
Wyre	Thornton Youth Offending Team (Marsh Mill)

: Annex 4 - Buildings subject to service decisions

District	Building Name
Burnley	Gannow Community Centre
Chorley	Woodlands Centre
Pendle	Wheatley Lane Library
Preston	Lancashire Certificate Service (Quayside Court)
Preston	Preston 58/60 Guildhall Street
Ribble Valley	Alston Hall
South Ribble	Bamber Bridge Adult Disability Day Services (Bridge Suite)
South Ribble	Leyland Learning Centre
West Lancashire	Burscough Bridge Bus/Rail Interchange
West Lancashire	Digmoor Young People's Centre
West Lancashire	Ormskirk 5A Derby Street Adult Disability Day Services
West Lancashire	West Lancashire Resource Centre (Daniels Lane)
Wyre	Fleetwood Young People's Centre (Blakiston St)
Wyre	Thornton Cleveleys Adult Social Care

: Annex 5 - Buildings brought into scope

The following are examples of services that will be delivered from the network of LCC Neighbourhood Centres:- Adult Disability Day Services, Adult Social Care, Children Missing Education, Children's Social Care, Community Mental Health, Conferencing, Fostering and Adoption, Leaving Care Outreach, Library Service, Older People's Daytime Support Service, Pupil Attendance, Registration Service, Special Educational Needs and Disability Service, Supporting Carers of Children and Young People Together (SCAYT+), Trading Standards, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-11 years, 12-19+ years, 0-19+ years), Youth Offending Team.

The following table shows the main services proposed within each building.

District	Building Name	Proposed Main Service Delivery
Lancaster	White Cross Education Centre (Mill 14)	Registration Service, Well-being, Prevention and Early Help (12-19+ years) and Youth Offending Team
Preston	Preston Bus Station	Youth Offending Team

: Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

The following buildings currently deliver the Wellbeing, Prevention and Early Help statutory children's centre core offer:

Burnley	Burnley Wood Children's Centre (designated children's centre)
Burnley	Ightenhill Children's Centre (designated children's centre)
Burnley	Reedley Hallows Children's Centre (designated children's centre)
Burnley	South West Burnley Children's Centre (designated children's centre)
Burnley	The Chai Centre Children's Centre (designated children's centre)
Burnley	Whitegate Children's Centre (designated children's centre)
Chorley	Adlington Library and Children's Centre (designated children's centre)
Chorley	Astley and Buckshaw Children's Centre (designated children's centre)
Chorley	Blossomfields Children's Centre
Chorley	Clayton Brook Children's Centre (designated children's centre)
Chorley	Coppull Children's Centre (designated children's centre)
Chorley	Duke Street Children's Centre (designated children's centre)
Chorley	Highfield Children's Centre (designated children's centre)
Chorley	Millfield Children's Centre (designated children's centre)
Fylde	Children's Social Care (Sydney Street) and Oak Tree Children's Centre (designated children's centre)
Fylde	Lytham Children's Centre
Fylde	Orchard Children's Centre (designated children's centre)
Fylde	Pear Tree Children's Centre (designated children's centre)
Fylde	Weeton Children's Centre
Hyndburn	Clayton-le-Moors and Altham Children's Centre (designated children's centre)
Hyndburn	Copper House Children's Centre (designated children's centre)
Hyndburn	Fairfield Children's Centre (designated children's centre)
Hyndburn	Great Harwood Children's Centre (designated children's centre)
Hyndburn	Huncoat Children's Centre (designated children's centre)
Hyndburn	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (designated children's centre)
Hyndburn	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (designated children's centre)

: Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

Lancaster	Appletree Children's Centre (designated children's centre)
Lancaster	Balmoral Children's Centre (designated children's centre)
Lancaster	Firbank Children's Centre (designated children's centre)
Lancaster	Galgate Children's Centre
Lancaster	Halton Library
Lancaster	Heysham Children's Centre and Young People's Centre (designated children's centre)
Lancaster	Lune Park Children's Centre (designated children's centre)
Lancaster	Poulton Children's Centre (designated children's centre)
Lancaster	The Carnforth Hub Children's Centre and Young People's Centre (designated children's centre)
Lancaster	Westgate Children's Centre (designated children's centre)
Pendle	Beacon Children's Centre (designated children's centre)
Pendle	Colne Children's Centre (designated children's centre)
Pendle	Family Tree Children's Centre (designated children's centre)
Pendle	Gisburn Road Children's Centre (designated children's centre)
Pendle	Pendleside Children's Centre
Pendle	Trawden Library and Riverside Children's Centre
Pendle	Walton Lane Children's Centre (designated children's centre)
Preston	Preston East Children's Centre (designated children's centre)
Preston	Preston West Children's Centre (designated children's centre)
Preston	Ribbleton Children's Centre (designated children's centre)
Preston	Riverbank Children's Centre (designated children's centre)
Preston	Sharoe Green Library and Cherry Tree Children's Centre (designated children's centre)
Preston	St Lawrence Children's Centre
Preston	Stoneygate Children's Centre (designated children's centre)
Preston	Sunshine Children's Centre (designated children's centre)
Preston	Sunshine Children's Centre (New Hall Lane Drop-in)
Ribble Valley	Ribblesdale Children's Centre (designated children's centre)
Ribble Valley	Whalley Library and Spring Wood Children's Centre
Ribble Valley	Willows Park Children's Centre (designated children's centre)

Appendix C: Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

Rossendale	Balladen Children's Centre (designated children's centre)
Rossendale	Haslingden Community Link Children's Centre (designated children's centre)
Rossendale	Staghills Children's Centre (designated children's centre)
Rossendale	The Maden Centre (designated children's centre)
Rossendale	Whitworth Children's Centre (designated children's centre)
South Ribble	Bamber Bridge Children's Centre (designated children's centre)
South Ribble	Kingsfold Children's Centre (designated children's centre)
South Ribble	Longton Children's Centre
South Ribble	Lostock Hall Library and Children's Centre
South Ribble	Wade Hall Children's Centre (designated children's centre)
South Ribble	Wellfield Children's Centre (designated children's centre)
West Lancashire	First Steps Children's Centre (designated children's centre)
West Lancashire	Hesketh with Becconsall Children's Centre
West Lancashire	Moorgate Children's Centre (designated children's centre)
West Lancashire	Park Children's Centre (designated children's centre)
West Lancashire	St John's Children's Centre (Skelmersdale) (designated children's centre)
West Lancashire	The Grove Young People's Centre and Children's Centre (designated children's centre)
West Lancashire	Upholland Children's Centre
Wyre	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (designated children's centre)
Wyre	Cleveleys Library
Wyre	Fleetwood Children's Centre (designated children's centre)
Wyre	Fleetwood Children's Centre (Flakefleet satellite)
Wyre	Over Wyre Children's Centre (Hambleton satellite)
Wyre	Over Wyre Children's Centre (Preesall satellite)
Wyre	Poulton-le-Fylde Children's Centre
Wyre	Rural Wyre Children's Centre (designated children's centre)
Wyre	Thornton-Cleveleys Children's Centre (designated children's centre)

Appendix C: Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

It is proposed that the following buildings will continue to deliver the Wellbeing, Prevention and Early Help statutory children's centre core offer:

Burnley	Burnley Wood Children's Centre (designated children's centre)
Burnley	Ightenhill Children's Centre (designated children's centre)
Burnley	Reedley Hallows Children's Centre (designated children's centre)
Burnley	South West Burnley Children's Centre (designated children's centre)
Burnley	The Chai Centre Children's Centre (designated children's centre)
Burnley	Whitegate Children's Centre (designated children's centre)
Chorley	Duke Street Children's Centre (designated children's centre)
Fylde	Children's Social Care (Sydney Street) and Oak Tree Children's Centre (designated children's centre)
Fylde	Weeton Children's Centre (designated children's centre)
Hyndburn	Clayton-le-Moors and Altham Children's Centre (designated children's centre)
Hyndburn	Copper House Children's Centre (designated children's centre)
Hyndburn	Fairfield Children's Centre (designated children's centre)
Hyndburn	Great Harwood Children's Centre (designated children's centre)
Hyndburn	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (designated children's centre)
Lancaster	Appletree Children's Centre (designated children's centre)
Lancaster	Halton Library
Lancaster	Lune Park Children's Centre (designated children's centre)
Lancaster	The Carnforth Hub Children's Centre and Young People's Centre (designated children's centre)
Lancaster	Westgate Children's Centre (designated children's centre)
Pendle	Beacon Children's Centre (designated children's centre)
Pendle	Colne Children's Centre (designated children's centre)
Pendle	Family Tree Children's Centre (designated children's centre)
Pendle	Gisburn Road Children's Centre (designated children's centre)
Pendle	Walton Lane Children's Centre (designated children's centre)
Preston	Preston West Children's Centre (designated children's centre)
Preston	Ribbleton Children's Centre (designated children's centre)

: Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

Preston	Riverbank Children's Centre (designated children's centre)
Preston	Sharoe Green Library and Cherry Tree Children's Centre (designated children's centre)
Preston	Stoneygate Children's Centre (designated children's centre)
Preston	Sunshine Children's Centre (designated children's centre)
Preston	Sunshine Children's Centre (New Hall Lane Drop-in)
Ribble Valley	Ribblesdale Children's Centre (designated children's centre)
Rossendale	Haslingden Community Link Children's Centre (designated children's centre)
Rossendale	The Maden Centre (designated children's centre)
Rossendale	Whitworth Children's Centre (designated children's centre)
South Ribble	Wade Hall Children's Centre (designated children's centre)
West Lancashire	First Steps Children's Centre (designated children's centre)
West Lancashire	Park Children's Centre (designated children's centre)
West Lancashire	The Grove Young People's Centre and Children's Centre (designated children's centre)
West Lancashire	Upholland Children's Centre (designated children's centre)
Wyre	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (designated children's centre)
Wyre	Fleetwood Children's Centre (Flakefleet satellite) (designated children's centre)
Wyre	Thornton Children's Centre (designated children's centre)

It is proposed that the Wellbeing, Prevention and Early Help statutory children's centre core offer will also be delivered from the following buildings:

Burnley	Children's Social Care (Easden Clough) (designated children's centre)
Burnley	Stoneyholme and Daneshouse Young People's Centre (designated children's centre)
Chorley	Chorley Library (designated children's centre)
Chorley	Clayton Green Library (designated children's centre)

Annex 6 Wellbeing, Prevention and Early Help (statutory children's centre) core offer.

Chorley	Coppull Library
Chorley	Eccleston Library
Fylde	The Zone in Fylde (designated children's centre)
Lancaster	Morecambe Library (designated children's centre)
Pendle	Earby Community Centre
Ribble Valley	Longridge Library
Rossendale	The Zone in Rossendale (designated children's centre)
South Ribble	Leyland Library
South Ribble	Longton Library
South Ribble	The Zone in South Ribble (designated children's centre)
South Ribble	Walton-le-Dale Young People's Centre (designated children's centre)
West Lancashire	Ormskirk Library (designated children's centre)
Wyre	Garstang Library (designated children's centre)
Wyre	The Zone in Wyre (designated children's centre)

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v2

For Decision Making Items

May 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal for consultation.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council. The report contains a 'long' list of 238 premises from which it is proposed that 132 premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the proposed consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality

- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal for consultation lists 238 premises. This includes premises which currently provide targeted services such as children's centres, youth services, older people's daytime support services, adult disability day services and other service points which are of particular relevance to people from protected characteristics groups. Proposals for the future use of these locations may have a greater impact amongst those with the age (both younger and older people), pregnancy and maternity, gender and disability protected characteristics groups.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the proposed consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position prior to specific public consultation on the property strategy and will be updated to reflect the outcome of the consultation.

As the premises contained within the consultation include children's centres, youth service premises, older people's daytime support centres and adult disability day services premises amongst others, there is a potential impact particularly on people in the age protected characteristic group (both younger and older people) those who are pregnant or on maternity leave, women and disabled people should

the location of services or nature of facilities provided at individual premises change.

More detailed information on the user profile of many County Council services is not available at this time but will be added where possible as the Equality Analysis is updated.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e.petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services which will also be reflected in the updated Equality Analysis alongside others which may be received as part of the formal public consultation.

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget

proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been 3 briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery.

Approval for formal public consultation and Stakeholder consultation is being requested at this stage and therefore this Equality Analysis will be updated to reflect the outcome of both consultations.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

Neighbourhood Centres will play a key role in future service delivery. At this stage it is not possible to analyse the impact on groups with protected characteristics however, in the decision making process regarding service delivery we will have due regard to the Public Sector Equality Duty requirements and the Prevent Duty to minimise any negative impact on our communities.

The delivery of a more flexible portfolio intends to create additional opportunities to rationalise the portfolio in terms of service delivery premises whilst endeavouring to maintain a County Council presence across the county, particularly in areas of need. It is recognised that this proposal may impact on groups with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance

from public transport amongst the assessment criteria.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

At present the proposal remain unchanged, to consult on proposals of which of the 238 premises the County Council will deliver services from, and which services will be delivered there. The detail of this proposal may change in light of the proposed consultation.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating actions are in the process of being developed and will be informed by the findings of the consultation.

Further Issues already identified that will be considered in finalising the Neighbourhood Centres which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.

- The county council's Access Budget may be able to address any accessibility issues.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we will strive to minimise any negative impacts by developing as many mitigating actions as possible including using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Property Strategy (Neighbourhood Centres) proposal for consultation.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will be developed following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services ; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

The following minor corrections to the Property Strategy Consultation Proposals were reported to the ESC/Cabinet in May 2016

1. Report to Cabinet - Risk Management section

There are 36 children's centre properties identified within Annex 3 to Appendix A that are identified as no longer being required to deliver the Council's future pattern of service delivery of WPEH services within the Neighbourhood Centre model.

Should read:

There are 39 children's centre properties identified within Annex 3 to Appendix A that are identified as no longer being required to deliver the Council's future pattern of service delivery of WPEH services within the Neighbourhood Centre model.

2. Appendix C Property Strategy (Neighbourhood Centres) - Consultation process
Page 7

REGISTRATION SERVICE

National Guidance

The Registration Service supports the Council in fulfilling its duties in the registration of Births, Deaths and Marriages (Special Provisions) Act 1957, and the Borders, Citizenship and Immigration Act 2009.

Should read:

REGISTRATION SERVICE

National Guidance

The Registration Service supports the Council in fulfilling its duties in the Registration Act 1953, Births and Deaths Act 1953, Marriage Act 1949, and Nationality, Immigration and Asylum Act 2002.

3. Appendix C Property Strategy (Neighbourhood Centres) - Consultation process
Page 9 (WPEH proposals)

Changes made by WPEH on Friday were amended on most documents, but were missed in the table. Table should read:

WPEH	Whole Service Offer	Split Service Offer
0 - 11 years	17 properties	17 properties
12 - 19+ years	2 properties	9 properties
0 - 19+ years	21 properties	6 properties

4. Appendix C Annex 6

Changes to the list of buildings that currently deliver WPEH:

Halton Library should read Halton Library and Children's Centre

Cleveleys Library should read Cleveleys Library and Children's Centre

Thornton-Cleveleys Children's Centre (designated children's centre) to Thornton Children's Centre (designated children's centre)

Change to the list of buildings that will continue to deliver WPEH:

Halton Library to Halton Library and Children's Centre

5. Appendix C Annex 2

Fylde	The Zone in Fylde	Wellbeing, Prevention and Early Help (0-19+ years) (designated)
Lancaster	Halton Library and Children's Centre	Wellbeing, Prevention and Early Help (0-11years) (designated)
South Ribble	The Zone in South Ribble	Wellbeing, Prevention and Early Help (0-19+ years) (designated)
Wyre	The Zone in Wyre	Wellbeing, Prevention and Early Help (0-19+ years) (designated) and Youth Offending Team

Minor Corrections to ESC/Cabinet Documents

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Burnley	1	Burnley and Pendle Day Service (Temple Street)	•			
Burnley	2	Burnley and Pendle Registration Office	•			
Burnley	3	Burnley City Learning Centre	•			
Burnley	4	Burnley Library	•			
Burnley	5	Burnley The Fold Co-location Project	•			
Burnley	6	Burnley Wood Children's Centre	•			
Burnley	7	Children's Social Care (Easden Clough)	•			
Burnley	8	Coal Clough Library	•			
Burnley	9	Ightenhill Children's Centre	•			
Burnley	10	Padiham Library	•			
Burnley	11	Reedley Hallows Children's Centre	•			
Burnley	12	South West Burnley Children's Centre	•			
Burnley	13	Stoneyholme and Daneshouse Young People's Centre	•			
Burnley	14	The Chai Centre Children's Centre	•			
Burnley	15	The Zone in Burnley	•			
Burnley	16	Whitegate Children's Centre	•			
Burnley	17	Belmont Community Centre		•	3	0
Burnley	18	Briercliffe Library		•		
Burnley	19	Brunshaw Young People's Centre		•	1	0
Burnley	20	Burnley Campus Library		•		
Burnley	21	Hapton Young People's Centre		•		

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Burnley	22	Padiham Young People's Centre		•	1	1
Burnley	23	Pike Hill Library		•		
Burnley	24	Rosegrove Library		•	1	1
Burnley	25	Stoops and Hargher Clough Young People's Centre		•	1	0
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale			
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.			
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0–19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.			

The network of buildings will be available for flexible use by all public facing services as appropriate with further colocation of services to be developed in response to service need and delivery of corporate priorities.

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Chorley	26	Children's Social Care (The Hawthorn's)	•			
Chorley	27	Chorley Adult Disability Day Services (Bankside)	•			
Chorley	28	Chorley Library	•			
Chorley	29	Chorley Registration Office	•			
Chorley	30	Clayton Green Library	•			
Chorley	31	Coppull Library	•			
Chorley	32	Duke Street Children's Centre	•			
Chorley	33	Eccleston Library	•			
Chorley	34	Euxton Library	•			
Chorley	35	Fosterfield Day Centre	•			
Chorley	36	Adlington Library and Children's Centre		•	4	2
Chorley	37	Astley and Buckshaw Children's Centre		•		
Chorley	38	Blossomfields Children's Centre		•		
Chorley	39	Chorley Adult Disability Day Services (Holly Trees)		•	3	1
Chorley	40	Chorley Youth Offending Team		•	3	2
Chorley	41	Clayton Brook Children's Centre		•	2	1
Chorley	42	Coppull Children's Centre		•	2	1
Chorley	43	Coppull Young People's Centre		•	2	0
Chorley	44	Eccleston Young People's Centre		•	3	0
Chorley	45	Highfield Children's Centre	•		3	1
Chorley	46	Millfield Children's Centre		•	1	0

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Chorley	26	Children's Social Care (The Hawthorn's)	•			
Chorley	47	The Zone in Chorley		•	3	2
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale			
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.			
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11 years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.			

The network of buildings will be available for flexible use by all public facing services as appropriate with further collocation of services to be developed in response to service need and delivery of corporate priorities.

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Fylde	48	Children's Social Care (Sydney Street) and Oak Tree Children's Centre	•			
Fylde	49	Fylde Adult Disability Day Services (Sunnybank)	•			
Fylde	50	Milbanke Day Centre	•			
Fylde	51	St Anne's Library	•			
Fylde	52	The Woodlands Resource Centre	•			
Fylde	53	The Zone in Fylde	•			
Fylde	54	Weeton Children's Centre	•			
Fylde	55	Ansdell Library		•	2	1
Fylde	56	Freckleton Library		•	1	0
Fylde	57	Kirkham Library		•	2	1
Fylde	58	Kirkham Young People's Centre		•		
Fylde	59	Lower Lane Young People's Centre		•		
Fylde	60	Lytham Children's Centre		•		
Fylde	61	Lytham Library and Registration Office		•	2	2
Fylde	62	Orchard Children's Centre		•		
Fylde	63	Pear Tree Children's Centre		•		
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale			
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.			

The network of buildings will be available for flexible use by all public facing services as appropriate with further collocation of services to be developed in response to service need and delivery of corporate priorities.

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue to deliver services from the building.						
EOIs= Expressions of Interest						

Hyndburn	64	Accrington Library and Registration Office	•			
Hyndburn	65	Children's Social Care (Silver Birches)	•			
Hyndburn	66	Clayton-le-Moors and Altham Children's Centre	•			
Hyndburn	67	Copper House Children's Centre	•			
Hyndburn	68	Fairfield Children's Centre	•			
Hyndburn	69	Great Harwood Children's Centre	•			
Hyndburn	70	Great Harwood Library	•			
Hyndburn	71	Hyndburn Adult Disability Day Services (Enfield)	•			
Hyndburn	72	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)	•			
Hyndburn	73	The Zone in Hyndburn	•			
Hyndburn	74	Woodhaven Day Centre	•			
Hyndburn	75	Accrington Youth Offending Team		•	2	0
Hyndburn	76	Clayton-le-Moors Library		•	1	1
Hyndburn	77	Clayton-le-Moors Young People's Centre		•	1	0
Hyndburn	78	Great Harwood Young People's Centre		•	1	1
Hyndburn	79	Huncoat Children's Centre		•		
Hyndburn	80	Oswaldtwistle Library		•	2	2
Hyndburn	81	Oswaldtwistle Young People's Centre		•		
Hyndburn	82	Rishton Library		•	1	1
Hyndburn	83	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches)		•		
Hyndburn - There are no changes recommended to the proposals as set out in the consultation.						

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'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Lancaster	84	Appletree Children's Centre	•			
Lancaster	85	Children's Social Care (Sefton Drive)	•			
Lancaster	86	Halton Library and Children's Centre	•			
Lancaster	87	Heysham Library	•			
Lancaster	88	Lancaster and Morecambe Adult Disability Day Services (Thorpe View)	•			
Lancaster	89	Lancaster Central Library	•			
Lancaster	90	Lune Park Children's Centre	•			
Lancaster	91	Morecambe Library	•			
Lancaster	92	The Carnforth Hub Children's Centre and Young People's Centre	•			
Lancaster	93	Vale View Day Centre	•			
Lancaster	94	Westgate Children's Centre	•			
Lancaster	95	White Cross Education Centre	•			
Lancaster	96	Balmoral Children's Centre		•	2	1
Lancaster	97	Barton Road Young People's Centre		•	4	3
Lancaster	98	Bolton-le-Sands Library		•	1	0
Lancaster	99	Carnforth Library	•		2	1
Lancaster	100	Firbank Children's Centre		•	1	0
Lancaster	101	Galgate Children's Centre		•	1	0
Lancaster	102	Heysham Children's Centre and Young People's Centre		•	2	2
Lancaster	103	Lancaster Registration Office		•	2	0

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'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Lancaster	104	Morecambe Registration Office		•		
Lancaster	105	Poulton Children's Centre	•		1	1
Lancaster	106	Ryelands Young People's Centre		•	2	0
Lancaster	107	Silverdale Library		•	1	0
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale			
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.			
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.			
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.			

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
92. Carnforth Hub Children's	Proposed for future use for	Proposed for future use	It is proposed to retain Carnforth Library due to its current

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 'EOIs'= Expressions of Interest

Centre and Young People's Centre, Carnforth High School (designated children's centre)	WPEH 0-19+ years (designated children's centre) and Library service.	for WPEH 0-19+ years (designated children's centre).	location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.

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Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
 'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Pendle	108	Barnoldswick Library	•			
Pendle	109	Beacon Children's Centre	•			
Pendle	110	Burnley and Pendle Adult Disability Day Services (Marsden Centre)	•			
Pendle	111	Byron View Day Centre	•			
Pendle	112	Children's Social Care (Burnley Road Colne)	•			
Pendle	113	Colne Children's Centre	•			
Pendle	114	Colne Library	•			
Pendle	115	Earby Community Centre	•			
Pendle	116	Family Tree Children's Centre	•			
Pendle	117	Gisburn Road Children's Centre	•			
Pendle	118	Nelson Library	•			
Pendle	119	The Zone in Pendle	•			
Pendle	120	Walton Lane Children's Centre	•			
Pendle	121	Barnoldswick Young People's Centre		•		
Pendle	122	Barrowford Library		•	2	0
Pendle	123	Brierfield Library	Subject to on-going consideration		6	2
Pendle	124	Brierfield Young People's Centre		•	2	0
Pendle	125	Colne Young People's Centre		•	1	0
Pendle	126	Earby Library		•		
Pendle	127	Pendleside Children's Centre		•		
Pendle	128	Trawden Library and Riverside Children's Centre		•	2	2
Pendle	129	Trawden Young People's Centre		•		

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
123. Brierfield Library	Not proposed for future use.	Subject to on-going consideration.	Subject to on-going consideration.

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 'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Preston	130	Ashton Young People's Centre	•			
Preston	131	Children's Social Care (Ripon Street)	•			
Preston	132	Children's Social Care (St Luke's Centre)		•		
Preston	133	Harris Library	•			
Preston	134	Ingol Library	•			
Preston	135	Lady Elsie Finney House Day Centre	•			
Preston	136	Lancashire Register Office and Records Office	•			
Preston	137	Moor Nook Young People's Centre	•			
Preston	138	Preston Adult Disability Day Services (Ribblebank)	•			
Preston	139	Preston Bus Station	•			
Preston	140	Preston West Children's Centre	•			
Preston	141	Ribbleton Children's Centre	•			
Preston	142	Ribbleton Library	•			
Preston	143	Riverbank Children's Centre	•			
Preston	144	Savick Library	•			
Preston	145	Scientific Services Laboratory	•			
Preston	146	Sharoe Green Library and Cherry Tree Children's Centre	•			
Preston	147	Stoneygate Children's Centre	•			
Preston	148	Sunshine Children's Centre	•			
Preston	149	Sunshine Children's Centre (New Hall Lane Drop-in)	•			
Preston	150	Fulwood Library		•	1	0
Preston	151	Preston East Children's Centre	•			

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Preston	152	St Lawrence Children's Centre		•	1	0
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale			
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.			
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's social care.	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.			
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.			

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Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Ribble Valley	153	Clitheroe Library	•			
Ribble Valley	154	Longridge Library	•			
Ribble Valley	155	Mearley Fold Day Centre	•			
Ribble Valley	156	Mellor Library	•			
Ribble Valley	157	Ribblesdale Children's Centre	•			
Ribble Valley	158	The Zone in Ribble Valley	•			
Ribble Valley	159	Chatburn Library		•	1	0
Ribble Valley	160	Longridge Young People's Centre		•	1	0
Ribble Valley	161	Read Library		•		
Ribble Valley	162	Ribble Valley Adult Disability Day Services (Pendleton Brook)		•		
Ribble Valley	163	Slaidburn Young People's Centre		•		
Ribble Valley	164	Whalley Library and Spring Wood Children's Centre		•	1	1
Ribble Valley	165	Willows Park Children's Centre	•			

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
Building	Consultation Proposal	Revised Proposal (Main	Rationale

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

	(Main service delivery)	service delivery)	
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service.	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.

The network of buildings will be available for flexible use by all public facing services as appropriate with further colocation of services to be developed in response to service need and delivery of corporate priorities.

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Rossendale	166	Bacup Olive House Parkside Day Centre	•			
Rossendale	167	Children's Social Care (Newchurch Road Rawtenstall)	•			
Rossendale	168	Haslingden Community Link Children's Centre	•			
Rossendale	169	Haslingden Library	•			
Rossendale	170	Rawtenstall Library	•			
Rossendale	171	The Maden Centre	•			
Rossendale	172	The Zone in Rossendale	•			
Rossendale	173	Whitworth Children's Centre	•			
Rossendale	174	Bacup Library	Subject to on-going consideration		1	0
Rossendale	175	Balladen Children's Centre		•	1	0
Rossendale	176	Crawshawbooth Library and Community Centre		•	1	1
Rossendale	177	Rossendale Registration Office		•		
Rossendale	178	Staghills Children's Centre		•		
Rossendale	179	Whitewell Bottom Community Centre		•	2	1
Rossendale	180	Whitworth Library	Subject to on-going consideration		2	0
Rossendale	181	Whitworth Young People's Centre		•		

Building	Consultation Proposal	Revised Proposal (Main service delivery)	Rationale
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Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

	(Main service delivery)		
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
174. Bacup Library	Not proposed for future use.	Subject to on-going consideration.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
180. Whitworth Library	Not proposed for future use.	Subject to on-going consideration.	Subject to on-going consideration.

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'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
South Ribble	182	Kingsfold Library	•			
South Ribble	183	Leyland Day Centre (King St)	•			
South Ribble	184	Leyland Library	•			
South Ribble	185	Longton Library	•			
South Ribble	186	South Ribble Adult Disability Day Services (Crossways)	•			
South Ribble	187	The Zone in South Ribble	•			
South Ribble	188	Wade Hall Children's Centre	•			
South Ribble	189	Walton-le-Dale Young People's Centre	•			
South Ribble	190	Bamber Bridge Children's Centre		•		
South Ribble	191	Bamber Bridge Library		•		
South Ribble	192	Kingsfold Children's Centre		•		
South Ribble	193	Longton Children's Centre		•		
South Ribble	194	Lostock Hall Library and Children's Centre		•	1	1
South Ribble	195	Penwortham Library		•	5	1
South Ribble	196	Penwortham Young People's Centre		•	3	3
South Ribble	197	Wellfield Children's Centre		•	1	0

Building	Consultation Proposal (Main	Revised Proposal (Main service delivery)	Rationale
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Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

	service delivery)		
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.

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 'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
West Lancashire	198	First Steps Children's Centre	•			
West Lancashire	199	Ormskirk Library	•			
West Lancashire	200	Ormskirk Mere Brook Day Centre	•			
West Lancashire	201	Park Children's Centre	•			
West Lancashire	202	Skelmersdale Library	•			
West Lancashire	203	Tarleton Library	•			
West Lancashire	204	The Grove Young People's Centre and Children's Centre	•			
West Lancashire	205	The Zone in West Lancashire	•			
West Lancashire	206 *	Upholland Children's Centre *- SUBJECT TO FURTHER CONSULTATION	•			
West Lancashire	207	West Lancashire Adult Disability Day Services (Whiteledge)	•			
West Lancashire	208	West Lancashire Registration Office	•			
West Lancashire	209	Burscough Library		•		
West Lancashire	210	Children's Social Care (Fairlie Skelmersdale)		•	1	1

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'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
West Lancashire	211	Hesketh with Beconsall Children's Centre		•	1	0
West Lancashire	212	Moorgate Children's Centre		•	2	0
West Lancashire	213	Ormskirk Derby Street Day Centre (older people)		•	1	0
West Lancashire	214	Parbold Library		•	1	1
West Lancashire	215*	St John's Children's Centre (Skelmersdale)* – SUBJECT TO FURTHER CONSULTATION	•		1	0
West Lancashire	216	Upholland Library		•	3	2

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of arrangements with the premise owner.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.

Building	Consultation Proposal (Main	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale
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Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

	service delivery)		
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

The network of buildings will be available for flexible use by all public facing services as appropriate with further colocation of services to be developed in response to service need and delivery of corporate priorities.

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Wyre	217	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre	•			
Wyre	218	Fleetwood Children's Centre (Flakefleet satellite)	•			
Wyre	219	Fleetwood Library and Registration Office	•			
Wyre	220	Fylde And Wyre Adult Disability Day Services (Larkholme)	•			
Wyre	221	Garstang Library	•			
Wyre	222	Knott End Library	•			
Wyre	223	Poulton Library	•			
Wyre	224	Teal Close Day Centre	•			
Wyre	225	The Zone in Wyre	•			
Wyre	226	Thornton Children's Centre	•			
Wyre	227	Cleveleys Library and Children's Centre		•	1	0
Wyre	228	Fleetwood Children's Centre		•	1	0
Wyre	229	Garstang Young People's Centre		•		
Wyre	230	Northfleet Library		•		
Wyre	231	Over Wyre Children's Centre (Hambleton satellite)		•	1	0
Wyre	232	Over Wyre Children's Centre (Preesall satellite)		•		
Wyre	233	Poulton-le-Fylde Children's Centre		•	1	0
Wyre	234	Preesall Young People's Centre		•		
Wyre	235	Rural Wyre Children's Centre		•	1	0
Wyre	236	Thornton Library		•		
Wyre	237	Thornton Young People's Centre		•	2	1

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.

'EOIs'= Expressions of Interest

District	Consultation No.	Building	Continue to deliver LCC services	No longer deliver LCC services	EOIs	Business Cases
Wyre	238	Thornton Youth Offending Team		•		
There are no changes recommended to the proposals as set out in the consultation.						

The network of buildings will be available for flexible use by all public facing services as appropriate with further colocation of services to be developed in response to service need and delivery of corporate priorities.

Grey shading indicates a change to the proposal set out in the consultation regarding whether LCC will continue deliver services from the building.
 'EOIs'= Expressions of Interest

Property Strategy consultation

Report

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22 August 2016

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1. Executive summary

This report summarises the responses to the Property Strategy consultation. For the consultation, paper questionnaires were made available in the county council's 74 libraries, the council's 79 children's centres and online questionnaires could be accessed from www.lancashire.gov.uk.

The fieldwork ran for 12 weeks from 18 May until 14 August 2016 in which time 7,719 questionnaires were completed and processed, comprising 3,826 paper-based and 3,893 online. The printed questionnaires were available specifically for each of the county's 12 districts and these were made available in the appropriate district. Additionally questionnaires were also published containing the proposals for all 12 districts in one booklet, and again these were made available in each library and children's centre. For those responding online, respondents could choose one or more districts.

The findings presented in this report are not representative of the views of the population of Lancashire and should only be taken to represent the views of people who were made aware of the consultation, and had the opportunity and felt compelled to respond. All data are as at the date of this report.

1.1 Key findings

- The highest number of responses were about the proposals in the district council areas of Lancaster (1,280) and Ribble Valley (812).
- Analysing by responses based on an indicative rate per 1,000 population, the highest response rates were about Ribble Valley (13.9 per 1,000 population), Rossendale (10.1 per 1,000 population) and Fylde (9.8 per 1,000 population).
- Broadly, respondents are likely to be Lancashire residents (97%), aged between 35 and 74 (63%), female (72%), not have a disability (81%), not have children aged under 20 in their household (59%), have access to the internet from home (81%), and describe their ethnic background as white (96%).
- Respondents indicated that they had used an average of 2.9 properties being consulted on in the last three years.
- There were 96 respondents who responded to more than one district.
- The top indications that respondents have used a property in the last three years that is proposed to continue to deliver services were Morecambe Library (680), Lancaster Central Library (643), Clitheroe Library (405), St Anne's Library (374), Rawtenstall Library (367) and Heysham Library (358).
- The top indications that respondents have used a property in the last three years that is proposed to no longer to deliver services were Ansdell Library (491), Whalley Library and Spring Wood Children's Centre (469), Lytham Library and Registration Office (428), Bacup Library (394) and Thornton Library (301).

- A total of 85% respondents made a response to one or more of the open comments.
- The general themes from all the responses when respondents were asked an open question about the impact of the proposals were:
 - inconvenience/difficulty/cost/distance to access the service in future;
 - the loss of the service impacting on wellbeing, employment, education, opportunities;
 - the loss of resources, information, sessions, classes and events;
 - the loss of a community asset;
 - the loss of access to computers/internet; and
 - loss of social opportunities leading to isolation, loss of help/support.
- The general themes from all the responses, when respondents were asked an open question about their reasons for a property continuing to deliver services, (which was proposed to no longer deliver services) were:
 - the properties are a community asset/social hub;
 - the properties provide services, (eg access to information, education, computers/internet, books);
 - the properties provide classes, events, meeting spaces;
 - difficult/longer journeys to access other properties; and
 - no viable alternative in the local area.
- The general themes from all the responses when respondents were asked an open question on what else needs to be considered or done differently were:
 - the proposal will impact on the most deprived communities, and community assets;
 - the loss of the service will impact on access to information, learning, help, support, development;
 - to generate revenue from the services, make cuts elsewhere;
 - to offer more services in a building, reduce opening hours, use volunteers; and
 - the community to be involved in the future, and take over services.
- The county council has received a number of petitions and e-petitions about the Property Strategy and for specific properties. At the date of this report there have been 11,678 signatures received via e-petitions and 32,567 signatures received via other petitions. The details are included in the report.
- There have been 211 correspondences received via letter and email. The main themes were being against library proposals generally, for specific areas and for specific libraries (129 mentions), others were against the children's centre proposals (13 mentions), offers to work with the county council on future service delivery (13 mentions), putting forward expressions of interest for some of the properties (10 mentions), raising concern for vulnerable groups being able to access services (3 mentions) and against the proposals for young people's centres (3 mentions).
- Analysing service usage (as a result of building usage) shows that 91% of respondents indicated that they used a property containing a library service in the last three years. 36% of respondents had used Wellbeing Prevention and Early Help Service (Young People's Service), 33% had used a Wellbeing

Prevention and Early Help Service (designated children's centre) and 27% had used a property providing a welfare rights services.

- A number of respondents did not tick either their future use of a proposed property or indicated that they would not use any of them. Therefore, it can't be determined whether they would use the proposed properties or not. 16% of respondents who have only used properties in the last three years that is proposed to continue to deliver services did not indicate a future use of a property or indicate none of these. A further 19% of respondents who have only used a property in last three years that is proposed to no longer deliver services did not indicate a future use of a property or indicate none of these. Therefore, as 36% of respondents did not indicate their future use of a property, if any, it cannot be determined whether they would or would not use one of the proposed properties in the future.

2. Introduction

Lancashire County Council has to change its services to make them more affordable. The council is receiving less funding from the Government, while also having to spend more on essential services for vulnerable children and adults because of an increase in demand. These things mean there is much less money available to spend on other services. In total, the council has to find savings of £200m over the next five years.

The council provides services in different ways. Some services are provided to people in their own homes and a growing number of services are provided online. Many others are provided from a network of more than 200 buildings across Lancashire.

In November 2015 the council's Cabinet agreed a new Property Strategy, which identified a list of all of the buildings the council currently delivers services from. We then began a review to see how the council could reduce the amount of money it spends on providing services from so many different places, with the aim of identifying which buildings should continue to be used in the future. The purpose of the proposals was to allow the council to keep providing residents with a good service, at a cost it will be able to afford in the future. The proposals consulted on were as a result of that review.

The properties the county council delivers most of its services from would become known as 'neighbourhood centres'. Many of these would include a wider range of services together in one place than they do now, to better meet the needs of the local community. This does not mean they will all be the same, but it does mean the council will think differently about how all of these buildings are used in the future. Many of our buildings are currently used as a base for a single service, such as a library or a children's centre. Some will continue that way, but over time many neighbourhood centres will become places where different services are located together.

Neighbourhood centres will be equipped to meet the needs of the services provided in them and some will offer increased flexibility such as:

- extended opening hours;
- meeting rooms; and
- private rooms for interviews and consultations.

The main changes consulted on were:

- to reduce the number of different buildings where services are available;
- to create a network of 'neighbourhood centres' through which we will deliver services; and
- to consult on the location of designated children's centres.

This report summarises the responses received during the consultation.

3. Methodology

For the consultation, paper questionnaires were made available in the county council's 74 libraries, 79 children's centres and online questionnaires could be accessed from www.lancashire.gov.uk.

The fieldwork ran for 12 weeks from 18 May until 14 August 2016 in which time 7,719 questionnaires were completed and processed, comprising 3,826 paper-based and 3,893 online. The online questionnaire went live on 14 May and the hardcopy questionnaires were distributed to libraries and children's centres between 23 and 31 May.

The printed questionnaires were available specifically for each of the county's 12 districts and these were made available in the appropriate district. Additionally questionnaires were also published containing the proposals for all 12 districts in one booklet, and again these were made available in each library and children's centre. For those responding online, respondents could choose one or more districts.

The questionnaire presented an explanation of the strategy, why it was needed and details of how specific services would be affected. It also gave a map of each district showing the location of each of the properties that were being considered as part of the strategy. The questionnaire asked respondents which properties they had used in the last three years where the county council is proposing to continue to deliver services from, which properties they had used in the last three years where the county council is proposing to no longer deliver services from, and which properties they will be likely to use in the future, if any, where the county council is proposing to continue to deliver services from.

Additionally, respondents were asked open questions on how this proposal will impact on them, where the council is proposing to no longer deliver services from a property, but respondents thought that it should continue to deliver services, what were their reasons, and anything else that the council needs to consider or could do differently.

Respondents' responses have been classified against a coding frame to quantify these qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents.

All responses to opens are then coded against these, and then can be subsequently analysed as quantitative data. It is the coded and quantified data that are included in this report. Not everyone who completed the questionnaire made a comment.

Each of the returned questionnaires were processed to capture respondents' current and future property use. Some data cleaning was also carried out, for example where people had ticked they had used a property or properties, but had also ticked "None of these". Data cleaning also happened in the open questions where respondents did not directly answer the question. These data have been excluded from the results.

3.1 Limitations

The findings presented in this report are not representative of the views of the population of Lancashire and should only be taken to represent the views of people who were made aware of the consultation, and had the opportunity and felt compelled to respond.

Unfortunately, due to a printing error it was realised that some of the hardcopies distributed omitted one of the standard questions. Therefore supplementary sheets were issued and the error was publicised, inviting members of public to re-submit questionnaires if they wished to do so. A corrected set of questionnaire booklets was distributed to libraries and children's centres in June.

An amendment sheet was also included in the first batch of questionnaires, which had minor corrections to some of the property addresses published in the original questionnaire booklets. This was to better clarify the addresses of the properties that needed amending. The corrections were made to the reprint prior to printing and corrected online. Those properties that had address corrections between the two versions were highlighted in the reprint.

Appendix 2 profiles the consultation respondents by Mosaic (a geo-demographic classification) and compares the profile of consultation respondents to that of the Lancashire County Council area. It shows that certain Mosaic groups are under-represented in the consultation respondents compared to the profile of the county.

Many people also, or instead, chose to respond to the consultation in other ways. For example, sending an email or letter, contacting their councillor, or signing a petition or e-petition. Those received by the county council are summarised in sections 5 and 6.

Significant differences in responses to questions by demographic group (eg age, ethnic group) have been included in this report where possible. However these are often based on small sample sizes and should be treated with some caution.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding. Respondents were also able to indicate their use of multiple properties, so the total property use is higher than the number of respondents.

All data are as at the date of this report.

4. Main consultation findings

4.1 Response rate by district

Table 1 shows the number of responses received for each of the districts and the response rate per 1,000 population in that district (based on the 2015 mid-year resident population estimates). The response rate per 1,000 population per district should only be taken as indicative, as respondents could respond to more than one district, and is based on the districts they wished to comment on, rather than the district where they live.

The highest number of responses were about the proposals in the district council areas of Lancaster (1,280) and Ribble Valley (812).

Analysing by responses based on an indicative rate per 1,000 population, the highest response rates were about Ribble Valley (13.9 per 1,000 population), Rossendale (10.1 per 1,000 population) and Fylde (9.8 per 1,000 population).

Table 1 - Response rate by district

District	Number of responses	Response per 1,000 population
The district of Burnley	377	4.3
The district of Chorley	480	4.2
The district of Fylde	757	9.8
The district of Hyndburn	446	5.6
The district of Lancaster	1,280	9.0
The district of Pendle	700	7.8
The district of Preston	456	3.2
The district of Ribble Valley	812	13.9
The district of Rossendale	700	10.1
The district of South Ribble	636	5.8
The district of West Lancashire	497	4.4
The district of Wyre	720	6.6
Lancashire County Council total	7,861	6.6

Base: all respondents (7,719)

Respondents indicated that they had used an average of 2.9 properties being consulted on in the last three years. There were 96 respondents who responded to more than one district.

4.2 Overall demographic profile of respondents

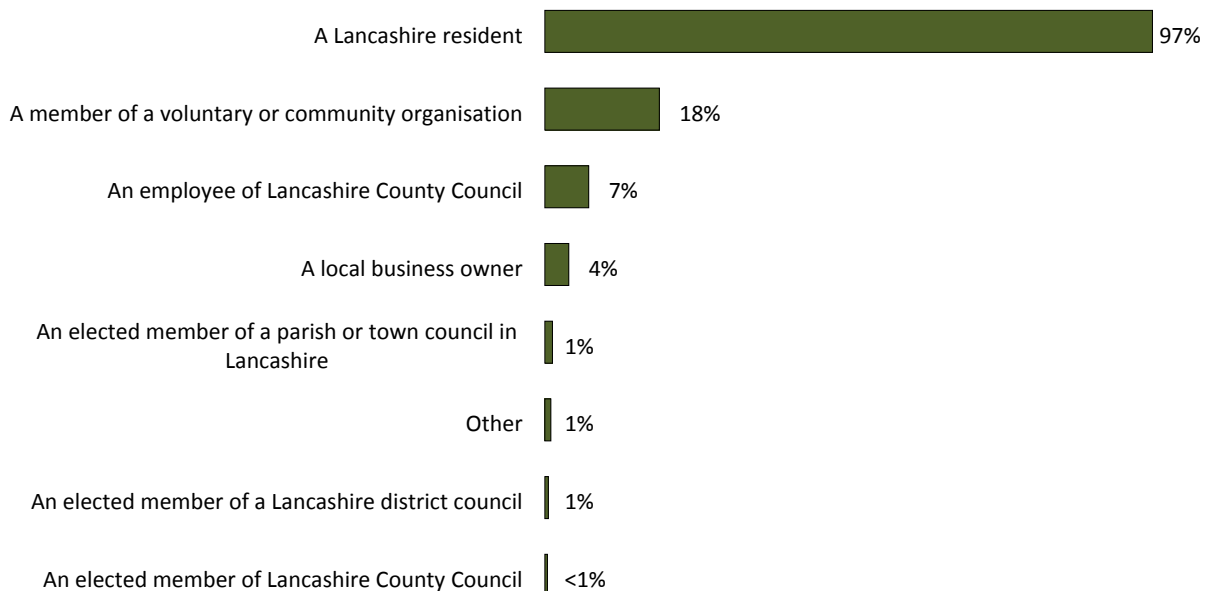
Respondents were asked a series of questions about themselves, such as their age, gender and ethnic group, and other questions to understand how they relate to protected characteristics. In order to fully comply with the requirements of the Public Sector Equality Duty it is important that the council, when making its decision as to the future pattern of service delivery provided through its property portfolio, is fully informed of the potential impacts on citizens with protected characteristics.

The questionnaire explained that the questions would enable the council to consider how it provides its services to different groups of people and that their answers would be completely confidential. However, the questionnaire also explained that all the questions were optional, so respondents could choose to not answer any of the questions if they so wished.

Broadly, respondents are likely to be Lancashire residents (97%), aged between 35 and 74 (63%), female (72%), not have a disability (81%), not have children aged under 20 in their household (59%), have access to the internet from home (81%), and describe their ethnic background as white (96%).

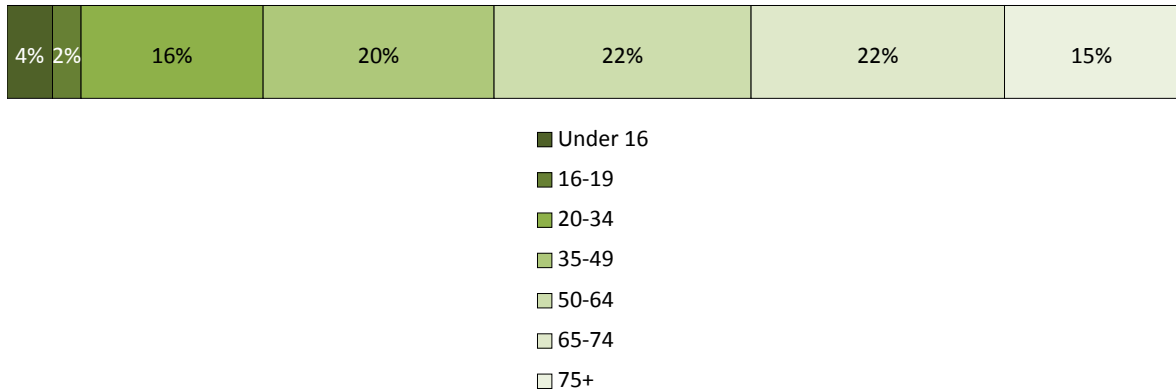
The demographic profile of respondents for each district can be found in appendix 2.

Chart 1 - Are you...?



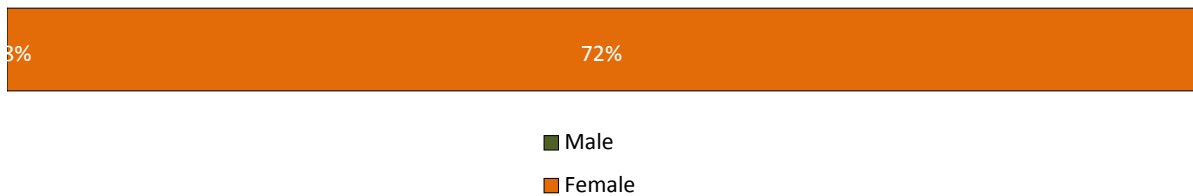
Base: all respondents (7,482)

Chart 2 - What was your age on you last birthday?



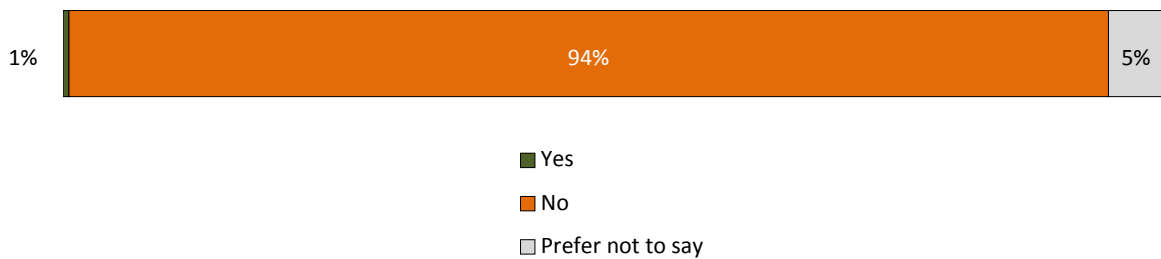
Base: all respondents (7,503)

Chart 3 - Are you...?



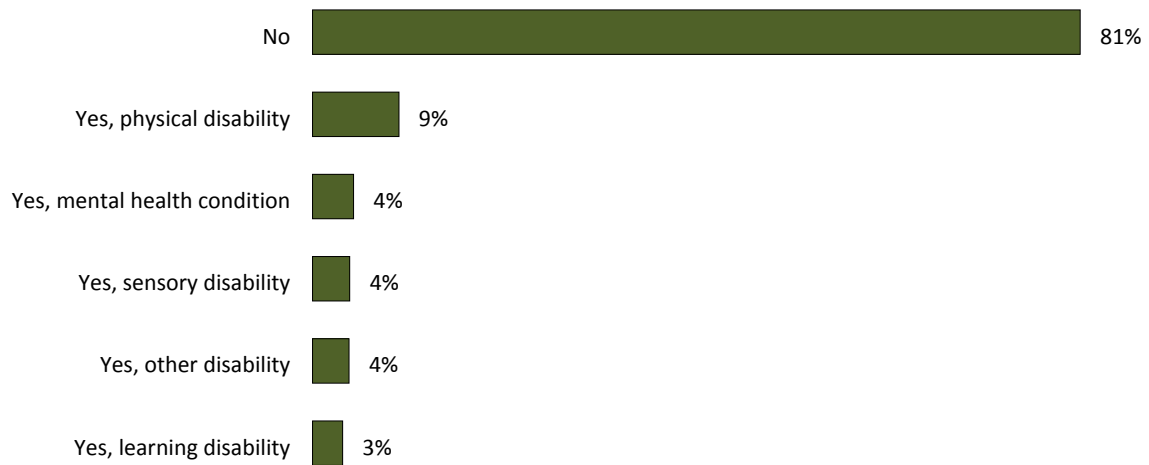
Base: all respondents (7,467)

Chart 4 - Have you ever identified as transgender?



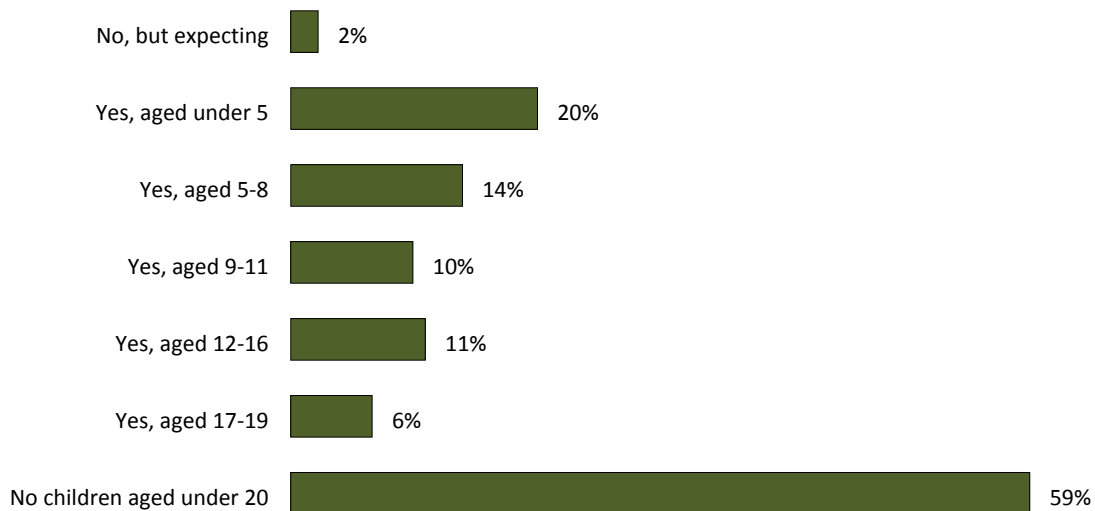
Base: all respondents (6,965)

Chart 5 - Are you a deaf person or do you have a disability?



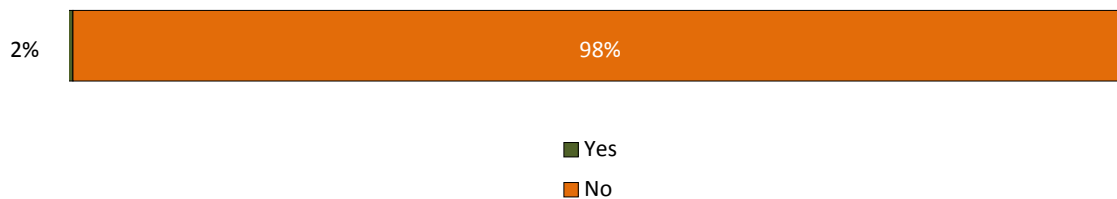
Base: all respondents (7,125)

Chart 6 - Are there any children in your household aged under 20?



Base: all respondents (7,129)

Chart 7 - Are there any children with a disability in your household aged 20-25?



Base: all respondents (7,175)

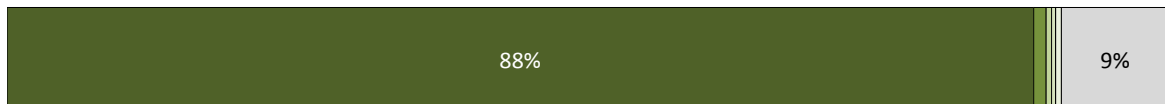
Chart 8 - Are you in a marriage or civil partnership?



- Marriage
- Civil partnership
- Prefer not to say
- None of these

Base: all respondents (7,273)

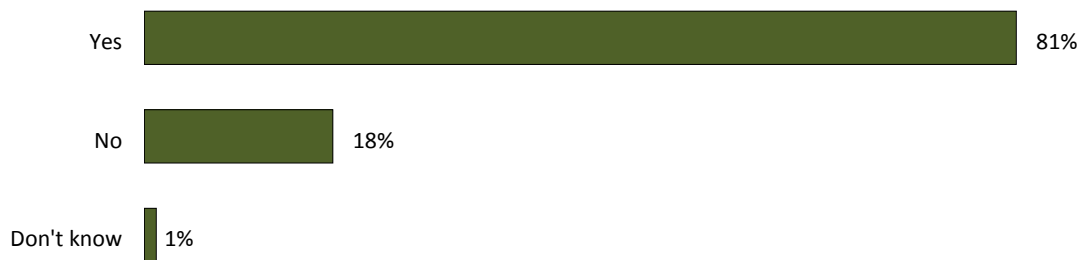
Chart 9 - How would you describe your sexual orientation?



- Straight (heterosexual)
- Bisexual
- Gay man
- Lesbian/gay woman
- Other
- Prefer not to say

Base: all respondents (7,090)

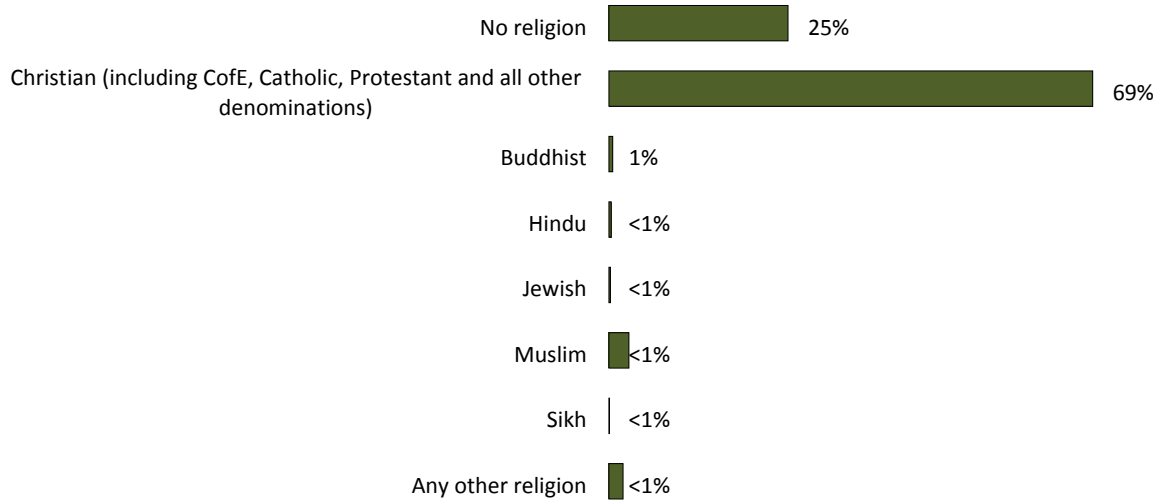
Chart 10 - Does your household have access to the internet (dial-up, broadband or mobile internet) from home?



Base: all respondents (7,380)

Chart 11 - What is your religion?

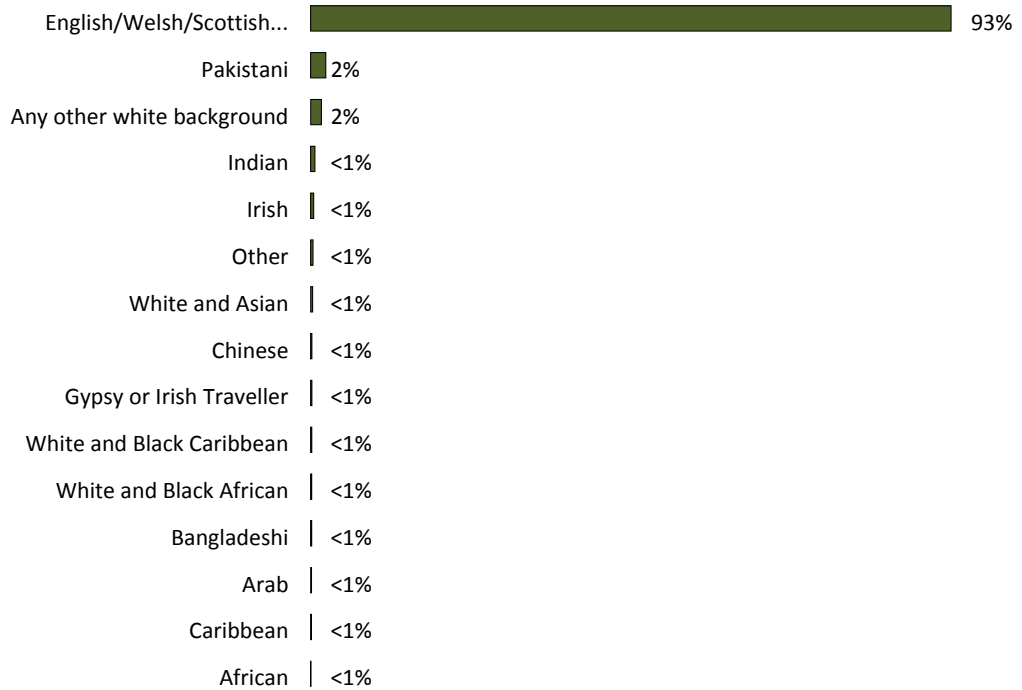
The count of the groups <1% range from 6 to 23 respondents.



Base: all respondents (7,225)

Chart 12 - Which best describes your ethnic background?

The count of the groups <1% range from 2 to 32 respondents.



Base: all respondents (7,247)

4.3 Response rate by district by property

Below are the number of responses received for each property by district where respondents indicated their current and future use. For each district there are two tables; the first table includes all the properties where we are proposing to continue to deliver services; and the second table includes all the properties where we are proposing to no longer deliver services.

The first table includes the count of the number of respondents who indicated that they used in the last three years, and the count of respondents who indicated that they would likely use it in the future. As the second table for each district includes properties we are proposing to no longer deliver services from, it only includes the counts of respondents who indicated that they used it in the last three years.

The top indications that respondents have used a property in the last three years that is proposed to continue to deliver services were Morecambe Library (680), Lancaster Central Library (643), Clitheroe Library (405), St Anne's Library (374), Rawtenstall Library (367) and Heysham Library (358).

The top indications that respondents have used a property in the last three years that is proposed to no longer to deliver services were Ansdell Library (491), Whalley Library and Spring Wood Children's Centre (469), Lytham Library and Registration Office (428), Bacup Library (394) and Thornton Library (301).

4.3.1 Burnley: properties used and will likely use

Table 2 - Burnley: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Burnley and Pendle Day Services (1)	16	24
Burnley and Pendle Registration (2)	53	62
Burnley City Learning Centre (3)	34	21
Burnley Library (4)	160	124
Burnley The Fold Co-location Project (5)	19	18
Burnley Wood Children's Centre (6)	21	25
Children's Social Care (Easden Clough) (7)	12	16
Coal Clough Library (8)	104	77
Ightenhill Children's Centre (9)	15	15
Padiham Library (10)	74	50
Reedley Hallows Children's Centre (11)	24	22
South West Burnley Children's Centre (12)	15	18
Stoneyholme and Daneshouse Young People's Centre (13)	20	19

The Chai Centre Children's Centre (14)	37	30
The Zone in Burnley (15)	34	22
Whitegate Children's Centre (16)	22	17

Table 3 - Burnley: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Belmont Community Centre (17)	55
Briercliffe Library (18)	79
Brunshaw Young People's Centre (19)	10
Burnley Campus Library (20)	80
Hapton Young People's Centre (21)	15
Padiham Young People's Centre (22)	31
Pike Hill Library (23)	49
Rosegrove Library (24)	71
Stoops and Hargher Clough Young People's Centre (25)	26

4.3.2 Chorley: properties used and will likely use

Table 4 - Chorley: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (The Hawthorn's) (26)	22	30
Chorley Adult Disability Day Services (Bankside) (27)	4	22
Chorley Library (28)	230	193
Chorley Registration Office (29)	62	65
Clayton Green Library (30)	59	58
Coppull Library (31)	89	75
Duke Street Children's Centre (32)	44	39
Eccleston Library (33)	89	76
Euxton Library (34)	112	98
Fosterfield Day Centre (35)	9	27

Table 5 - Chorley: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Adlington Library and Children's Centre (36)	145
Astley and Buckshaw Children's Centre (37)	32

Blossomfields Children's Centre (38)	15
Chorley Adult Disability Day Services (Holly Trees) (39)	5
Chorley Youth Offending Team (40)	8
Clayton Brook Children's Centre (41)	18
Coppull Children's Centre (42)	30
Coppull Young People's Centre (43)	24
Eccleston Young People's Centre (44)	45
Highfield Children's Centre (45)	37
Millfield Children's Centre (46)	9
The Zone in Chorley (47)	52

4.3.3 Fylde: properties used and will likely use

Table 6 - Fylde: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (Sydney Street) and Oak Tree Children's Centre (48)	83	62
Fylde Adult Disability Day Services (Sunnybank) (49)	17	29
Milbanke Day Centre (50)	16	29
St Anne's Library (51)	374	287
The Woodlands Resource Centre (52)	32	32
The Zone in Fylde (53)	13	16
Weeton Children's Centre (54)	11	21

Table 7 - Fylde: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Ansdell Library (55)	491
Freckleton Library (56)	97
Kirkham Library (57)	83
Kirkham Young People's Centre (58)	10
Lower Lane Young People's Centre (59)	7
Lytham Children's Centre (60)	68
Lytham Library and Registration Office (61)	428
Orchard Children's Centre (62)	26
Pear Tree Children's Centre (63)	38

4.3.4 Hyndburn: properties used and will likely use

Table 8 - Hyndburn: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Accrington Library and Registration Office (64)	214	156
Children's Social Care (Silver Birches) (65)	42	25
Clayton-le-Moors and Altham Children's Centre (66)	61	46
Copper House Children's Centre (67)	79	59
Fairfield Children's Centre (68)	72	55
Great Harwood Children's Centre (69)	50	40
Great Harwood Library (70)	118	95
Hyndburn Adult Disability Day Services (Enfield) (71)	36	36
Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (72)	102	68
The Zone in Hyndburn (73)	44	36
Woodhaven Day Centre (74)	15	33

Table 9 - Hyndburn: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Accrington Youth Offending Team (75)	13
Clayton-le-Moors Library (76)	89
Clayton-le-Moors Young People's Centre (77)	24
Great Harwood Young People's Centre (78)	41
Huncoat Children's Centre (79)	23
Oswaldtwistle Library (80)	170
Oswaldtwistle Young People's Centre (81)	29
Rishton Library (82)	130
Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (83)	87

4.3.5 Lancaster: properties used and will likely use

Table 10 - Lancaster: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Appletree Children's Centre (84)	113	100
Children's Social Care (Sefton Drive) (85)	50	49
Halton Library and Children's Centre (86)	82	81
Heysham Library (87)	358	280
Lancaster and Morecambe Adult Disability Day Services (Thorpe View) (88)	39	53

Lancaster Central Library (89)	643	492
Lune Park Children's Centre (90)	182	129
Morecambe Library (91)	680	517
The Carnforth Hub Children's Centre and Young People's Centre (92)	101	95
Vale View Day Centre (93)	34	35
Westgate Children's Centre (94)	210	143
White Cross Education Centre (95)	188	140

Table 11 - Lancaster: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Balmoral Children's Centre (96)	272
Barton Road Young People's Centre (97)	143
Bolton-le-Sands Library (98)	249
Carnforth Library (99)	222
Firbank Children's Centre (100)	161
Galgate Children's Centre (101)	37
Heysham Children's Centre and Young People's Centre (102)	217
Lancaster Registration Office (103)	284
Morecambe Registration Office (104)	122
Poulton Children's Centre (105)	215
Ryelands Young People's Centre (106)	62
Silverdale Library (107)	76

4.3.6 Pendle: properties used and will likely use

Table 12 - Pendle: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Barnoldswick Library (108)	183	148
Beacon Children's Centre (109)	78	62
Burnley and Pendle Adult Disability Day Services (Marsden Centre) (110)	21	27
Byron View Day Centre (111)	22	21
Children's Social Care (Burnley Road Colne) (112)	40	32
Colne Children's Centre (113)	84	63
Colne Library (114)	188	138
Earby Community Centre (115)	201	175
Family Tree Children's Centre (116)	92	73
Gisburn Road Children's Centre (117)	77	67
Nelson Library (118)	246	141

The Zone in Pendle (119)	77	54
Walton Lane Children's Centre (120)	97	78

Table 13 - Pendle: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Barnoldswick Young People's Centre (121)	73
Barrowford Library (122)	54
Brierfield Library (123)	196
Brierfield Young People's Centre (124)	58
Colne Young People's Centre (125)	42
Earby Library (126)	116
Pendleside Children's Centre (127)	22
Trawden Library and Riverside Children's Centre (128)	50
Trawden Young People's Centre (129)	23

4.3.7 Preston: properties used and will likely use

Table 14 - Preston: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Ashton Young People's Centre (130)	6	19
Children's Social Care (Ripon Street) (131)	48	32
Children's Social Care (St Luke's Centre) (132)	48	30
Harris Library (133)	255	209
Ingol Library (134)	55	48
Lady Elsie Finney House Day Centre (135)	9	14
Lancashire Register Office and Records Office (136)	113	81
Moor Nook Young People's Centre (137)	36	31
Preston Adult Disability Day Services (Ribblebank) (138)	7	17
Preston Bus Station (139)	155	119
Preston West Children's Centre (140)	42	33
Ribbleton Children's Centre (141)	81	62
Ribbleton Library (142)	60	40
Riverbank Children's Centre (143)	53	35
Savick Library (144)	32	33
Scientific Services Laboratory (145)	85	94
Sharoe Green Library and Cherry Tree Children's Centre (146)	149	111
Stoneygate Children's Centre (147)	80	70
Sunshine Children's Centre (148)	64	43

Sunshine Children's Centre (New Hall Lane Drop-in) (149)	47	36
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Table 15 - Preston: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Fulwood Library (150)	203
Preston East Children's Centre (151)	125
St Lawrence Children's Centre (152)	14

4.3.8 Ribble Valley: properties used and will likely use

Table 16 - Ribble Valley: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Clitheroe Library (153)	405	336
Longridge Library (154)	190	174
Mearley Fold Day Centre (155)	14	33
Mellor Library (156)	37	42
Ribblesdale Children's Centre (157)	94	69
The Zone in Ribble Valley (158)	63	59

Table 17 - Ribble Valley: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Chatburn Library (159)	56
Longridge Young People's Centre (160)	87
Read Library (161)	65
Ribble Valley Adult Disability Day Services (Pendleton Brook) (162)	23
Slaidburn Young People's Centre (163)	22
Whalley Library and Spring Wood Children's Centre (164)	469
Willows Park Children's Centre (165)	43

4.3.9 Rossendale: properties used and will likely use

Table 18 - Rossendale: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
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Bacup Olive House Parkside Day Centre (166)	64	107
Children's Social Care (Newchurch Road Rawtenstall) (167)	49	55
Haslingden Community Link Children's Centre (168)	114	80
Haslingden Library (169)	131	93
Rawtenstall Library (170)	367	249
The Maden Centre (171)	168	128
The Zone in Rossendale (172)	70	69
Whitworth Children's Centre (173)	40	37

Table 19 - Rossendale: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Bacup Library (174)	394
Balladen Children's Centre (175)	67
Crawshawbooth Library and Community Centre (176)	224
Rossendale Registration Office (177)	91
Staghills Children's Centre (178)	81
Whitewell Bottom Community Centre (179)	105
Whitworth Library (180)	80
Whitworth Young People's Centre (181)	29

4.3.10 South Ribble: properties used and will likely use

Table 20 - South Ribble: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Kingsfold Library (182)	192	157
Leyland Day Centre (183)	6	18
Leyland Library (184)	129	93
Longton Library (185)	153	123
South Ribble Adult Disability Day Services (Crossways) (186)	10	14
The Zone in South Ribble (187)	28	32
Wade Hall Children's Centre (188)	35	34
Walton-le-Dale Young People's Centre (189)	46	37

Table 21 - South Ribble: proposed to no longer continue and used in the last three years

Property	Count used in last three years
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Bamber Bridge Children's Centre (190)	120
Bamber Bridge Library (191)	237
Kingsfold Children's Centre (192)	41
Longton Children's Centre (193)	36
Lostock Hall Library and Children's Centre (194)	258
Penwortham Library (195)	157
Penwortham Young People's Centre (196)	92
Wellfield Children's Centre (197)	27

4.3.11 West Lancashire: properties used and will likely use

Table 22 - West Lancashire: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
First Steps Children's Centre (198)	32	33
Ormskirk Library (199)	146	111
Ormskirk Mere Brook Day Centre (200)	12	20
Park Children's Centre (201)	41	36
Skelmersdale Library (202)	142	115
Tarleton Library (203)	117	109
The Grove Young People's Centre and Children's Centre (204)	63	59
The Zone in West Lancashire (205)	22	32
Upholland Children's Centre, St Thomas the Martyr CE Primary School (206)	20	24
West Lancashire Adult Disability Day Services (Whiteledge) (207)	11	14
West Lancashire Registration Office (208)	58	50

Table 23 - West Lancashire: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Burscough Library (209)	110
Children's Social Care (Fairlie Skelmersdale) (210)	36
Hesketh with Beconsall Children's Centre (211)	11
Moorgate Children's Centre (212)	37
Ormskirk Derby Street Day Centre (Older People) (213)	43
Parbold Library (214)	81
St John's Children's Centre (Skelmersdale) (215)	63
Upholland Library (216)	128

4.3.12 Wyre: properties used and will likely use

Table 24 - Wyre: proposed to continue used in the last three years and will likely use in the future

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (217)	42	31
Fleetwood Children's Centre (Flakefleet satellite) (218)	40	34
Fleetwood Library and Registration Office (219)	257	203
Fylde And Wyre Adult Disability Day Services (Larkholme) (220)	13	23
Garstang Library (221)	154	135
Knott End Library (222)	104	91
Poulton Library (223)	254	201
Teal Close Day Centre (224)	9	12
The Zone in Wyre (225)	15	13
Thornton Children's Centre (226)	75	57

Table 25 - Wyre: proposed to no longer continue and used in the last three years

Property	Count used in last three years
Cleveleys Library and Children Centre (227)	243
Fleetwood Children's Centre (228)	47
Garstang Young People's Centre (229)	29
Northfleet Library (230)	53
Over Wyre Children's Centre (Hambleton satellite) (231)	24
Over Wyre Children's Centre (Preesall satellite) (232)	16
Poulton-le-Fylde Children's Centre (233)	49
Preesall Young People's Centre (234)	14
Rural Wyre Children's Centre (235)	28
Thornton Library (236)	301
Thornton Young People's Centre (237)	31
Thornton Youth Offending Team (238)	8

4.4 Overall "How will this impact on you?"

After respondents indicated their current and future use of the proposed properties for each district council area they were asked two open questions, and a further open question towards the end of the questionnaire. Respondents' responses have been classified against a coding frame to quantify these qualitative data. Not everyone who completed the questionnaire made a comment.

A total of 85% respondents made a response to one or more of the open comments. The percentage figure is the percentage of people responding to that open question.

The top three mentions for each of the three open questions for each property can be found in appendix 4.

The first open question asked how the Property Strategy proposal impacts on the respondent. Table 26 shows the top 20 mentions.

The general themes on the impact from all the responses are:

- inconvenience/difficulty/cost/distance to access the service in future;
- the loss of the service impacting on wellbeing, employment, education, opportunities;
- the loss of resources, information, sessions, classes and events;
- the loss of a community asset;
- the loss of access to computers/internet; and
- loss of social opportunities leading to isolation, loss of help/support.

Table 26 - How will this impact on you? (Top 20 mentions)

Comment	Count	Percentage
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	1076	18%
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	877	15%
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	845	14%
Closing the library will impact on community cohesion because it's a vital community asset	833	14%
Closing the library will remove my main/sole access to computers/the internet	715	12%
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	695	12%
I will miss my library greatly if it closed (devastated/depressed)	638	11%
Other comment (general)	618	10%
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	507	9%
Positive comment about staff	412	7%
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	375	6%
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	366	6%
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	314	5%
Closing the library will remove my access to learning/research resources	305	5%
Concerned about loss of events at the children's centre	295	5%
I will lose access to local information/news/events	289	5%
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	275	5%

Concerned that loss of children's centre will limit support for families (general negative impact)	258	4%
Unlikely to continue using the library services (because of distance)	248	4%
I will continue to use my library if it stays open	208	3%

Base: all responding to Q1-12c (5,960)

4.5 Overall "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?"

Respondents were asked where the council is proposing to no longer deliver services from a property, but respondents thought that it should continue to deliver services, what were their reasons. Table 27 shows the top 20 mentions to the question.

The general themes on the reasons respondents gave from all the responses are:

- the properties are a community asset/social hub;
- the properties provide services, (eg access to information, education, computers/internet, books);
- the properties provide classes, events, meeting spaces;
- difficult/longer journeys to access other properties; and
- no viable alternative in the local area.

Table 27 - What are your reasons for continuing? (Top 20 mentions)

Comment	Count	Percentage
They are vital to the community/community asset	1106	23%
It is vital to children's literacy, education, access to information, stimulation and pleasure	796	17%
It's a social hub. Without it people may become lonely/isolated, elderly especially	722	15%
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	613	13%
Should be protected from budget savings/cuts because they provide people's services	602	13%
It provides computer/internet access for those without it	584	12%
I would no longer borrow books/read regularly	483	10%
Some people might not be able to get to new service locations because its inconvenient	445	9%
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	360	8%
Positive comment about staff	345	7%
Criticism of budget. Libraries should be protected	321	7%
The area is severely deprived so should retain services to support vulnerable groups	272	6%

Current property has: well situated in town centre	268	6%
There are no viable alternatives in the area providing these services eg book lending	266	6%
No alternative place for organised groups to meet in the area	260	5%
Villages/towns will lose a big sense of community if the libraries close	257	5%
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	242	5%
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	237	5%
The recent investment/refurbishment of this building will be a complete waste of money if closed	230	5%
New housing developments mean communities are growing and will increase demand for these services	229	5%
It provides access to local information/news/events	217	5%
Some people may not have the ability/means to get to them at all eg don't have a car	203	4%

Base: all responding to Q1-12d (4,732)

4.6 Overall "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently."

Respondents were asked if there was anything else that the council needs to consider or could do differently. Table 28 shows the top 20 mentions to the question.

The general themes on what else needs to be considered or done differently from all the responses are:

- the proposal will impact on the most deprived communities, community asset;
- the loss of the service will impact on access to information, learning, help, support, development;
- to generate revenue from the services, make cuts elsewhere;
- to offer more services in a building, reduce opening hours, use volunteers; and
- the community to be involved in the future, take over the service.

Table 28 - Anything else to consider or do differently? (Top 20 mentions)

Comment	Count	Percentage
Prioritise this area/don't close specific property	1206	33%
Other budget comment – (eg save money elsewhere, reduce costs)	341	9%
Heart of community/community asset/hub	315	9%
Other comment	296	8%
Will disadvantage the most deprived/vulnerable groups in society (young,	255	7%

elderly, job seekers)		
Very specific comment about a property	217	6%
Consider the negative impact on local communities	192	5%
It is vital to children's literacy, education, access to information, stimulation and pleasure	183	5%
Stop cutting useful social services (eg children's/youth centre's)	179	5%
Suggestion for service that could be offered	172	5%
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	168	5%
Move services into one building to reduce overall running costs (not just LCC service)	166	5%
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	153	4%
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	151	4%
Keep specific properties services as they are	147	4%
Reduce opening hours of the services (rather than close libraries or children's centres)	146	4%
Provides vital access to reading/learning/research material to the wider community	142	4%
Use more volunteers to reduce staffing costs	139	4%
Our area does/will lack vital public services	134	4%
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	133	4%

Base: all responding to Q2e/14 (3,644)

The above open responses are split by each district that respondents have indicated they have used a property or properties. These can be found in section 4.7 showing how the top 20 mentions split across the districts where respondents have indicated they have made a response. Again, these tables show only where respondents have mentioned a particular theme in their open question responses to the consultation.

For "How will this impact on you?" respondents were:

- more likely to mention that closing the library will result in a lack of access to reading material, which would negatively impact on their mental wellbeing in Wyre (26%), Ribble Valley (26%), South Ribble (22%), West Lancashire (22%) and less likely to mention it in Pendle (10%);
- more likely to mention concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to a negative impact on mental health and wellbeing in West Lancashire (26%), Rossendale (24%) and Wyre (24%) and less likely to mention it in Preston (8%) and Chorley (8%);

- more likely to mention that closing the library will impact on children's education, literacy, ability to access information and reading in Ribble Valley (21%) and South Ribble (20%) and less likely to mention it in Pendle (8%);
- more likely to mention that closing the library will impact on community cohesion because it's a vital community asset in Rossendale (23%) and less likely to mention it in Lancaster (9%);
- more likely to mention that closing the library will remove their main/sole access to computers/the internet in Wyre (18%) and less likely to mention it in Preston (6%); and
- more likely to mention that they will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience in South Ribble (23%) and less likely to mention it in Burnley (6%), Lancaster (6%) and Pendle (6%).

For "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?" respondents were:

- more likely to mention that they are vital to the community or a community asset is Fylde (43%) and Rossendale (33%) and less likely to mention it in Lancaster (14%);
- more likely to mention they are vital to children's literacy and education in Ribble Valley (25%) and less likely to mention it in Pendle (11%);
- more likely to mention it is a social hub and without it people may become lonely/isolated, especially the elderly, in Fylde (22%), Burnley (20%) and Wyre (20%) and less likely to mention it in Pendle (7%);
- more likely to say sessions, groups, classes and walks would stop leading to a negative impact on mental health and wellbeing in Wyre (27%) and West Lancashire (20%) and less likely to mention it in Chorley (5%) and Pendle (7%);
- more likely to mention they should be protected from budget savings/cuts because they provide people's services in Preston (20%) and Wyre (19%) and less likely to mention it in Lancaster (7%) and Pendle (7%);
- more likely to mention it provides computer/internet access for those without it in South Ribble (18%) and Rossendale (17%).

For "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" respondents were more likely to mention prioritise this area or don't close a specific property in Rossendale (39%), West Lancashire (38%) and Lancaster (37%) and less likely to mention it in Pendle (23%) and Chorley (24%).

4.7 By district "How will this impact on you?"

Table 29 - How will this impact on you? (Top 20 mentions by district)

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	18%	15%	13%	19%	16%	13%	10%	12%	26%	16%	22%	22%	26%
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	15%	15%	8%	12%	15%	10%	12%	8%	13%	24%	15%	26%	24%
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	14%	11%	17%	12%	13%	11%	8%	10%	21%	17%	20%	14%	13%
Closing the library will impact on community cohesion because it's a vital community asset	14%	10%	14%	17%	11%	9%	10%	13%	15%	23%	12%	16%	17%
Closing the library will remove my main/sole access to computers/the internet	12%	11%	10%	13%	11%	8%	9%	6%	14%	15%	15%	12%	18%
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	12%	6%	8%	15%	15%	6%	6%	13%	15%	7%	23%	13%	13%
I will miss my library greatly if it closed (devastated/depressed)	11%	10%	9%	12%	10%	6%	7%	14%	11%	10%	13%	14%	18%
Other comment (general)	10%	10%	18%	7%	10%	10%	15%	11%	11%	15%	9%	4%	10%
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	9%	12%	9%	10%	6%	8%	8%	7%	6%	8%	8%	11%	12%
Positive comment about staff	7%	2%	8%	6%	7%	8%	4%	8%	6%	5%	11%	9%	8%

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	6%	4%	5%	6%	6%	5%	2%	8%	8%	5%	9%	9%	10%
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	6%	3%	4%	1%	8%	8%	7%	24%	5%	3%	5%	6%	4%
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	5%	10%	6%	5%	5%	3%	3%	3%	5%	6%	4%	6%	11%
Closing the library will remove my access to learning/research resources	5%	5%	3%	4%	3%	5%	6%	3%	9%	6%	4%	4%	7%
Concerned about loss of events at the children's centre	5%	4%	1%	1%	10%	5%	5%	17%	2%	6%	4%	6%	5%
I will lose access to local information/news/events	5%	3%	5%	3%	5%	5%	4%	2%	6%	3%	9%	6%	7%
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	5%	4%	5%	4%	5%	4%	2%	5%	6%	4%	5%	7%	6%
Concerned that loss of children's centre will limit support for families (general negative impact)	4%	1%	4%	1%	7%	7%	4%	15%	3%	3%	2%	9%	2%
Unlikely to continue using the library services (because of distance)	4%	7%	4%	6%	3%	2%	2%	6%	4%	4%	6%	4%	6%
I will continue to use my library if it stays open	3%	3%	4%	2%	2%	2%	4%	3%	2%	4%	6%	4%	6%

4.8 By district "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?"

Table 30 - What are your reasons for continuing? (Top 20 mentions by district)

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
They are vital to the community/community asset	23%	17%	17%	43%	18%	14%	17%	27%	23%	33%	17%	22%	25%
It is vital to children's literacy, education, access to information, stimulation and pleasure	17%	16%	18%	16%	20%	13%	11%	12%	25%	16%	20%	15%	20%
It's a social hub. Without it people may become lonely/isolated, elderly especially	15%	20%	15%	22%	11%	13%	7%	12%	13%	18%	14%	18%	20%
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	13%	15%	6%	13%	15%	8%	7%	13%	11%	17%	13%	20%	27%
Should be protected from budget savings/cuts because they provide people's services	13%	11%	13%	11%	12%	7%	7%	20%	15%	13%	13%	17%	19%
It provides computer/internet access for those without it	12%	11%	9%	15%	14%	9%	8%	9%	11%	17%	18%	13%	16%
I would no longer borrow books/read regularly	10%	8%	7%	8%	14%	8%	7%	7%	13%	10%	15%	10%	13%
Some people might not be able to get to new service locations because its inconvenient	9%	6%	11%	5%	10%	8%	7%	15%	10%	8%	14%	9%	14%
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	8%	7%	7%	10%	7%	5%	4%	7%	10%	6%	10%	11%	9%
Positive comment about staff	7%	2%	8%	9%	7%	9%	6%	9%	6%	3%	8%	8%	10%

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Criticism of budget. Libraries should be protected	7%	4%	4%	14%	5%	2%	2%	4%	9%	8%	12%	4%	9%
The area is severely deprived so should retain services to support vulnerable groups	6%	3%	6%	2%	4%	7%	4%	8%	7%	11%	3%	8%	4%
Current property has: well situated in town centre	6%	1%	2%	5%	6%	6%	5%	12%	5%	3%	8%	5%	8%
There are no viable alternatives in the area providing these services eg book lending	6%	5%	4%	4%	9%	4%	2%	6%	4%	8%	9%	12%	5%
No alternative place for organised groups to meet in the area	5%	6%	3%	4%	3%	2%	2%	2%	5%	7%	6%	19%	9%
Villages/towns will lose a big sense of community if the libraries close	5%	2%	4%	11%	5%	4%	3%	5%	3%	11%	3%	6%	5%
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5%	2%	5%	1%	7%	9%	5%	19%	3%	4%	3%	9%	2%
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	5%	2%	3%	1%	6%	6%	5%	18%	3%	3%	5%	9%	4%
The recent investment/refurbishment of this building will be a complete waste of money if closed	5%	3%	0%	3%	1%	7%	9%	0%	3%	15%	5%	1%	2%
New housing developments mean communities are growing and will increase demand for these services	5%	1%	9%	3%	1%	2%	1%	1%	21%	3%	2%	4%	2%

4.9 By district "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently."

Table 31 - Anything else to consider or do differently? (Top 20 mentions by district)

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Prioritise this area/don't close specific property	33%	31%	24%	32%	27%	37%	23%	31%	35%	39%	31%	38%	35%
Other budget comment – (eg save money elsewhere, reduce costs)	9%	9%	9%	11%	15%	8%	6%	7%	8%	12%	13%	7%	12%
Heart of community/community asset/hub	9%	6%	7%	13%	7%	5%	4%	9%	9%	13%	7%	6%	12%
Other comment	8%	13%	8%	6%	7%	7%	10%	7%	9%	6%	9%	13%	6%
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	7%	5%	6%	5%	9%	10%	7%	11%	5%	8%	7%	7%	8%
Very specific comment about a property	6%	5%	4%	10%	4%	7%	3%	7%	5%	5%	5%	4%	7%
Consider the negative impact on local communities	5%	3%	4%	6%	1%	5%	6%	12%	5%	8%	3%	6%	4%
Stop cutting useful social services (eg children's/youth centre's)	5%	2%	8%	0%	5%	6%	8%	14%	3%	4%	1%	9%	3%
It is vital to children's literacy, education, access to information, stimulation and pleasure	5%	7%	5%	7%	7%	4%	3%	2%	6%	5%	5%	4%	4%
Suggestion for service that could be offered	5%	5%	2%	6%	8%	5%	2%	2%	6%	4%	7%	3%	5%
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	5%	3%	4%	5%	6%	4%	4%	3%	4%	6%	3%	6%	7%

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Move services into one building to reduce overall running costs (not just LCC service)	5%	6%	3%	3%	7%	3%	8%	2%	5%	3%	9%	5%	4%
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	4%	5%	5%	4%	7%	5%	2%	2%	2%	2%	4%	6%	8%
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	4%	4%	5%	7%	2%	4%	1%	3%	5%	2%	5%	3%	4%
Reduce opening hours of the services (rather than close libraries or children's centres)	4%	5%	6%	6%	6%	2%	1%	2%	6%	3%	5%	5%	4%
Keep specific properties services as they are	4%	4%	7%	3%	3%	5%	7%	2%	5%	1%	2%	3%	3%
Provides vital access to reading/learning/research material to the wider community	4%	2%	3%	5%	5%	3%	2%	2%	5%	3%	4%	4%	7%
Use more volunteers to reduce staffing costs	4%	1%	4%	8%	5%	3%	2%	1%	4%	3%	3%	6%	6%
Our area does/will lack vital public services	4%	3%	3%	3%	4%	2%	4%	4%	3%	11%	2%	4%	2%
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth service	4%	1%	6%	7%	5%	2%	2%	2%	4%	2%	6%	4%	3%

4.10 Property used in the last three years (and proposed to continue) by property will likely to use in the future

Tables 32 to 43 show, by district, those people who have indicated that they have used a property in the last three years that is proposed to continue to deliver county council services compared with the properties that they indicate they will likely to use in the future, if any.

A number of respondents did not tick either their future use of a proposed property or indicated that they would not use any of them. Therefore, it can't be determined whether they would use the proposed properties or not. 16% of respondents who have only used properties in the last three years that is proposed to continue to deliver services did not indicate a future use of a property or indicate none of these. A further 19% of respondents who have only used a property in last three years that is proposed to no longer deliver services did not indicate a future use of a property or indicate none of these. Therefore, as 36% of respondents did not indicate their future use of a property, if any, it cannot be determined whether they would or would not use one of the proposed properties in the future.

4.10.1 Burnley: properties used by will likely use

Table 32 - Burnley: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Total have used in the last three years	Burnley will likely use in the future																
		Burnley and Pendle Day Services (1)	Burnley and Pendle Registration (2)	Burnley City Learning Centre (3)	Burnley Library (4)	Burnley The Fold Co-location Project (5)	Burnley Wood Children's Centre (6)	Children's Social Care (Easden Clough) (7)	Coal Clough Library (8)	Ightenhill Children's Centre (9)	Padiham Library (10)	Reedley Hallows Children's Centre (11)	South West Burnley Children's Centre (12)	Stoneyholme and Daneshouse Young People's Centre (13)	The Chai Centre Children's Centre (14)	The Zone in Burnley (15)	Whitegate Children's Centre (16)	None of these
		Count																
Burnley and Pendle Day Services (1)	16	9	6	6	6	5	5	4	7	3	2	1	3	5	5	4	2	1
Burnley and Pendle Registration (2)	53	4	24	6	28	5	11	5	19	6	16	6	8	6	10	3	2	1
Burnley City Learning Centre (3)	34	5	11	12	17	5	7	4	8	3	5	7	4	4	8	7	6	3

	Burnley will likely use in the future																	
	Total have used in the last three years	Burnley and Pendle Day Services (1)	Burnley and Pendle Registration (2)	Burnley City Learning Centre (3)	Burnley Library (4)	Burnley The Fold Co-location Project (5)	Burnley Wood Children's Centre (6)	Children's Social Care (Easden Clough) (7)	Coal Clough Library (8)	Ightenhill Children's Centre (9)	Padiham Library (10)	Reedley Hallows Children's Centre (11)	South West Burnley Children's Centre (12)	Stoneyholme and Daneshouse Young People's Centre (13)	The Chai Centre Children's Centre (14)	The Zone in Burnley (15)	Whitegate Children's Centre (16)	None of these
	Count																	
Burnley Library (4)	160	8	42	9	106	7	10	4	44	6	35	7	8	10	13	14	4	5
Burnley The Fold Co-location Project (5)	19	4	7	5	9	7	7	6	7	4	3	2	6	2	3	5	3	2
Burnley Wood Children's Centre (6)	21	2	9	2	9	4	11	4	7	3	6	4	4	2	3	4	5	1
Children's Social Care (Easden Clough) (7)	12	3	4	4	5	5	5	7	4	2	1	2	3	2	3	2	2	2
Coal Clough Library (8)	104	10	24	10	44	8	12	8	66	7	21	5	11	4	8	6	4	3
Ightenhill Children's Centre (9)	15	2	5	3	7	3	6	3	4	5	6	2	4	2	3	2	2	1
Padiham Library (10)	74	5	17	5	38	6	10	5	23	8	39	8	7	2	7	5	8	3
Reedley Hallows Children's Centre (11)	24	2	10	5	11	3	7	4	4	3	5	15	4	4	10	2	4	2
South West Burnley Children's Centre (12)	15	3	6	3	8	4	6	4	7	4	4	3	9	3	4	1	1	2
Stoneyholme and Daneshouse Young People's Centre (13)	20	5	7	4	13	3	6	3	4	3	3	5	3	11	10	5	2	1
The Chai Centre Children's Centre (14)	37	8	15	6	20	5	10	6	5	4	4	10	5	12	20	8	4	2
The Zone in Burnley (15)	34	8	7	6	15	9	11	6	7	6	5	4	5	6	7	14	4	1

	Burnley will likely use in the future																	
	Total have used in the last three years	Burnley and Pendle Day Services (1)	Burnley and Pendle Registration (2)	Burnley City Learning Centre (3)	Burnley Library (4)	Burnley The Fold Co-location Project (5)	Burnley Wood Children's Centre (6)	Children's Social Care (Easden Clough) (7)	Coal Clough Library (8)	Ightenhill Children's Centre (9)	Padiham Library (10)	Reedley Hallows Children's Centre (11)	South West Burnley Children's Centre (12)	Stoneyholme and Daneshouse Young People's Centre (13)	The Chai Centre Children's Centre (14)	The Zone in Burnley (15)	Whitegate Children's Centre (16)	None of these
	Count																	
Whitegate Children's Centre (16)	22	3	5	4	7	4	6	3	4	4	8	4	4	2	5	2	8	1

4.10.2 Chorley: properties used by will likely use

Table 33 - Chorley: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Total have used in the last three years	Chorley will likely use in the future										
		Children's Social Care (The Hawthorn's) (26)	Chorley Adult Disability Day Services (Bankside) (27)	Chorley Library (28)	Chorley Registration Office (29)	Clayton Green Library (30)	Coppull Library (31)	Duke Street Children's Centre (32)	Eccleston Library (33)	Euxton Library (34)	Fosterfield Day Centre (35)	None of these
		Count										
Children's Social Care (The Hawthorn's) (26)	22	9	1	11	5	2	2	8	0	1	2	1
Chorley Adult Disability Day Services (Bankside) (27)	4	1	1	4	2	3	1	2	0	0	1	0
Chorley Library (28)	230	11	9	165	43	38	45	22	39	63	14	8
Chorley Registration Office (29)	62	4	3	38	29	12	11	10	9	12	4	2
Clayton Green Library (30)	59	2	3	34	13	40	11	5	12	17	3	5
Coppull Library (31)	89	5	4	43	13	12	56	7	14	14	3	0
Duke Street Children's Centre (32)	44	7	4	27	14	9	8	23	3	9	5	1
Eccleston Library (33)	89	4	3	36	8	13	16	2	65	16	1	1
Euxton Library (34)	112	1	2	58	14	16	16	3	17	84	3	0
Fosterfield Day Centre (35)	9	1	1	6	4	3	2	4	0	1	4	0

4.10.3 Fylde: properties used by will likely use

Table 34 - Fylde: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Fylde will likely use in the future								
	Total have used in the last three years	Children's Social Care (Sydney Street) and Oak Tree Children's Centre (48)	Fylde Adult Disability Day Services (Sunnybank) (49)	Milbanke Day Centre (50)	St Anne's Library (51)	The Woodlands Resource Centre (52)	The Zone in Fylde (53)	Weeton Children's Centre (54)	None of these
	Count								
Children's Social Care (Sydney Street) and Oak Tree Children's Centre (48)	83	48	9	3	36	13	10	12	1
Fylde Adult Disability Day Services (Sunnybank) (49)	17	3	11	8	4	4	4	3	0
Milbanke Day Centre (50)	16	1	9	11	4	5	3	3	0
St Anne's Library (51)	374	34	15	11	259	20	8	12	8
The Woodlands Resource Centre (52)	32	12	7	3	16	18	5	6	0
The Zone in Fylde (53)	13	10	2	1	6	5	6	7	0
Weeton Children's Centre (54)	11	9	2	1	5	4	5	8	0

4.10.4 Hyndburn: properties used by will likely use

Table 35 - Hyndburn: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Hyndburn will likely use in the future												
	Total have used in the last three years	Accrington Library and Registration Office (64)	Children's Social Care (Silver Birches) (65)	Clayton-le-Moors and Altham Children's Centre (66)	Copper House Children's Centre (67)	Fairfield Children's Centre (68)	Great Harwood Children's Centre (69)	Great Harwood Library (70)	Hyndburn Adult Disability Day Services (Enfield) (71)	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (72)	The Zone in Hyndburn (73)	Woodhaven Day Centre (74)	None of these
	Count												
Accrington Library and Registration Office (64)	214	124	14	25	25	37	24	53	21	39	24	21	8
Children's Social Care (Silver Birches) (65)	42	10	13	12	15	9	9	10	10	17	11	9	3
Clayton-le-Moors and Altham Children's Centre (66)	61	23	11	32	25	17	18	22	13	25	13	14	5
Copper House Children's Centre (67)	79	21	13	25	44	16	22	22	12	23	13	12	5
Fairfield Children's Centre (68)	72	29	10	13	13	36	11	12	10	26	10	9	4
Great Harwood Children's Centre (69)	50	17	9	16	19	13	23	23	9	15	8	9	3
Great Harwood Library (70)	118	53	8	18	19	14	21	79	11	18	13	18	4
Hyndburn Adult Disability Day Services (Enfield) (71)	36	11	8	8	7	8	8	8	22	11	9	10	4
Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (72)	102	39	16	27	23	28	18	20	14	55	18	11	2
The Zone in Hyndburn (73)	44	21	9	12	12	9	8	13	12	17	21	8	2
Woodhaven Day Centre (74)	15	4	3	3	3	3	3	10	5	3	3	11	2

4.10.5 Lancaster: properties used by will likely use

Table 36 - Lancaster: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Lancaster will likely use in the future													
	Total have used in the last three years	Appletree Children's Centre (84)	Children's Social Care (Sefton Drive) (85)	Halton Library and Children's Centre (86)	Heysham Library (87)	Lancaster and Morecambe Adult Disability Day Services (Thorpe View) (88)	Lancaster Central Library (89)	Lune Park Children's Centre (90)	Morecambe Library (91)	The Carnforth Hub Children's Centre and Young People's Centre (92)	Vale View Day Centre (93)	Westgate Children's Centre (94)	White Cross Education Centre (95)	None of these
	Count													
Appletree Children's Centre (84)	113	65	24	23	20	11	64	53	35	28	12	31	39	2
Children's Social Care (Sefton Drive) (85)	50	19	29	12	13	13	23	23	19	17	10	17	25	1
Halton Library and Children's Centre (86)	82	20	12	45	23	11	43	28	35	26	10	14	28	3
Heysham Library (87)	358	29	20	30	245	25	163	34	225	28	19	51	57	6
Lancaster and Morecambe Adult Disability Day Services (Thorpe View) (88)	39	8	10	10	12	23	22	11	21	7	6	10	17	1
Lancaster Central Library (89)	643	70	33	60	160	34	457	99	308	68	26	49	118	19
Lune Park Children's Centre (90)	182	63	32	41	34	20	93	103	59	49	20	43	47	1
Morecambe Library (91)	680	44	30	54	224	37	308	58	481	49	25	77	88	7
The Carnforth Hub Children's Centre and Young People's Centre (92)	101	24	13	25	11	10	43	40	30	58	9	16	27	1
Vale View Day Centre (93)	34	13	10	8	8	8	15	15	17	6	16	13	15	1
Westgate Children's Centre (94)	210	49	25	31	63	19	48	48	81	26	18	122	30	1
White Cross Education Centre (95)	188	34	31	34	55	22	112	48	88	37	18	25	107	3

4.10.6 Pendle: properties used by will likely use

Table 37 - Pendle: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Pendle will likely use in the future														
	Total have used in the last three years	Barnoldswick Library (108)	Beacon Children's Centre (109)	Burnley and Pendle Adult Disability Day Services (Marsden Centre) (110)	Byron View Day Centre (111)	Children's Social Care (Burnley Road Colne) (112)	Colne Children's Centre (113)	Colne Library (114)	Earby Community Centre (115)	Family Tree Children's Centre (116)	Gisburn Road Children's Centre (117)	Nelson Library (118)	The Zone in Pendle (119)	Walton Lane Children's Centre (120)	None of these
	Count														
Barnoldswick Library (108)	183	119	18	7	8	14	23	51	61	17	50	33	14	11	4
Beacon Children's Centre (109)	78	11	34	9	8	14	18	17	10	18	13	30	13	20	4
Burnley and Pendle Adult Disability Day Services (Marsden Centre) (110)	21	4	7	6	5	5	4	5	4	6	3	8	6	3	1
Byron View Day Centre (111)	22	4	6	5	5	5	8	8	5	7	6	7	9	7	2
Children's Social Care (Burnley Road Colne) (112)	40	13	13	5	4	15	10	9	8	8	11	11	4	11	1
Colne Children's Centre (113)	84	22	18	6	8	13	44	33	17	15	21	20	9	24	3
Colne Library (114)	188	55	22	12	14	17	40	119	42	21	22	58	20	29	6
Earby Community Centre (115)	201	58	13	5	4	9	19	35	151	8	29	11	10	10	2
Family Tree Children's Centre (116)	92	15	18	7	6	11	15	16	9	47	12	28	10	18	1
Gisburn Road Children's Centre (117)	77	48	14	7	8	11	25	18	33	10	52	5	5	8	1
Nelson Library (118)	246	36	39	16	14	18	28	65	25	40	14	132	35	40	5

The Zone in Pendle (119)	77	13	14	9	6	8	13	20	12	14	9	25	38	15	1
Walton Lane Children's Centre (120)	97	10	15	7	10	11	18	21	12	14	9	28	10	66	2

4.10.7 Preston: properties used by will likely use

Table 38 - Preston: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Preston will likely use in the future																					
	Total have used in the last three years	Ashton Young People's Centre (130)	Children's Social Care (Ripon Street) (131)	Children's Social Care (St Luke's Centre) (132)	Harris Library (133)	Ingol Library (134)	Lady Elsie Finney House Day Centre (135)	Lancashire Register Office and Records Office (136)	Moor Nook Young People's Centre (137)	Preston Adult Disability Day Services (Ribblebank) (138)	Preston Bus Station (139)	Preston West Children's Centre (140)	Ribbleton Children's Centre (141)	Ribbleton Library (142)	Riverbank Children's Centre (143)	Savick Library (144)	Scientific Services Laboratory (145)	Sharoe Green Library and Cherry Tree Children's Centre (146)	Stoneygate Children's Centre (147)	Sunshine Children's Centre (148)	Sunshine Children's Centre (New Hall Lane Drop-in) (149)	None of these
	Count																					
Ashton Young People's Centre (130)	6	4	2	1	3	1	1	3	2	1	2	2	1	1	2	1	1	2	2	0	1	0
Children's Social Care (Ripon Street) (131)	48	8	26	23	15	6	4	14	8	3	12	17	19	8	17	5	4	12	20	21	9	0
Children's Social Care (St Luke's Centre) (132)	48	10	27	24	16	8	6	16	9	6	16	16	16	7	17	6	8	12	23	21	8	1
Harris Library (133)	255	12	15	17	187	38	11	62	18	10	96	18	34	31	18	27	62	72	24	23	21	1
Ingol Library (134)	55	6	3	3	35	40	4	17	5	4	14	4	3	8	3	13	24	18	2	1	3	1
Lady Elsie Finney House Day Centre (135)	9	3	3	2	5	2	5	3	2	3	3	1	0	1	0	1	4	1	1	1	1	1
Lancashire Register Office and Records Office (136)	113	9	11	13	68	19	5	63	17	10	42	16	29	19	17	12	27	31	15	14	14	0
Moor Nook Young People's Centre (137)	36	5	9	9	16	5	4	12	22	5	13	9	22	14	9	4	5	8	10	9	11	0

	Preston will likely use in the future																					
	Total have used in the last three years	Ashton Young People's Centre (130)	Children's Social Care (Ripon Street) (131)	Children's Social Care (St Luke's Centre) (132)	Harris Library (133)	Ingol Library (134)	Lady Elsie Finney House Day Centre (135)	Lancashire Register Office and Records Office (136)	Moor Nook Young People's Centre (137)	Preston Adult Disability Day Services (Ribblebank) (138)	Preston Bus Station (139)	Preston West Children's Centre (140)	Ribbleton Children's Centre (141)	Ribbleton Library (142)	Riverbank Children's Centre (143)	Savick Library (144)	Scientific Services Laboratory (145)	Sharoe Green Library and Cherry Tree Children's Centre (146)	Stoneygate Children's Centre (147)	Sunshine Children's Centre (148)	Sunshine Children's Centre (New Hall Lane Drop-in) (149)	None of these
	Count																					
Preston Adult Disability Day Services (Ribblebank) (138)	7	0	1	1	4	0	1	4	1	6	2	2	2	1	2	0	0	1	1	1	1	0
Preston Bus Station (139)	15	7	7	11	10	15	5	40	10	6	10	11	22	15	11	9	41	42	17	12	11	1
Preston West Children's Centre (140)	42	4	15	13	21	6	3	18	9	5	14	22	22	7	20	4	4	17	18	18	14	1
Ribbleton Children's Centre (141)	81	7	19	17	37	10	5	24	25	8	24	22	55	24	22	9	9	27	26	32	29	1
Ribbleton Library (142)	60	4	7	7	31	12	5	18	19	5	18	5	24	32	6	10	18	12	10	13	16	1
Riverbank Children's Centre (143)	53	1	20	17	21	8	4	18	9	7	16	24	23	8	30	8	6	21	23	23	14	1
Savick Library (144)	32	1	3	2	20	11	2	8	4	2	8	4	4	7	3	27	9	10	3	1	2	0
Scientific Services Laboratory (145)	85	2	2	3	50	19	4	21	2	0	26	2	1	8	1	6	84	13	0	0	0	5
Sharoe Green Library and Cherry Tree Children's Centre (146)	14	1	15	14	86	19	7	40	13	10	52	21	28	16	22	14	25	10	22	22	22	2
Stoneygate Children's Centre (147)	80	6	18	17	23	5	2	11	9	5	16	18	26	9	20	4	4	18	61	25	15	0

	Preston will likely use in the future																					
	Total have used in the last three years	Ashton Young People's Centre (130)	Children's Social Care (Ripon Street) (131)	Children's Social Care (St Luke's Centre) (132)	Harris Library (133)	Ingol Library (134)	Lady Elsie Finney House Day Centre (135)	Lancashire Register Office and Records Office (136)	Moor Nook Young People's Centre (137)	Preston Adult Disability Day Services (Ribblebank) (138)	Preston Bus Station (139)	Preston West Children's Centre (140)	Ribbleton Children's Centre (141)	Ribbleton Library (142)	Riverbank Children's Centre (143)	Savick Library (144)	Scientific Services Laboratory (145)	Sharoe Green Library and Cherry Tree Children's Centre (146)	Stoneygate Children's Centre (147)	Sunshine Children's Centre (148)	Sunshine Children's Centre (New Hall Lane Drop-in) (149)	None of these
	Count																					
Sunshine Children's Centre (148)	64	8	21	20	26	6	5	17	14	7	17	22	39	17	24	5	8	20	28	37	25	0
Sunshine Children's Centre (New Hall Lane Drop-in) (149)	47	7	11	8	22	7	5	13	13	6	14	15	30	15	14	5	5	17	17	22	31	0

4.10.8 Ribble Valley: properties used by will likely use

Table 39 - Ribble Valley: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Ribble Valley will likely use in the future							
	Total have used in the last three years	Clitheroe Library (153)	Longridge Library (154)	Mearley Fold Day Centre (155)	Mellor Library (156)	Ribblesdale Children's Centre (157)	The Zone in Ribble Valley (158)	None of these
	Count							
Clitheroe Library (153)	405	294	60	21	22	48	49	10
Longridge Library (154)	190	49	159	7	9	9	14	5
Mearley Fold Day Centre (155)	14	7	8	10	1	3	4	0
Mellor Library (156)	37	24	9	2	24	2	3	0
Ribblesdale Children's Centre (157)	94	55	12	16	9	54	27	2
The Zone in Ribble Valley (158)	63	35	18	10	8	15	38	1

4.10.9 Rossendale: properties used by will likely use

Table 40 - Rossendale: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Rossendale will likely use in future									
	Total have used in the last three years	Bacup Olive House Parkside Day Centre (166)	Children's Social Care (Newchurch Road Rawtenstall) (167)	Haslingden Community Link Children's Centre (168)	Haslingden Library (169)	Rawtenstall Library (170)	The Maden Centre (171)	The Zone in Rossendale (172)	Whitworth Children's Centre (173)	None of these
	Count									
Bacup Olive House Parkside Day Centre (166)	64	32	10	15	15	29	29	11	9	2
Children's Social Care (Newchurch Road Rawtenstall) (167)	49	15	20	18	12	19	19	19	10	3
Haslingden Community Link Children's Centre (168)	114	21	17	53	32	55	33	34	15	5
Haslingden Library (169)	131	31	16	36	65	69	27	26	13	6
Rawtenstall Library (170)	367	72	33	52	70	209	69	51	19	10
The Maden Centre (171)	168	52	26	37	30	63	86	29	20	5
The Zone in Rossendale (172)	70	22	23	30	21	35	26	30	18	3
Whitworth Children's Centre (173)	40	17	14	17	10	16	16	15	18	3

4.10.10 South Ribble: properties used by will likely use

Table 41 - South Ribble: property used in the last three years (and proposed to continue) by property will likely to use in the future

	South Ribble will likely use in the future									
	Total have used in the last three years	Kingsfold Library (182)	Leyland Day Centre (183)	Leyland Library (184)	Longton Library (185)	South Ribble Adult Disability Day Services (Crossways) (186)	The Zone in South Ribble (187)	Wade Hall Children's Centre (188)	Walton-le-Dale Young People's Centre (189)	None of these
	Count									
Kingsfold Library (182)	192	133	8	32	51	5	12	12	9	5
Leyland Day Centre (183)	6	2	3	3	2	2	1	1	3	0
Leyland Library (184)	129	40	10	78	32	10	10	9	9	2
Longton Library (185)	153	52	8	31	112	5	7	8	8	4
South Ribble Adult Disability Day Services (Crossways) (186)	10	5	3	7	3	4	3	4	1	0
The Zone in South Ribble (187)	28	6	3	7	3	3	16	14	13	7
Wade Hall Children's Centre (188)	35	11	3	6	6	2	17	24	13	7
Walton-le-Dale Young People's Centre (189)	46	11	5	10	7	1	17	20	29	7

4.10.11 West Lancashire: properties used by will likely use

Table 42 - West Lancashire: property used in the last three years (and proposed to continue) by property will likely to use in the future

	West Lancashire will likely use in the future												
	Total have used in the last three years	First Steps Children's Centre (198)	Ormskirk Library (199)	Ormskirk Mere Brook Day Centre (200)	Park Children's Centre (201)	Skelmersdale Library (202)	Tarleton Library (203)	The Grove Young People's Centre and Children's Centre (204)	The Zone in West Lancashire (205)	Upholland Children's Centre, St Thomas the Martyr CE Primary School (206)	West Lancashire Adult Disability Day Services (Whiteledge) (207)	West Lancashire Registration Office (208)	None of these
	Count												
First Steps Children's Centre (198)	32	18	8	3	15	17	4	8	12	5	2	3	1
Ormskirk Library (199)	146	10	96	11	9	45	32	38	14	9	9	31	10
Ormskirk Mere Brook Day Centre (200)	12	1	2	3	1	2	0	0	0	0	0	0	0
Park Children's Centre (201)	41	18	14	5	24	28	8	14	19	8	3	10	1
Skelmersdale Library (202)	142	21	44	8	27	98	15	22	24	16	7	23	9
Tarleton Library (203)	117	3	31	3	4	14	99	12	5	1	4	15	2
The Grove Young People's Centre and Children's Centre (204)	63	10	27	4	12	21	14	40	13	3	4	15	0
The Zone in West Lancashire (205)	22	8	9	3	11	15	5	11	14	3	4	7	0

Upholland Children's Centre, St Thomas the Martyr CE Primary School (206)	20	5	4	1	6	12	1	4	6	14	2	2	0
West Lancashire Adult Disability Day Services (Whiteledge) (207)	11	2	6	5	0	5	3	3	2	2	4	4	0
West Lancashire Registration Office (208)	58	6	22	7	10	23	11	14	6	8	6	31	1

4.10.12 Wyre: properties used by will likely use

Table 43 - Wyre: property used in the last three years (and proposed to continue) by property will likely to use in the future

	Wyre will likely use in the future											
	Total have used in the last three years	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (217)	Fleetwood Children's Centre (Flakefleet satellite) (218)	Fleetwood Library and Registration Office (219)	Fylde And Wyre Adult Disability Day Services (Larkholme) (220)	Garstang Library (221)	Knott End Library (222)	Poulton Library (223)	Teal Close Day Centre (224)	The Zone in Wyre (225)	Thornton Children's Centre (226)	None of these
	Count											
Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (217)	42	22	15	11	6	6	4	7	4	7	19	3
Fleetwood Children's Centre (Flakefleet satellite) (218)	40	14	21	13	5	4	4	8	3	5	17	4
Fleetwood Library and Registration Office (219)	257	14	16	180	13	30	34	95	6	5	17	12
Fylde And Wyre Adult Disability Day Services (Larkholme) (220)	13	5	3	7	8	5	4	6	4	3	5	4
Garstang Library (221)	154	6	4	33	7	122	27	42	5	4	4	10
Knott End Library (222)	104	4	3	35	5	26	79	42	3	2	3	4
Poulton Library (223)	254	7	11	97	11	43	41	184	8	4	20	4
Teal Close Day Centre (224)	9	4	3	4	4	3	2	5	4	3	4	2
The Zone in Wyre (225)	15	7	5	4	4	4	2	4	3	8	8	2
Thornton Children's Centre (226)	75	17	23	19	6	5	3	26	4	7	48	3

4.11 Property used in the last three years (and proposed to longer deliver services) by property will likely to use in the future

Tables 44 to 55 show, by district, those people who have indicated that they have used in the last three years a property that is proposed to no longer deliver county council services compared with the properties that they indicate they will likely to use in the future, if any.

4.11.1 Burnley: properties used by will likely use

Table 44 - Burnley: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Burnley will likely use in the future																	
	Total have used in the last three years	Burnley and Pendle Day Services (1)	Burnley and Pendle Registration (2)	Burnley City Learning Centre (3)	Burnley Library (4)	Burnley The Fold Co-location Project (5)	Burnley Wood Children's Centre (6)	Children's Social Care (Easden Clough) (7)	Coal Clough Library (8)	Ightenhill Children's Centre (9)	Padham Library (10)	Reedley Hallows Children's Centre (11)	South West Burnley Children's Centre (12)	Stoneyholme and Daneshouse Young People's Centre (13)	The Chai Centre Children's Centre (14)	The Zone in Burnley (15)	Whitegate Children's Centre (16)	None of these
	Count																	
Belmont Community Centre (17)	55	6	11	6	17	5	5	4	5	4	2	4	4	4	5	4	4	4
Briercliffe Library (18)	79	8	18	6	33	6	9	6	13	5	8	9	7	5	13	6	5	6
Brunshaw Young People's Centre (19)	10	5	4	4	6	4	5	4	4	6	5	4	4	4	5	6	5	3
Burnley Campus Library (20)	80	10	21	13	36	12	15	8	19	7	17	19	10	11	20	12	9	5
Hapton Young People's Centre (21)	15	5	4	5	6	5	5	5	5	6	4	5	5	4	5	4	5	3
Padham Young People's Centre (22)	31	8	7	6	8	6	7	6	7	7	8	7	6	6	8	6	7	9
Pike Hill Library (23)	49	6	15	8	24	6	9	5	10	6	5	4	7	4	6	6	4	5
Rosegrove Library (24)	71	6	18	8	30	8	9	7	23	9	18	6	9	6	8	7	5	6
Stoops and Hargher Clough Young People's Centre (25)	26	5	4	5	8	7	5	5	7	5	4	4	6	4	4	6	4	4

4.11.2 Chorley: properties used by will likely use

Table 45 - Chorley: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Chorley will likely use in the future											
	Total have used in the last three years	Children's Social Care (The Hawthorn's) (26)	Chorley Adult Disability Day Services (Bankside) (27)	Chorley Library (28)	Chorley Registration Office (29)	Clayton Green Library (30)	Coppull Library (31)	Duke Street Children's Centre (32)	Eccleston Library (33)	Euxton Library (34)	Fosterfield Day Centre (35)	None of these
	Count											
Adlington Library and Children's Centre (36)	145	10	5	54	14	16	16	15	11	12	8	9
Astley and Buckshaw Children's Centre (37)	32	7	3	19	11	7	7	15	3	9	5	1
Blossomfields Children's Centre (38)	15	4	3	7	5	5	3	6	5	3	3	2
Chorley Adult Disability Day Services (Holly Trees) (39)	5	2	3	3	3	3	3	3	3	3	3	2
Chorley Youth Offending Team (40)	8	5	2	5	2	4	2	4	5	3	2	2
Clayton Brook Children's Centre (41)	18	5	4	13	8	10	5	8	5	6	4	3
Coppull Children's Centre (42)	30	6	3	20	8	8	17	10	6	6	3	2
Coppull Young People's Centre (43)	24	5	6	10	6	5	12	6	9	6	5	3
Eccleston Young People's Centre (44)	45	6	4	12	5	9	6	3	22	6	3	3
Highfield Children's Centre (45)	37	7	4	24	12	6	8	18	3	5	7	4
Millfield Children's Centre (46)	9	2	2	7	6	3	3	4	3	3	2	2
The Zone in Chorley (47)	52	10	5	24	15	9	10	11	4	6	8	5

4.11.3 Fylde: properties used by will likely use

Table 46 - Fylde: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Fylde will likely use in the future								
	Total have used in the last three years	Children's Social Care (Sydney Street) and Oak Tree Children's Centre (48)	Fylde Adult Disability Day Services (Sunnybank) (49)	Milbanke Day Centre (50)	St Anne's Library (51)	The Woodlands Resource Centre (52)	The Zone in Fylde (53)	Weeton Children's Centre (54)	None of these
	Count								
Ansdell Library (55)	491	39	21	14	205	22	9	11	49
Freckleton Library (56)	97	9	5	6	32	5	3	3	10
Kirkham Library (57)	83	11	12	17	25	9	5	8	7
Kirkham Young People's Centre (58)	10	3	3	3	4	5	3	4	2
Lower Lane Young People's Centre (59)	7	4	2	2	3	3	3	4	2
Lytham Children's Centre (60)	68	30	6	4	31	10	8	11	5
Lytham Library and Registration Office (61)	428	39	18	16	187	17	8	10	50
Orchard Children's Centre (62)	26	15	5	3	11	8	8	9	3
Pear Tree Children's Centre (63)	38	19	4	3	11	8	8	11	5

4.11.4 Hyndburn: properties used by will likely use

Table 47 - Hyndburn: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Hyndburn will likely use in the future												
	Total have used in the last three years	Accrington Library and Registration Office (64)	Children's Social Care (Silver Birches) (65)	Clayton-le-Moors and Altham Children's Centre (66)	Copper House Children's Centre (67)	Fairfield Children's Centre (68)	Great Harwood Children's Centre (69)	Great Harwood Library (70)	Hyndburn Adult Disability Day Services (Enfield) (71)	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (72)	The Zone in Hyndburn (73)	Woodhaven Day Centre (74)	None of these
	Count												
Accrington Youth Offending Team (75)	13	4	5	5	6	4	4	4	6	5	4	4	2
Clayton-le-Moors Library (76)	89	48	7	23	16	15	16	40	10	18	17	16	4
Clayton-le-Moors Young People's Centre (77)	24	9	7	12	9	7	8	8	7	10	10	6	1
Great Harwood Young People's Centre (78)	41	14	8	10	12	8	13	24	8	8	9	8	2
Huncoat Children's Centre (79)	23	4	6	10	13	10	8	8	7	9	6	8	3
Oswaldtwistle Library (80)	170	85	10	15	14	26	9	29	11	24	15	11	9
Oswaldtwistle Young People's Centre (81)	29	10	7	9	8	6	6	7	8	6	8	7	2
Rishton Library (82)	130	45	9	18	36	13	23	44	10	12	13	13	10
Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (83)	87	24	14	18	19	22	15	13	12	36	17	12	4

4.11.5 Lancaster: properties used by will likely use

Table 48 - Lancaster: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Lancaster will likely use in the future													
	Total have used in the last three years	Appletree Children's Centre (84)	Children's Social Care (Sefton Drive) (85)	Halton Library and Children's Centre (86)	Heysham Library (87)	Lancaster and Morecambe Adult Disability Day Services (Thorpe View) (88)	Lancaster Central Library (89)	Lune Park Children's Centre (90)	Morecambe Library (91)	The Carnforth Hub Children's Centre and Young People's Centre (92)	Vale View Day Centre (93)	Westgate Children's Centre (94)	White Cross Education Centre (95)	None of these
	Count													
Balmoral Children's Centre (96)	272	45	25	32	76	21	64	51	104	33	19	107	35	14
Barton Road Young People's Centre (97)	143	33	17	17	27	11	78	37	41	22	15	19	38	9
Bolton-le-Sands Library (98)	249	16	7	22	50	9	100	24	96	33	10	12	34	13
Carnforth Library (99)	222	19	11	23	57	10	112	27	107	45	12	15	34	6
Firbank Children's Centre (100)	161	53	29	31	27	17	94	76	43	42	19	34	47	6
Galgate Children's Centre (101)	37	18	13	15	9	9	23	19	16	17	12	12	18	2
Heysham Children's Centre and Young People's Centre (102)	217	32	18	22	10 0	18	59	42	105	24	16	85	35	5
Lancaster Registration Office (103)	284	58	20	29	72	21	157	68	126	43	16	48	68	8
Morecambe Registration Office (104)	122	14	9	8	48	13	45	13	77	9	8	28	25	3
Poulton Children's Centre (105)	215	40	24	26	69	16	62	53	101	32	19	91	37	4
Ryelands Young People's Centre (106)	62	20	17	16	15	14	27	28	26	16	15	20	21	4
Silverdale Library (107)	76	3	4	13	19	6	30	6	29	11	5	4	14	6

4.11.6 Pendle: properties used by will likely use

Table 49 - Pendle: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Pendle will likely use in the future														
	Total have used in the last three years	Barnoldswick Library (108)	Beacon Children's Centre (109)	Burnley and Pendle Adult Disability Day Services (Marsden Centre) (110)	Byron View Day Centre (111)	Children's Social Care (Burnley Road Colne) (112)	Colne Children's Centre (113)	Colne Library (114)	Earby Community Centre (115)	Family Tree Children's Centre (116)	Gisburn Road Children's Centre (117)	Nelson Library (118)	The Zone in Pendle (119)	Walton Lane Children's Centre (120)	None of these
	Count														
Barnoldswick Young People's Centre (121)	73	28	15	9	9	6	11	11	26	8	17	9	15	8	3
Barrowford Library (122)	54	14	11	4	8	9	10	22	13	7	7	21	8	8	5
Brierfield Library (123)	196	17	21	12	6	10	15	29	10	45	6	57	14	9	2
Brierfield Young People's Centre (124)	58	7	9	8	6	8	7	10	8	15	5	19	11	7	3
Colne Young People's Centre (125)	42	7	9	6	6	5	9	15	9	7	6	10	17	8	1
Earby Library (126)	116	50	13	7	8	10	16	31	77	8	26	16	10	9	3
Pendleside Children's Centre (127)	22	4	12	5	6	6	11	6	6	7	8	7	6	7	2
Trawden Library and Riverside Children's Centre (128)	50	13	6	4	6	6	13	27	7	5	5	13	9	6	3
Trawden Young People's Centre (129)	23	5	6	3	5	6	7	11	6	5	3	6	10	5	2

4.11.7 Preston: properties used by will likely use

Table 50 - Preston: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Preston will likely use in the future																					
	Total have used in the last three years	Ashton Young People's Centre (130)	Children's Social Care (Ripon Street) (131)	Children's Social Care (St Luke's Centre) (132)	Harris Library (133)	Ingol Library (134)	Lady Elsie Finney House Day Centre (135)	Lancashire Register Office and Records Office (136)	Moor Nook Young People's Centre (137)	Preston Adult Disability Day Services (Ribblebank) (138)	Preston Bus Station (139)	Preston West Children's Centre (140)	Ribbleton Children's Centre (141)	Ribbleton Library (142)	Riverbank Children's Centre (143)	Savick Library (144)	Scientific Services Laboratory (145)	Sharoe Green Library and Cherry Tree Children's Centre (146)	Stonegate Children's Centre (147)	Sunshine Children's Centre (148)	Sunshine Children's Centre (New Hall Lane Drop-in) (149)	None of these
	Count																					
Fulwood Library (150)	203	8	8	5	113	29	9	38	8	7	67	12	12	13	13	15	53	62	7	8	8	9
Preston East Children's Centre (151)	125	11	19	13	53	10	6	33	20	13	32	20	43	19	20	8	9	46	27	28	27	2
St Lawrence Children's Centre (152)	14	3	3	0	10	6	3	7	2	6	7	7	4	1	5	3	5	8	7	6	5	1

4.11.8 Ribble Valley: properties used by will likely use

Table 51 - Ribble Valley: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Ribble Valley will likely use in the future							
	Total have used in the last three years	Clitheroe Library (153)	Longridge Library (154)	Mearley Fold Day Centre (155)	Mellor Library (156)	Ribblesdale Children's Centre (157)	The Zone in Ribble Valley (158)	None of these
	Count							
Chatburn Library (159)	56	44	18	9	3	10	13	1
Longridge Young People's Centre (160)	87	18	52	8	4	10	23	4
Read Library (161)	65	40	12	5	5	6	5	2
Ribble Valley Adult Disability Day Services (Pendleton Brook) (162)	23	12	7	5	2	4	8	2
Slaidburn Young People's Centre (163)	22	15	9	5	3	6	16	2
Whalley Library and Spring Wood Children's Centre (164)	469	220	38	17	20	35	27	27
Willows Park Children's Centre (165)	43	8	26	4	2	12	10	2

4.11.9 Rossendale: properties used by will likely use

Table 52 - Rossendale: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Rossendale will likely use in the future									
	Total have used in the last three years	Bacup Olive House Parkside Day Centre (166)	Children's Social Care (Newchurch Road Rawtenstall) (167)	Haslingden Community Link Children's Centre (168)	Haslingden Library (169)	Rawtenstall Library (170)	The Maden Centre (171)	The Zone in Rossendale (172)	Whitworth Children's Centre (173)	None of these
	Count									
Bacup Library (174)	394	89	33	43	61	129	107	37	21	18
Balladen Children's Centre (175)	67	16	14	30	22	41	17	23	10	2
Crawshawbooth Library and Community Centre (176)	224	23	15	38	44	107	25	37	10	12
Rossendale Registration Office (177)	91	29	16	26	25	45	30	21	14	7
Staghills Children's Centre (178)	81	19	19	29	20	42	27	19	8	4
Whitewell Bottom Community Centre (179)	105	32	21	26	23	43	30	19	11	7
Whitworth Library (180)	80	25	9	12	20	31	24	12	11	3
Whitworth Young People's Centre (181)	29	13	9	9	10	11	15	8	9	3

4.11.10 South Ribble: properties used by will likely use

Table 53 - South Ribble: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	South Ribble will likely use in the future									
	Total have used in the last three years	Kingsfold Library (182)	Leyland Day Centre (183)	Leyland Library (184)	Longton Library (185)	South Ribble Adult Disability Day Services (Crossways) (186)	The Zone in South Ribble (187)	Wade Hall Children's Centre (188)	Walton-le-Dale Young People's Centre (189)	None of these
	Count									
Bamber Bridge Children's Centre (190)	120	23	6	21	23	4	4	7	17	18
Bamber Bridge Library (191)	237	51	11	41	39	7	9	12	21	34
Kingsfold Children's Centre (192)	41	27	5	6	13	3	7	8	6	2
Longton Children's Centre (193)	36	16	5	6	18	2	4	6	7	1
Lostock Hall Library and Children's Centre (194)	258	56	13	41	30	7	15	21	26	45
Penwortham Library (195)	157	62	12	29	46	6	10	11	13	16
Penwortham Young People's Centre (196)	92	29	8	13	15	5	6	7	9	6
Wellfield Children's Centre (197)	27	8	6	12	7	2	8	10	6	0

4.10.11 West Lancashire: properties used by will likely use

Table 54 - West Lancashire: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	West Lancashire will likely use in the future												
	Total have used in the last three years	First Steps Children's Centre (198)	Ormskirk Library (199)	Ormskirk Mere Brook Day Centre (200)	Park Children's Centre (201)	Skelmersdale Library (202)	Tarleton Library (203)	The Grove Young People's Centre and Children's Centre (204)	The Zone in West Lancashire (205)	Upholland Children's Centre, St Thomas the Martyr CE Primary School (206)	West Lancashire Adult Disability Day Services (Whiteledge) (207)	West Lancashire Registration Office (208)	None of these
	Count												
Burscough Library (209)	110	5	57	6	4	21	27	39	9	3	4	20	8
Children's Social Care (Fairlie Skelmersdale) (210)	36	13	9	3	13	17	5	9	12	4	2	4	2
Hesketh with Becconsall Children's Centre (211)	11	2	3	0	2	2	7	3	2	0	1	1	0
Moorgate Children's Centre (212)	37	10	21	5	11	15	5	13	9	3	3	7	2
Ormskirk Derby Street Day Centre (Older People) (213)	43	3	14	8	4	11	7	6	4	3	6	7	3
Parbold Library (214)	81	5	33	4	6	30	15	15	4	4	3	11	5
St John's Children's Centre (Skelmersdale) (215)	63	17	12	4	22	32	5	11	12	10	5	8	7
Upholland Library (216)	128	7	23	4	8	45	9	15	11	16	6	12	10

4.10.12 Wyre: properties used by will likely use

Table 55 - Wyre: property used in the last three years (proposed to longer deliver services) by property will likely to use in the future

	Wyre will likely use in the future											
	Total have used in the last three years	Children's Social Care (The Anchorage Fleetwood and West View Children's Centre (217)	Fleetwood Children's Centre (Flakefleet satellite) (218)	Fleetwood Library and Registration Office (219)	Fylde And Wyre Adult Disability Day Services (Larkholme) (220)	Garstang Library (221)	Knott End Library (222)	Poulton Library (223)	Teal Close Day Centre (224)	The Zone in Wyre (225)	Thornton Children's Centre (226)	None of these
	Count											
Cleveleys Library and Children Centre (227)	243	18	20	94	10	24	26	67	6	7	33	21
Fleetwood Children's Centre (228)	47	19	18	18	7	6	6	15	4	7	25	4
Garstang Young People's Centre (229)	29	7	6	6	4	17	8	6	4	6	7	2
Northfleet Library (230)	53	11	9	36	6	13	13	18	4	3	7	5
Over Wyre Children's Centre (Hambleton satellite) (231)	24	6	4	6	4	11	7	9	3	4	7	4
Over Wyre Children's Centre (Preesall satellite) (232)	16	3	2	4	3	6	9	8	3	3	4	3
Poulton-le-Fylde Children's Centre (233)	49	10	13	18	7	7	6	28	4	5	20	3
Preesall Young People's Centre (234)	14	3	2	5	3	4	10	6	3	3	3	2
Rural Wyre Children's Centre (235)	28	5	3	5	4	19	6	6	4	5	4	3
Thornton Library (236)	301	13	15	106	10	31	30	96	6	7	41	17
Thornton Young People's Centre (237)	31	9	7	9	4	4	3	12	4	6	17	2
Thornton Youth Offending Team (238)	8	6	3	6	4	4	3	4	3	4	4	2

4.12 Services used in the last three years

Each of the properties listed in the consultation also included a list of the current services in the property and the proposed future main services. In the analysis each property has been tagged with the current use. This allows current service use of respondents to be analysed.

However, it should be noted, that due to some buildings currently and in the future containing more than one service, this comparison isn't exact, and should only be used indicatively.

Table 56 - Service use (based on property use in last three years)

Service use	Count	Percentage
Library Service	6,838	91%
Wellbeing Prevention and Early Help Service (Young People's Service)	2,728	36%
Wellbeing Prevention and Early Help Service (designated children's centre)	2,457	33%
Welfare Rights	2,030	27%
Registration Service	1,889	25%
Wellbeing Prevention and Early Help Service (children's centre)	1,340	18%
Children's Social Care	488	7%
Older People's Daytime Support Service	243	3%
Children Missing Education and Pupil Attendance Team	230	3%
Adult Disability Day Services	193	3%
Community Association - no LCC service	160	2%
None	155	2%
Adult Social Care	142	2%
Records Office	113	2%
Scientific Services	85	1%
Youth Offending Team	75	1%
Supporting Carers of Children and Young People (SCAYT+)	72	1%
Conferencing	34	<1%
Leaving Care Outreach	34	<1%
Community Mental Health Service	32	<1%

Base: all respondents (7,498)

5. Petitions and e-petition received

The county council has received a number of petitions relating to the Property Strategy throughout the fieldwork period. These are summarised below.

At the date of this report there have been 11,678 signatures received via e-petitions and 32,567 signatures received via other petitions.

Table 57 - Other petitions received

Property	Signatures
Belmont Community Centre, Burnley	149
Whalley Library	1,818
Lancashire children's centres	1,648
Rishton Library	358
Freckleton Library	493
Bolton-le-Sands Library	1,728
Priory Lane Young People's Centre	2,286
Ferry, buses, library and Youth Service in Knott End and Preesall	3,265
Fulwood Library	3,739
Heysham Children's Centre and Young People's Centre	1,041
Kirkham Library	4,711
Bacup Library	161
Longridge Young People's Centre	633
Lytham Library	3,947
Heysham Youth and Community Centre	266
Oswaldtwistle Library	1,332
Ansdell Library	2,507
Morecambe Library	2,485

In addition, a number of e-petitions have also been submitted and signed on the county council's website. Those relating to the Property Strategy are detailed below, as at the date of this report.

Table 58 - E-petitions received

ePetitions		
Title	Respondents	Deadline to sign by
Save St Annes Library	256	01/09/2016
Save Fulwood Library from Closure	182	01/09/2016
Save Lytham Library	74	01/09/2016
Save Clayton Brook Children's Centre	51	09/09/2016

ePetitions

Title	Respondents	Deadline to sign by
Possible Closure of Whitworth Library	106	01/10/2016
Save Longridge Youth Club	18	Finished
Save Earby library	1	Finished
Save Bamber Bridge Library	12	Finished
Save Upholland library	558	Finished
Save Lostock Hall Library	48	Finished
Keep Freckleton Library Open	145	Finished
Save Ingol Library	47	Finished
Save Longridge Library	2194	Finished
Don't close 40 out of 74 Libraries	351	Finished
Save Coppull Library	849	Finished
Save Fleetwood Library	175	Finished
Saving the Knott-End-On-Sea Library	16	Finished
Save Longton Library	200	Finished
Tarleton Library	2218	Finished
Don't Close Heysham Library	220	Finished
Keep Carnforth Library	104	Finished
Save Eccleston Library	954	Finished
Save Adlington Library	311	Finished
Save EUXTON Library	92	Finished
Save Ansdell Library	267	Finished
Bolton le Sands Library	55	Finished
Save Read Library	36	Finished
Save Parbold Library	1210	Finished

ePetitions

Title	Respondents	Deadline to sign by
Save Haslingden Library	131	Finished
Save Clayton Green Library	24	Finished
Keep Morecambe Library Staffed	51	Finished
SAVE PRESTON EAST CHILDREN'S CENTRE	722	Finished

6. Other correspondence received

The county council has received a number of correspondence through letter and email sent to county councillors and officers of the council. A total of 211 have been received about the Property Strategy consultation during the consultation period.

The majority of the issues raised are similar to the impacts, reasons and other suggestions found in the main findings section of this report (sections 4.4, 4.5 and 4.6). Other issues raised were requests for more information on specific properties and queries about specific services (44 mentions).

The majority of correspondence was against library proposals generally, for specific areas and for specific libraries (129 mentions), others were against the children's centre proposals (13 mentions), offers to work with the county council on future service delivery (13 mentions), putting forward expressions of interest for some of the properties (10 mentions), raising concern for vulnerable groups being able to access services (3 mentions) and against the proposals for young people's centres (3 mentions).

As part of the county council's transformation, staff have been consulted on their structures and they have also raised some issues around specific properties within the Property Strategy as part of that consultation. These views have been incorporated into the consultation.

Appendix 1: demographic breakdown

		Percentage	Count
Are you...?	A Lancashire resident	97%	7254
	A member of a voluntary or community organisation	18%	1367
	An employee of Lancashire County Council	7%	524
	A local business owner	4%	286
	An elected member of a parish or town council in Lancashire	1%	91
	Other	1%	72
	An elected member of a Lancashire district council	1%	42
	An elected member of Lancashire County Council	<1%	31
	Total		7482

		Percentage	Count
What was your age on your last birthday?	Under 16	4%	291
	16-19	2%	183
	20-34	16%	1166
	35-49	20%	1479
	50-64	22%	1646
	65-74	22%	1623
	75+	15%	1115
	Total		7503

		Percentage	Count
Are you...?	Male	28%	2087
	Female	72%	5380
	Total		7467

		Percentage	Count
Have you ever identified as transgender?	Yes	1%	37
	No	94%	6579
	Prefer not to say	5%	349
	Total		6965

		Percentage	Count
Are you a deaf person or	No	81%	5764

do you have a disability?	Yes, physical disability	9%	649
	Yes, mental health condition	4%	308
	Yes, sensory disability	4%	279
	Yes, other disability	4%	274
	Yes, learning disability	3%	226
	Total		7125

		Percentage	Count
Are there any children in your household aged under 20?	No children aged under 20	59%	4187
	Yes, aged under 5	20%	1398
	Yes, aged 5-8	14%	973
	Yes, aged 9-11	10%	692
	Yes, aged 12-16	11%	762
	Yes, aged 17-19	6%	461
	No, but expecting	2%	155
	Total		7129

		Percentage	Count
Are there any children with a disability in your household aged 20-25?	Yes	2%	165
	No	98%	7010
	Total		7175

		Percentage	Count
Are you in a marriage or civil partnership?	Marriage	56%	4064
	Civil partnership	2%	134
	Prefer not to say	4%	325
	None of these	38%	2750
	Total		7273

		Percentage	Count
How would you describe your sexual orientation?	Straight (heterosexual)	88%	6264
	Bisexual	1%	76
	Gay man	<1%	33

	Lesbian/gay woman	<1%	25
	Other	<1%	35
	Prefer not to say	9%	657
	Total		7090

		Percentage	Count
Does your household have access to the internet (dial-up, broadband or mobile internet) from home?	Yes	81%	6001
	No	18%	1297
	Don't know	1%	82
	Total		7380

		Percentage	Count
What is your religion?	No religion	25%	1835
	Christian (including CofE, Catholic, Protestant and all other denominations)	69%	4957
	Buddhist	1%	39
	Hindu	<1%	23
	Jewish	<1%	15
	Muslim	3%	205
	Sikh	<1%	6
	Any other religion	2%	145
	Total		7225

		Percentage	Count
Which best describes your ethnic background?	English/Welsh/Scottish/Northern Irish/British	93%	6772
	Pakistani	2%	160
	Any other white background	2%	113
	Indian	1%	45

Irish	<1%	32
Other	<1%	25
White and Asian	<1%	21
Chinese	<1%	13
Gypsy or Irish Traveller	<1%	13
White and Black Caribbean	<1%	12
White and Black African	<1%	11
Bangladeshi	<1%	11
Arab	<1%	9
Caribbean	<1%	8
African	<1%	2
Total		7247

Appendix 2: demographic breakdown by district

See over

Q15 Are you...?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
A Lancashire resident	97%	96%	97%	98%	97%	97%	97%	95%	99%	97%	97%	91%	99%
A member of a voluntary or community organisation	18%	16%	15%	22%	15%	20%	15%	14%	21%	22%	17%	19%	15%
An employee of Lancashire County Council	7%	6%	6%	4%	8%	8%	7%	12%	6%	7%	9%	11%	5%
A local business owner	4%	1%	3%	5%	2%	5%	4%	2%	6%	7%	3%	3%	3%
An elected member of a parish or town council in Lancashire	1%	1%	2%	0%	1%	1%	1%	0%	2%	1%	1%	1%	2%
Other	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	2%	1%
An elected member of a Lancashire district council	1%	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%
An elected member of Lancashire County Council	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%
Total	7461	354	458	746	433	1251	674	430	791	684	621	485	701

Q16 What was your age on your last birthday?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Under 16	4%	13%	11%	0%	2%	2%	10%	1%	7%	3%	1%	0%	0%
16-19	2%	3%	6%	0%	1%	2%	6%	2%	4%	2%	2%	1%	1%
20-34	16%	13%	10%	8%	23%	24%	26%	25%	11%	15%	10%	12%	9%
35-49	20%	12%	20%	17%	21%	21%	18%	26%	20%	27%	24%	19%	13%
50-64	22%	20%	20%	29%	19%	18%	16%	22%	22%	25%	23%	24%	26%
65-74	22%	20%	23%	28%	22%	19%	14%	14%	20%	19%	23%	25%	31%
75+	15%	19%	10%	19%	12%	15%	10%	9%	15%	9%	17%	18%	20%
Total	7482	360	456	742	436	1251	678	436	796	689	617	488	698

Q17 Are you...?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Male	28%	26%	35%	33%	27%	23%	26%	25%	30%	29%	30%	24%	29%
Female	72%	74%	65%	67%	73%	77%	74%	75%	70%	71%	70%	76%	71%
Total	7446	353	456	740	433	1240	678	436	790	683	617	486	697

Q18 Have you ever identified as transgender?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	1%	1%	1%	%	1%	%	1%	%	%	1%	1%	%	%
No	94%	90%	94%	95%	94%	95%	92%	95%	96%	95%	94%	93%	95%
Prefer not to say	5%	9%	5%	5%	5%	5%	7%	5%	4%	5%	5%	6%	5%
Total	6944	332	429	705	409	1143	639	410	749	638	570	455	621

Q19 Are you a deaf person or do you have a disability?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No	81%	79%	81%	82%	78%	81%	81%	84%	82%	80%	83%	81%	79%
Yes, physical disability	9%	10%	7%	9%	12%	8%	7%	7%	8%	9%	9%	11%	13%
Yes, mental health condition	4%	5%	6%	2%	5%	5%	5%	4%	4%	5%	3%	4%	3%
Yes, sensory disability	4%	2%	2%	5%	5%	4%	2%	4%	5%	4%	5%	4%	4%
Yes, other disability	4%	4%	2%	5%	6%	4%	4%	4%	3%	6%	3%	3%	5%
Yes, learning disability	3%	2%	5%	2%	7%	3%	5%	2%	4%	3%	3%	1%	1%
Total	7106	341	432	710	413	1180	655	422	755	654	579	471	655

Q20 Are there any children in your household aged under 20?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No, but expecting	2%	1%	3%	1%	3%	3%	2%	3%	1%	4%	2%	3%	2%
Yes, aged under 5	20%	15%	14%	10%	30%	29%	28%	30%	17%	17%	15%	16%	13%
Yes, aged 5-8	14%	15%	13%	7%	17%	16%	20%	19%	13%	16%	15%	9%	7%
Yes, aged 9-11	10%	11%	13%	4%	11%	8%	18%	14%	10%	12%	9%	7%	7%
Yes, aged 12-16	11%	14%	13%	6%	11%	9%	17%	10%	14%	12%	10%	6%	7%
Yes, aged 17-19	6%	8%	9%	5%	6%	6%	9%	6%	7%	9%	6%	4%	4%
No children aged under 20	59%	62%	55%	75%	52%	54%	45%	43%	59%	53%	61%	68%	73%
Total	7108	338	438	706	412	1177	646	423	773	649	585	467	653

Q21 Are there any children with a disability in your household aged 20-25?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	2%	1%	2%	1%	4%	2%	3%	2%	2%	4%	2%	2%	2%
No	98%	99%	98%	99%	96%	98%	97%	98%	98%	96%	98%	98%	98%
Total	7154	342	442	718	415	1182	645	417	765	652	598	470	671

Q22 Are you in a marriage or civil partnership?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Marriage	56%	51%	51%	64%	55%	54%	46%	54%	59%	52%	61%	61%	59%
Civil partnership	2%	2%	2%	1%	3%	2%	3%	3%	2%	2%	1%	2%	1%
Prefer not to say	4%	4%	5%	4%	5%	5%	6%	6%	3%	4%	4%	5%	5%
None of these	38%	43%	43%	30%	37%	39%	46%	37%	37%	41%	34%	32%	35%
Total	7252	348	447	729	422	1196	660	419	772	671	591	479	678

Q23 How would you describe your sexual orientation?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Straight (heterosexual)	88%	86%	87%	88%	92%	88%	85%	92%	88%	87%	90%	89%	87%
Bisexual	1%	1%	2%	0%	1%	1%	1%	0%	2%	1%	1%	1%	1%
Gay man	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%
Lesbian/gay woman	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%
Other	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%
Prefer not to say	9%	11%	8%	11%	6%	9%	12%	7%	9%	10%	8%	10%	10%
Total	7069	337	438	713	415	1171	632	417	757	648	579	465	660

Q24 Does your household have access to the internet (dial-up, broadband or mobile internet) from home?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	81%	76%	85%	81%	79%	80%	80%	84%	85%	83%	81%	83%	78%
No	18%	23%	14%	18%	19%	19%	18%	15%	13%	16%	18%	17%	21%
Don't know	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	0%	1%	1%
Total	7359	352	451	730	427	1225	670	435	791	668	610	475	688

Q25 What is your religion?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No religion	25%	20%	32%	21%	20%	31%	31%	25%	25%	31%	19%	23%	19%
Christian (including CofE, Catholic, Protestant and all other denominations)	69%	70%	64%	75%	73%	65%	48%	65%	71%	64%	77%	75%	77%
Buddhist	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%
Hindu	0%	0%	0%	0%	0%	0%	0%	3%	1%	0%	1%	0%	0%
Jewish	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Muslim	3%	8%	0%	0%	6%	0%	17%	5%	1%	1%	0%	0%	0%
Sikh	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Any other religion	2%	1%	3%	3%	1%	2%	3%	1%	2%	3%	2%	1%	3%
Total	7204	348	448	711	420	1201	660	426	761	659	596	471	666

Q27 Which best describes your ethnic background?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
English/Welsh/Scottish/Northern Irish/British	93%	90%	97%	95%	92%	94%	80%	86%	96%	96%	98%	98%	98%
Pakistani	2%	5%	0%	0%	5%	0%	15%	2%	1%	1%	0%	0%	0%
Any other white background	2%	1%	1%	2%	1%	3%	2%	3%	0%	1%	0%	1%	1%
Indian	1%	0%	0%	0%	0%	1%	0%	5%	1%	0%	1%	0%	0%
Irish	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%
Other	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%
White and Asian	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%
Gypsy or Irish Traveller	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Chinese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
White and Black Caribbean	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Bangladeshi	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
White and Black African	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Arab	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Caribbean	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
African	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	7226	351	437	715	419	1202	656	420	760	664	596	472	685

Appendix 3: Mosaic profile analysis

Mosaic is a geo-demographic segmentation tool provided by Experian. It uses multiple datasets to classify each household in the country into one of 15 groups. This enables postcode data, such as that received from the library service consultation respondents, to be profiled by Mosaic group, building up a picture of them. This can then be compared with other postcode-level data to assess any under or over representation (shown by the index column when compared to the profile of the county council area).

Chart 13 details the Mosaic profile of the respondents to the Property Strategy consultation. It can be seen that the group D domestic success (index=140), group F senior security (index=140), group B prestige positions (index=130) and group E (suburban stability (index=125) are over represented. In contrast groups J, O, L and N all have an index of 71 or under, ie they are at least 29% less likely to have responded to the consultation as would be expected, based on the proportion of their households in Lancashire.

Chart 13 - Mosaic profile of Property Strategy consultation respondents

Your area or file:

Property Strategy respondent profile

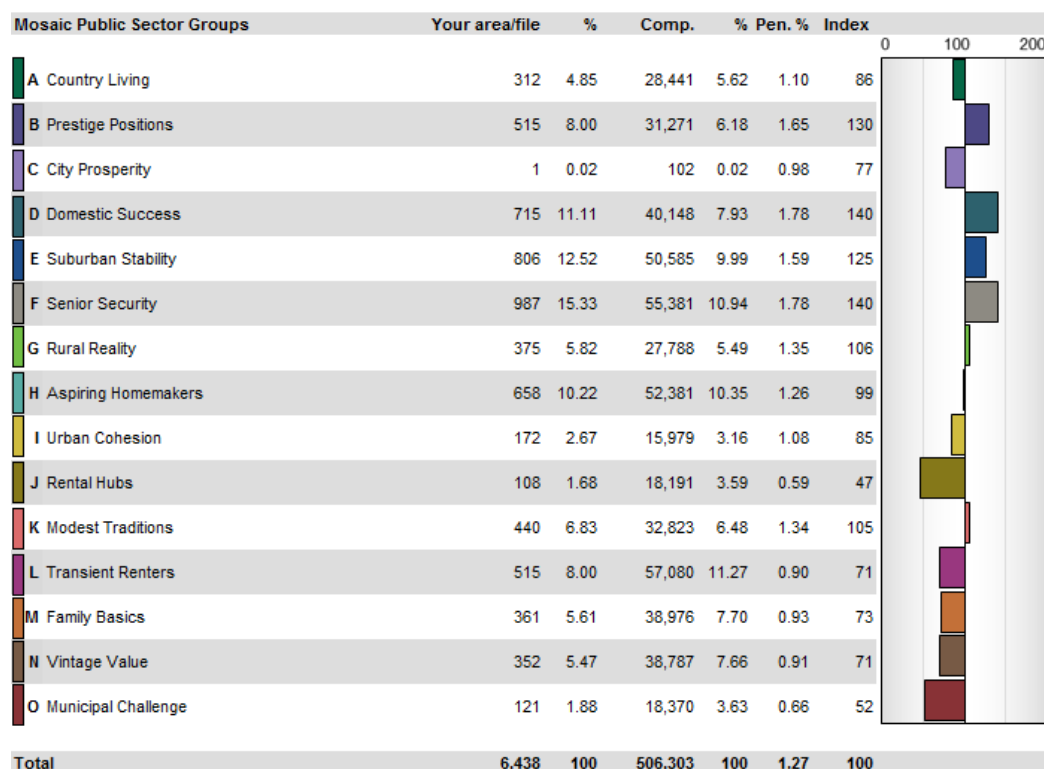
Comparison area or file:

County and Unitary Authority - Lancashire (Households)



Date: 23/08/2016

Mosaic Public Sector classifies all consumers in the United Kingdom by allocating them to one of 15 Groups and 66 Types. These paint a rich picture of UK citizens in terms of their socio-economic and socio-cultural behaviour.



Base: all respondents providing a valid postcode (6,438)

Appendix 4: Open question responses by property used in the last three years and proposed to no longer deliver services

As above, because respondents could (and in many cases did) say that they used more than one property, caution needs to be used when interpreting this information. The table below should not be interpreted as showing, for example, the specific impact relating to single property. Instead it shows for each property respondents used, how respondents answered the open questions in the questionnaire (eg for the respondents saying they use X property, they said that the impact of the Property Strategy proposal on them would be X).

The open questions are:

- How will this impact on you?
- Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?
- Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently.

The figures given in the table are the number of respondents (not the percentage).

Burnley

Burnley and Pendle Day Services

Table 59 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	4
Other comment (general)	2
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	2

Base: all using Burnley and Pendle Day Services and making a comment (13)

Table 60 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
The area is severely deprived so should retain services to support vulnerable groups	2
They are vital to the community/community asset	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	1
It provides computer/internet access for those without it	1
No alternative place for organised groups to meet in the area	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
It is valuable as a quiet place to study	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1
Negative impact on fitness/mobility as services aren't in walking distance	1

Base: all using Burnley and Pendle Day Services and making a comment (8)

Table 61 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other budget comment – (eg save money elsewhere, reduce costs)	3
General negative comment about the proposal	2

Base: all using Burnley and Pendle Day Services and making a comment (9)

Burnley and Pendle Registration

Table 62 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	6
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	5
Other comment (general)	5

Base: all using Burnley and Pendle Registration and making a comment (35)

Table 63 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
Should be protected from budget savings/cuts because they provide people's services	3
It provides computer/internet access for those without it	3
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	3
There are no viable alternatives in the area providing these services eg book lending	3
Villages/towns will lose a big sense of community if the libraries close	3
The recent investment/refurbishment of this building will be a complete waste of money if closed	3

Base: all using Burnley and Pendle Registration and making a comment (24)

Table 64 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Other budget comment – (eg save money elsewhere, reduce costs)	3
Heart of community/community asset/hub	2
Other comment	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Provides vital access to reading/learning/research material to the wider community	2
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	2
It is short sighted to cut services. There is a social cost.	2

Base: all using Burnley and Pendle Registration and making a comment (20)

Burnley City Learning Centre

Table 65 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	3
Other comment (general)	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	3

Base: all using Burnley City Learning Centre and making a comment (24)

Table 66 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	3
It provides computer/internet access for those without it	3

Base: all using Burnley City Learning Centre and making a comment (17)

Table 67 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Move services into one building to reduce overall running costs (not just LCC service)	3
Other budget comment – (eg save money elsewhere, reduce costs)	2
Other comment	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Suggestion for service that could be offered	2
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	2
Longer journeys are a potential barrier to accessing services (general)	2
Reduce overheads eg rotate staff, move to smaller offices	2

Base: all using Burnley City Learning Centre and making a comment (16)

Burnley Library

Table 68 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	25
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	20
Closing the library will remove my main/sole access to computers/the internet	16

Base: all using Burnley Library and making a comment (120)

Table 69 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	20
It is vital to children's literacy, education, access to information, stimulation and pleasure	17
It's a social hub. Without it people may become lonely/isolated, elderly especially	16

Base: all using Burnley Library and making a comment (91)

Table 70 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Other comment	7
Other budget comment – (eg save money elsewhere, reduce costs)	6

Base: all using Burnley Library and making a comment (65)

Burnley The Fold Co-location Project

Table 71 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and well	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	2
Closing the library will remove my main/sole access to computers/the internet	2
Other comment (general)	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	2
Closing the library will remove my access to learning/research resources	2
General negative comment about consultation carried out by LCC	2
A safe environment for children will be lost	2

Base: all using Burnley The Fold Co-location Project and making a comment (16)

Table 72 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
They are vital to the community/community asset	2
Some people might not be able to get to new service locations because its inconvenient	2
Villages/towns will lose a big sense of community if the libraries close	2
It is valuable as a quiet place to study	2

Base: all using Burnley The Fold Co-location Project and making a comment (9)

Table 73 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Heart of community/community asset/hub	2
Other comment	2
Provides vital access to reading/learning/research material to the wider community	2

Base: all using Burnley The Fold Co-location Project and making a comment (8)

Burnley Wood Children's Centre

Table 74 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
Closing the library will impact on community cohesion because it's a vital community asset	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	2
I will continue to use my library if it stays open	2
A safe environment for children will be lost	2
It will negatively impact on my employment	2

Base: all using Burnley Wood Children's Centre and making a comment (13)

Table 75 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Some people might not be able to get to new service locations because its inconvenient	2
They are vital to the community/community asset	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
Current property has: good public transport links provide easy access	1
Concerned about loss of health worker advice	1
It is valuable as a quiet place to study	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1

Base: all using Burnley Wood Children's Centre and making a comment (8)

Table 76 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	3
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	2
Provides vital access to reading/learning/research material to the wider community	2
Our area does/will lack vital public services	2
Add new/modern services to encourage more widespread use of the building	2

Base: all using Burnley Wood Children's Centre and making a comment (8)

Children's Social Care (Easden Clough)

Table 77 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	2
General negative comment about consultation carried out by LCC	1
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	1
It will negatively impact on my employment	1
Closures mean I will lose my job at the centre	1

Base: all using Children's Social Care (Easden Clough) and making a comment (6)

Table 78 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
It is valuable as a quiet place to study	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1

Base: all using Children's Social Care (Easden Clough) and making a comment (4)

Table 79 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	2
Prioritise this area/don't close specific property	1
Other budget comment – (eg save money elsewhere, reduce costs)	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	1
Lack of investment in the future generations of Lancashire residents	1

Base: all using Children's Social Care (Easden Clough) and making a comment (5)

Coal Clough Library

Table 80 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	9
Other comment (general)	9

Base: all using Coal Clough Library and making a comment (60)

Table 81 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	9
It is vital to children's literacy, education, access to information, stimulation and pleasure	6
It provides computer/internet access for those without it	5

Base: all using Coal Clough Library and making a comment (37)

Table 82 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	6
Other comment	6

Base: all using Coal Clough Library and making a comment (36)

Ightenhill Children's Centre

Table 83 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	3
I will miss my library greatly if it closed (devastated/depressed)	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	2
Closing the library will remove my access to a space for activities	2

Base: all using Ightenhill Children's Centre and making a comment (11)

Table 84 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Villages/towns will lose a big sense of community if the libraries close	2
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	2

Base: all using Ightenhill Children's Centre and making a comment (9)

Table 85 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	2
Prioritise this area/don't close specific property	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Provides vital access to reading/learning/research material to the wider community	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
It is short sighted to cut services. There is a social cost.	1
General comment about practical issues relating to delivering multiple service from one property	1
Removing services will increase isolation	1

Base: all using Ightenhill Children's Centre and making a comment (5)

Padiham Library

Table 86 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	10

Base: all using Padiham Library and making a comment (52)

Table 87 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	6
Some people might not be able to get to new service locations because its inconvenient	5
Criticism of budget. Libraries should be protected	5
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	5

Base: all using Padiham Library and making a comment (35)

Table 88 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Other comment	5
Heart of community/community asset/hub	4

Base: all using Padiham Library and making a comment (31)

Reedley Hallows Children's Centre

Table 89 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	5
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	4
A safe environment for children will be lost	4

Base: all using Reedley Hallows Children's Centre and making a comment (20)

Table 90 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	6
It provides computer/internet access for those without it	3
Proposed property: suggested use of a specific property to deliver services (better suited for multi-use)	3

Base: all using Reedley Hallows Children's Centre and making a comment (15)

Table 91 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Heart of community/community asset/hub	2
Very specific comment about a property	2

Base: all using Reedley Hallows Children's Centre and making a comment (12)

South West Burnley Children's Centre

Table 92 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
I will continue to use my library if it stays open	2

Base: all using South West Burnley Children's Centre and making a comment (8)

Table 93 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	2
Villages/towns will lose a big sense of community if the libraries close	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	1
Some people might not be able to get to new service locations because its inconvenient	1
The recent investment/refurbishment of this building will be a complete waste of money if closed	1
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	1

Base: all using South West Burnley Children's Centre and making a comment (5)

Table 94 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Heart of community/community asset/hub	1
Other comment	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Provides vital access to reading/learning/research material to the wider community	1
Positive comment about staff	1
It is short sighted to cut services. There is a social cost.	1
General comment about practical issues relating to delivering multiple service from one property	1

Base: all using South West Burnley Children's Centre and making a comment (5)

Stoneyholme and Daneshouse Young People's Centre

Table 95 - How will this impact on you? (Top 3 mentions)

Comment	Count
A safe environment for children will be lost	4
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	3
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
I will miss my library greatly if it closed (devastated/depressed)	2
Other comment (general)	2
Closure of libraries means less choice of library service points	2
Proposed property is too small to provide the same number of resources	2

Base: all using Stoneyholme and Daneshouse Young People's Centre and making a comment (15)

Table 96 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
The area is severely deprived so should retain services to support vulnerable groups	2
They are vital to the community/community asset	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
I would no longer borrow books/read regularly	1
Criticism of budget. Libraries should be protected	1
There are no viable alternatives in the area providing these services eg book lending	1
The recent investment/refurbishment of this building will be a complete waste of money if closed	1
New housing developments mean communities are growing and will increase demand for these services	1
General negative comment about consultation carried out by LCC	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
Proposed property: would not have same facilities	1
Current property has: close to other local amenities	1
It is valuable safe environment	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1

Base: all using Stoneyholme and Daneshouse Young People's Centre and making a comment (10)

Table 97 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other budget comment – (eg save money elsewhere, reduce costs)	2
Very specific comment about a property	2
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	2

Base: all using Stoneyholme and Daneshouse Young People's Centre and making a comment (10)

The Chai Centre Children's Centre

Table 98 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	6
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	5
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	4
A safe environment for children will be lost	4

Base: all using The Chai Centre Children's Centre and making a comment (29)

Table 99 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
They are vital to the community/community asset	3
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	3

Base: all using The Chai Centre Children's Centre and making a comment (24)

Table 100 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Very specific comment about a property	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4

Base: all using The Chai Centre Children's Centre and making a comment (19)

The Zone in Burnley

Table 101 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	3
I will miss my library greatly if it closed (devastated/depressed)	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	3
Closing the library will remove my access to a space for activities	3
Closure of libraries means less choice of library service points	3
A safe environment for children will be lost	3

Base: all using The Zone in Burnley and making a comment (25)

Table 102 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
It's a social hub. Without it people may become lonely/isolated, elderly especially	4
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	4

Base: all using The Zone in Burnley and making a comment (23)

Table 103 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
General negative comment about the proposal	3
Other budget comment – (eg save money elsewhere, reduce costs)	2
Consider the negative impact on local communities	2
Lack of investment in the future generations of Lancashire residents	2

Base: all using The Zone in Burnley and making a comment (13)

Whitegate Children's Centre

Table 104 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	7
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4
Closing the library will impact on community cohesion because it's a vital community asset	4
I will miss my library greatly if it closed (devastated/depressed)	4
Concerned about loss of events at the children's centre	4

Base: all using Whitegate Children's Centre and making a comment (21)

Table 105 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	4
Some people might not be able to get to new service locations because its inconvenient	3
Villages/towns will lose a big sense of community if the libraries close	2
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	2

Base: all using Whitegate Children's Centre and making a comment (13)

Table 106 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	3
Add new/modern services to encourage more widespread use of the building	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	2
Removing services will increase isolation	2

Base: all using Whitegate Children's Centre and making a comment (11)

Burnley Belmont Community Centre

Table 107 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	17
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	14
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	13

Base: all using Belmont Community Centre and making a comment (47)

Table 108 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	19
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	13
Should be protected from budget savings/cuts because they provide people's services	9

Base: all using Belmont Community Centre and making a comment (38)

Table 109 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	4
Other budget comment – (eg save money elsewhere, reduce costs)	3

Base: all using Belmont Community Centre and making a comment (22)

Briercliffe Library

Table 110 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	17
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	14
Closing the library will impact on community cohesion because it's a vital community asset	11
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	11

Base: all using Briercliffe Library and making a comment (65)

Table 111 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	16
It provides computer/internet access for those without it	15
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	13

Base: all using Briercliffe Library and making a comment (55)

Table 112 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other budget comment – (eg save money elsewhere, reduce costs)	4
Heart of community/community asset/hub	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	3
Consider the specific needs of each community before removing facilities	3

Base: all using Briercliffe Library and making a comment (29)

Brunshaw Young People's Centre

Table 113 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	2
I will miss my library greatly if it closed (devastated/depressed)	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	1
General negative comment about consultation carried out by LCC	1
Concern that young people will lack opportunities to participate in positive activities	1
A safe environment for children will be lost	1
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	1
Proposed property is too small to provide the same number of resources	1

Base: all using Brunshaw Young People's Centre and making a comment (7)

Table 114 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
The area is severely deprived so should retain services to support vulnerable groups	1
Interesting comment for qualitative analysis later	1
The facility is not expensive to maintain	1

Base: all using Brunshaw Young People's Centre and making a comment (3)

Table 115 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Other budget comment – (eg save money elsewhere, reduce costs)	1
Other comment	1
Our area does/will lack vital public services	1

Base: all using Brunshaw Young People's Centre and making a comment (4)

Burnley Campus Library

Table 116 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	12
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	10
Closing the library will impact on community cohesion because it's a vital community asset	10

Base: all using Burnley Campus Library and making a comment (65)

Table 117 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	9
They are vital to the community/community asset	8
It's a social hub. Without it people may become lonely/isolated, elderly especially	8

Base: all using Burnley Campus Library and making a comment (51)

Table 118 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
Other budget comment – (eg save money elsewhere, reduce costs)	6
Other comment	5

Base: all using Burnley Campus Library and making a comment (42)

Hapton Young People's Centre

Table 119 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	5
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	3
I will miss my library greatly if it closed (devastated/depressed)	2
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	2

Base: all using Hapton Young People's Centre and making a comment (12)

Table 120 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Concern that young people will lack opportunities to participate in positive activities	3
Concern that young people will lack positive opportunities to socialise with each other	2

Base: all using Hapton Young People's Centre and making a comment (9)

Table 121 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other comment	2

Base: all using Hapton Young People's Centre and making a comment (5)

Padiham Young People's Centre

Table 122 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	7
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	5
Other comment (general)	4

Base: all using Padiham Young People's Centre and making a comment (27)

Table 123 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	8
Concern that young people will lack opportunities to participate in positive activities	5
Concern that young people will lack positive opportunities to socialise with each other	5

Base: all using Padiham Young People's Centre and making a comment (23)

Table 124 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Querying if remaining properties will be able to cope with extra demand	4
Other comment	2
Keep specific properties services as they are	2
Lack of investment in the future generations of Lancashire residents	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2

Base: all using Padiham Young People's Centre and making a comment (17)

Pike Hill Library

Table 125 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	8
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7

Base: all using Pike Hill Library and making a comment (40)

Table 126 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	10
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	9
It is vital to children's literacy, education, access to information, stimulation and pleasure	8

Base: all using Pike Hill Library and making a comment (32)

Table 127 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Other comment	5
Other budget comment – (eg save money elsewhere, reduce costs)	3
Move services into one building to reduce overall running costs (not just LCC service)	3
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	3
Provides vital access to reading/learning/research material to the wider community	3
Consider the specific needs of each community before removing facilities	3

Base: all using Pike Hill Library and making a comment (26)

Rosegrove Library

Table 128 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	12
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	8
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	8

Base: all using Rosegrove Library and making a comment (52)

Table 129 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	9
It's a social hub. Without it people may become lonely/isolated, elderly especially	7
It is vital to children's literacy, education, access to information, stimulation and pleasure	6

Base: all using Rosegrove Library and making a comment (44)

Table 130 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Heart of community/community asset/hub	4
Other comment	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3

Base: all using Burnley and Pendle Registration and making a comment (27)

Stoops and Hargher Clough Young People's Centre

Table 131 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and well	7
General negative comment about consultation carried out by LCC	2
Concern that young people will lack positive opportunities to socialise with each other	2
Loss of a safe place for young people to go at night	2

Base: all using Stoops and Hargher Clough Young People's Centre and making a comment (21)

Table 132 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	4
Concern that young people will lack positive opportunities to socialise with each other	4
Should be protected from budget savings/cuts because they provide people's services	2
Villages/towns will lose a big sense of community if the libraries close	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
Concern that young people will lack opportunities to participate in positive activities	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Stoops and Hargher Clough Young People's Centre and making a comment (16)

Table 133 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	2
Other comment	2
General negative comment about the proposal	2

Base: all using Stoops and Hargher Clough Young People's Centre and making a comment (9)

Chorley

Children's Social Care (The Hawthorn's)

Table 134 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	5
Concern that young people will lack positive opportunities to socialise with each other	4
Other comment (general)	3
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	3

Base: all using Children's Social Care (The Hawthorn's) and making a comment (19)

Table 135 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Concern that information, advice and guidance will not be as accessible to young people	3
Proposed property: is too small to provide the proposed number of services	3

Base: all using Children's Social Care (The Hawthorn's) and making a comment (19)

Table 136 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	7
Stop cutting useful social services (eg children's/youth centre's)	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3

Base: all using Children's Social Care (The Hawthorn's) and making a comment (17)

Chorley Adult Disability Day Services (Bankside)

Table 137 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Concern that young people will lack positive opportunities to socialise with each other	1
Concern that young people will lack opportunities to participate in positive activities	1
Satellite library means lesser service (less books and no computer access)	1
Concern about the jobs of library staff	1

Base: all using Chorley Adult Disability Day Services (Bankside) and making a comment (3)

Table 138 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	1
Criticism of budget. Libraries should be protected	1
The area is severely deprived so should retain services to support vulnerable groups	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1
Concerned that the support provided to vulnerable people thus far will be wasted if the centre closes as users may not b	1
I would not use mobile library services (because of limited resources/ lack the atmosphere)	1

Base: all using Chorley Adult Disability Day Services (Bankside) and making a comment (4)

Table 139 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Heart of community/community asset/hub	1
Stop cutting useful social services (eg children's/youth centre's)	1
Keep specific properties services as they are	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth service)	1
Positive comment about staff	1
Add new/modern services to encourage more widespread use of the building	1

Base: all using Chorley Adult Disability Day Services (Bankside) and making a comment (2)

Chorley Library

Table 140 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	34
Other comment (general)	34
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	29
Closing the library will impact on community cohesion because it's a vital community asset	29

Base: all using Chorley Library and making a comment (180)

Table 141 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	25
It is vital to children's literacy, education, access to information, stimulation and pleasure	22
It's a social hub. Without it people may become lonely/isolated, elderly especially	22

Base: all using Chorley Library and making a comment (142)

Table 142 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	31
Stop cutting useful social services (eg children's/youth centre's)	13
Other budget comment – (eg save money elsewhere, reduce costs)	11
Other comment	11

Base: all using Chorley Library and making a comment (119)

Chorley Registration Office

Table 143 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	13
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	12
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	9

Base: all using Chorley Registration Office and making a comment (52)

Table 144 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	9
They are vital to the community/community asset	6
It's a social hub. Without it people may become lonely/isolated, elderly especially	6
It provides computer/internet access for those without it	6
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	6

Base: all using Chorley Registration Office and making a comment (41)

Table 145 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
Other budget comment – (eg save money elsewhere, reduce costs)	6
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	5

Base: all using Chorley Registration Office and making a comment (41)

Clayton Green Library

Table 146 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	11
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	9
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	5
Closing the library will impact on community cohesion because it's a vital community asset	5
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	5

Base: all using Clayton Green Library and making a comment (44)

Table 147 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Some people might not be able to get to new service locations because its inconvenient	7
They are vital to the community/community asset	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5

Base: all using Clayton Green Library and making a comment (35)

Table 148 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	7
Other budget comment – (eg save money elsewhere, reduce costs)	3
Other comment	3
Stop cutting useful social services (eg children's/youth centre's)	3
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	3
General comment about practical issues relating to delivering multiple service from one property	3

Base: all using Clayton Green Library and making a comment (26)

Coppull Library

Table 149 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	18
Other comment (general)	13
Positive comment about staff	13

Base: all using Coppull Library and making a comment (74)

Table 150 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	14
Should be protected from budget savings/cuts because they provide people's services	10
They are vital to the community/community asset	8
It's a social hub. Without it people may become lonely/isolated, elderly especially	8
Positive comment about staff	8

Base: all using Coppull Library and making a comment (61)

Table 151 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	6
Other comment	6

Base: all using Coppull Library and making a comment (52)

Duke Street Children's Centre

Table 152 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	9
Concerned that loss of children's centre will limit support for families (general negative impact)	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7

Base: all using Duke Street Children's Centre and making a comment (37)

Table 153 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	6
Some people might not be able to get to new service locations because its inconvenient	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5

Base: all using Duke Street Children's Centre and making a comment (27)

Table 154 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6
Stop cutting useful social services (eg children's/youth centre's)	4

Base: all using Duke Street Children's Centre and making a comment (32)

Eccleston Library

Table 155 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	13
Other comment (general)	12
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	11

Base: all using Eccleston Library and making a comment (72)

Table 156 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	9
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
They are vital to the community/community asset	8
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on mental health and wellbeing	8

Base: all using Eccleston Library and making a comment (50)

Table 157 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	11
Other budget comment – (eg save money elsewhere, reduce costs)	5
Other comment	5
Reduce opening hours of the services (rather than close libraries or children's centres)	5

Base: all using Eccleston Library and making a comment (41)

Euxton Library

Table 158 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	22
Closing the library will impact on community cohesion because it's a vital community asset	16
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	10

Base: all using Euxton Library and making a comment (72)

Table 159 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	10
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
They are vital to the community/community asset	7

Base: all using Euxton Library and making a comment (41)

Table 160 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	6
Other comment	5

Base: all using Euxton Library and making a comment (46)

Fosterfield Day Centre

Table 161 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	2
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	1
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	1
Closing the library will remove my main/sole access to computers/the internet	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	1
I will lose access to local information/news/events	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	1
Closure of libraries means less choice of library service points	1
Accessing services will be too expensive (fuel costs, bus tickets etc)	1
Satellite library means lesser service (less books and no computer access)	1
Concern about the jobs of library staff	1

Base: all using Fosterfield Day Centre and making a comment (6)

Table 162 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	2
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	2
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	2

Base: all using Fosterfield Day Centre and making a comment (8)

Table 163 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Keep specific properties services as they are	2
Heart of community/community asset/hub	1
Stop cutting useful social services (eg children's/youth centre's)	1
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	1
Use more volunteers to reduce staffing costs	1
Positive comment about staff	1
Concerns about the jobs of staff/loss of skills	1

Base: all using Fosterfield Day Centre and making a comment (4)

Adlington Library and Children's Centre

Table 164 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	34
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	27
Closing the library will impact on community cohesion because it's a vital community asset	24

Base: all using Adlington Library and Children's Centre and making a comment (131)

Table 165 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	32
It is vital to children's literacy, education, access to information, stimulation and pleasure	31
It's a social hub. Without it people may become lonely/isolated, elderly especially	27

Base: all using Adlington Library and Children's Centre and making a comment (111)

Table 166 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	35
Other budget comment – (eg save money elsewhere, reduce costs)	10
Heart of community/community asset/hub	9
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	9

Base: all using Adlington Library and Children's Centre and making a comment (93)

Astley and Buckshaw Children's Centre

Table 167 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concerned that loss of children's centre will limit support for families (general negative impact)	5
Concern that young people will lack positive opportunities to socialise with each other	5

Base: all using Astley and Buckshaw Children's Centre and making a comment (28)

Table 168 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5
Some people might not be able to get to new service locations because its inconvenient	4

Base: all using Astley and Buckshaw Children's Centre and making a comment (24)

Table 169 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Stop cutting useful social services (eg children's/youth centre's)	4

Base: all using Astley and Buckshaw Children's Centre and making a comment (22)

Blossomfields Children's Centre

Table 170 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	4
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	3
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
Closing the library will impact on community cohesion because it's a vital community asset	2
Other comment (general)	2
General negative comment about consultation carried out by LCC	2
Concern that young people will lack positive opportunities to socialise with each other	2
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	2
Closure of libraries means less choice of library service points	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Blossomfields Children's Centre and making a comment (14)

Table 171 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	2
Should be protected from budget savings/cuts because they provide people's services	2
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	2
Some people may not have the ability/means to get to them at all eg don't have a car	2
Limited public transport makes services less accessible	2
Moving services will lead to an overall loss in quality and diversity of the services delivered	2
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	2
Proposed property: is too small to provide the proposed number of services	2

Base: all using Blossomfields Children's Centre and making a comment (12)

Table 172 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Heart of community/community asset/hub	2
Stop cutting useful social services (eg children's/youth centre's)	2
Positive comment about staff	2
It is short sighted to cut services. There is a social cost.	2
Concerns about the jobs of staff/loss of skills	2

Base: all using Blossomfields Children's Centre and making a comment (13)

Chorley Adult Disability Day Services (Holly Trees)

Table 173 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that information, advice and guidance will not be as accessible to young people	2
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	1
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	1
I will lose access to local information/news/events	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Concern that young people will lack positive opportunities to socialise with each other	1
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	1
Satellite library means lesser service (less books and no computer access)	1
Concern about the jobs of library staff	1

Base: all using Chorley Adult Disability Day Services (Holly Trees) and making a comment (5)

Table 174 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Concern that young people will lack opportunities to participate in positive activities	1
Concern that information, advice and guidance will not be as accessible to young people	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1
Concerned that the support provided to vulnerable people thus far will be wasted if the centre closes as users may not be comfortable attending anywhere else	1

Base: all using Chorley Adult Disability Day Services (Holly Trees) and making a comment (4)

Table 175 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	2
Prioritise this area/don't close specific property	1
Heart of community/community asset/hub	1
Other comment	1
Keep specific properties services as they are	1
Positive comment about staff	1
It is short sighted to cut services. There is a social cost.	1
Consider the amount of people who use a service before removing it	1

Base: all using Chorley Adult Disability Day Services (Holly Trees) and making a comment (4)

Chorley Youth Offending Team

Table 176 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that information, advice and guidance will not be as accessible to young people	2
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	1
Closing the library will remove my main/sole access to computers/the internet	1
Other comment (general)	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Concern that young people will lack positive opportunities to socialise with each other	1
Concern that young people will lack opportunities to participate in positive activities	1
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	1
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	1

Base: all using Chorley Youth Offending Team and making a comment (7)

Table 177 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Should be protected from budget savings/cuts because they provide people's services	1
It provides computer/internet access for those without it	1
The area is severely deprived so should retain services to support vulnerable groups	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
It provides access to local information/news/events	1
Concern that young people will lack opportunities to participate in positive activities	1
It is valuable safe environment	1
Concern that information, advice and guidance will not be as accessible to young people	1

Base: all using Chorley Youth Offending Team and making a comment (6)

Table 178 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Other comment	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Stop cutting useful social services (eg children's/youth centre's)	1
It is short sighted to cut services. There is a social cost.	1
Consider the amount of people who use a service before removing it	1

Base: all using Chorley Youth Offending Team and making a comment (6)

Clayton Brook Children's Centre

Table 179 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	4
Other comment (general)	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	2
General negative comment about consultation carried out by LCC	2
Concern that young people will lack positive opportunities to socialise with each other	2
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Clayton Brook Children's Centre and making a comment (14)

Table 180 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Should be protected from budget savings/cuts because they provide people's services	2
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	2
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	2

Base: all using Clayton Brook Children's Centre and making a comment (12)

Table 181 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Stop cutting useful social services (eg children's/youth centre's)	4
Concerns about the jobs of staff/loss of skills	2

Base: all using Clayton Brook Children's Centre and making a comment (11)

Coppull Children's Centre

Table 182 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concerned that loss of children's centre will limit support for families (general negative impact)	6
Other comment (general)	5
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	5

Base: all using Coppull Children's Centre and making a comment (27)

Table 183 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5
Should be protected from budget savings/cuts because they provide people's services	4
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	4
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	4
Concerned that the support provided to vulnerable people thus far will be wasted if the centre closes as users may not be comfortable attending anywhere else	4

Base: all using Coppull Children's Centre and making a comment (23)

Table 184 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other comment	4
Concerns about the jobs of staff/loss of skills	4

Base: all using Coppull Children's Centre and making a comment (25)

Coppull Young People's Centre

Table 185 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	6
Concern that information, advice and guidance will not be as accessible to young people	4
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	3
Loss of a safe place for young people to go at night	3

Base: all using Coppull Young People's Centre and making a comment (21)

Table 186 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	8
Concern that young people will lack opportunities to participate in positive activities	7
Should be protected from budget savings/cuts because they provide people's services	3

Base: all using Centre and making a comment (20)

Table 187 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth service)	4
Concern that young people will lack opportunities to participate in positive activities	3
Prioritise this area/don't close specific property	2
Heart of community/community asset/hub	2
Other comment	2
Stop cutting useful social services (eg children's/youth centre's)	2
Keep specific properties services as they are	2
It is short sighted to cut services. There is a social cost.	2
Hire out rooms in the library for more community/group based activities	2
Concerns about the jobs of staff/loss of skills	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2

Base: all using Coppull Young People's Centre and making a comment (41)

Eccleston Young People's Centre

Table 188 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	11
Concern that young people will lack positive opportunities to socialise with each other	11
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	5

Base: all using Eccleston Young People's Centre and making a comment (41)

Table 189 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	11
Concern that young people will lack positive opportunities to socialise with each other	7
Concern that information, advice and guidance will not be as accessible to young people	5

Base: all using Eccleston Young People's Centre and making a comment (32)

Table 190 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Keep specific properties services as they are	6
Stop cutting useful social services (eg children's/youth centre's)	4
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	4

Base: all using Eccleston Young People's Centre and making a comment (27)

Highfield Children's Centre

Table 191 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	9
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	5
Concern that young people will lack positive opportunities to socialise with each other	5

Base: all using Highfield Children's Centre and making a comment (31)

Table 192 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	5
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
Should be protected from budget savings/cuts because they provide people's services	4
Some people might not be able to get to new service locations because its inconvenient	4
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	4
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	4
Concern that information, advice and guidance will not be as accessible to young people	4

Base: all using Highfield Children's Centre and making a comment (29)

Table 193 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Stop cutting useful social services (eg children's/youth centre's)	6
Other comment	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Consider the specific needs of each community before removing facilities	3
Consider the amount of people who use a service before removing it	3

Base: all using Highfield Children's Centre and making a comment (28)

Millfield Children's Centre

Table 194 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
General negative comment about consultation carried out by LCC	2
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Millfield Children's Centre and making a comment (8)

Table 195 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Interesting comment for qualitative analysis later	2
They are vital to the community/community asset	1
Should be protected from budget savings/cuts because they provide people's services	1
Some people might not be able to get to new service locations because its inconvenient	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Limited public transport makes services less accessible	1
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	1
Concern that young people will lack opportunities to participate in positive activities	1
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	1
Concern that information, advice and guidance will not be as accessible to young people	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1
Proposed property: is too small to provide the proposed number of services	1

Base: all using Millfield Children's Centre and making a comment (6)

Table 196 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
It is short sighted to cut services. There is a social cost.	2
Concerns about the jobs of staff/loss of skills	2
Other comment	1
Consider the negative impact on local communities	1
Stop cutting useful social services (eg children's/youth centre's)	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Don't consider economics alone as removing services will have major social consequences	1
Give communities opportunity/more time to develop a community managed solution	1
Cutting these service will cost more in the long term by putting pressure on other government services (false economy)	1
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	1
Children's centres are vital in deprived areas	1
Consider the amount of people who use a service before removing it	1
With these proposals the public transport network needs investing in	1

Base: all using Millfield Children's Centre and making a comment (8)

The Zone in Chorley

Table 197 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	26
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	13
Concern that information, advice and guidance will not be as accessible to young people	12

Base: all using The Zone in Chorley and making a comment (47)

Table 198 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	16
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	11
Concern that information, advice and guidance will not be as accessible to young people	10

Base: all using The Zone in Chorley and making a comment ()

Table 199 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	13
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	7
Concern that young people will lack opportunities to participate in positive activities	5

Base: all using The Zone in Chorley and making a comment (32)

Fylde

Children's Social Care (Sydney Street) and Oak Tree Children's Centre

Table 200 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	14
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	10
Closing the library will impact on community cohesion because it's a vital community asset	8
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impact	8

Base: all using Children's Social Care (Sydney Street) and Oak Tree Children's Centre and making a comment (63)

Table 201 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	18
It is vital to children's literacy, education, access to information, stimulation and pleasure	15
It's a social hub. Without it people may become lonely/isolated, elderly especially	9

Base: all using Children's Social Care (Sydney Street) and Oak Tree Children's Centre and making a comment (47)

Table 202 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Very specific comment about a property	6
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	5

Base: all using Children's Social Care (Sydney Street) and Oak Tree Children's Centre and making a comment (40)

Fylde Adult Disability Day Services (Sunnybank)

Table 203 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	2
Closing the library will impact on community cohesion because it's a vital community asset	2
Closing the library will remove my main/sole access to computers/the internet	2
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	2
Other comment (general)	2

Base: all using Fylde Adult Disability Day Services (Sunnybank) and making a comment (13)

Table 204 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It provides computer/internet access for those without it	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
I would no longer borrow books/read regularly	3
Positive comment about staff	3
Villages/towns will lose a big sense of community if the libraries close	3

Base: all using Fylde Adult Disability Day Services (Sunnybank) and making a comment (12)

Table 205 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Move services into one building to reduce overall running costs (not just LCC service)	2
Reduce opening hours of the services (rather than close libraries or children's centres)	2
Use more volunteers to reduce staffing costs	2
Concerned about reduction in service (ie loss of group activities/events)	2
Provides my main/sole access to computers/internet/photocopier/printer	2

Base: all using Fylde Adult Disability Day Services (Sunnybank) and making a comment (10)

Milbanke Day Centre

Table 206 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	3
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	2
I will miss my library greatly if it closed (devastated/depressed)	2

Base: all using Milbanke Day Centre and making a comment (13)

Table 207 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Positive comment about staff	4
It provides computer/internet access for those without it	3
I would no longer borrow books/read regularly	3

Base: all using Milbanke Day Centre and making a comment (11)

Table 208 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Reduce opening hours of the services (rather than close libraries or children's centres)	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Consider the negative impact on local communities	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Use more volunteers to reduce staffing costs	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	1
Positive comment about staff	1
Interesting comment for qualitative analysis later	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Hire out rooms in the library for more community/group based activities	1
Concerned about reduction in service (ie loss of group activities/events)	1
Provides my main/sole access to computers/internet/photocopier/printer	1

Base: all using Milbanke Day Centre and making a comment (6)

St Anne's Library

Table 209 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	50
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	50
Closing the library will impact on community cohesion because it's a vital community asset	45

Base: all using St Anne's Library and making a comment (290)

Table 210 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	102
It's a social hub. Without it people may become lonely/isolated, elderly especially	52
It is vital to children's literacy, education, access to information, stimulation and pleasure	41

Base: all using St Anne's Library and making a comment (243)

Table 211 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	62
Other budget comment – (eg save money elsewhere, reduce costs)	28
Heart of community/community asset/hub	22

Base: all using St Anne's Library and making a comment (195)

The Woodlands Resource Centre

Table 212 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	6
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	6
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	4
Closing the library will remove my main/sole access to computers/the internet	4

Base: all using The Woodlands Resource Centre and making a comment (22)

Table 213 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	11
It's a social hub. Without it people may become lonely/isolated, elderly especially	6
It provides computer/internet access for those without it	5

Base: all using The Woodlands Resource Centre and making a comment (19)

Table 214 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3
It will be a public/community loss	3

Base: all using The Woodlands Resource Centre and making a comment (13)

The Zone in Fylde

Table 215 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	2
I will miss my library greatly if it closed (devastated/depressed)	2
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	1
Closing the library will remove my main/sole access to computers/the internet	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	1
Proposed property is too small to provide the same number of resources	1
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impac	1
Interesting comment for qualitative analysis later	1
Satellite library means lesser service (less books and no computer access)	1

Base: all using The Zone in Fylde and making a comment (9)

Table 216 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	3
They are vital to the community/community asset	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Criticism of budget. Libraries should be protected	2

Base: all using The Zone in Fylde and making a comment (7)

Table 217 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Other budget comment – (eg save money elsewhere, reduce costs)	1
Heart of community/community asset/hub	1
Other comment	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Our area does/will lack vital public services	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
It will be a public/community loss	1
Allow communities/town councils to take over the building and deliver services (perhaps offer a modest subsidy)	1
Give communities opportunity/more time to develop a community managed solution	1
Children's centre's are vital in deprived areas	1
Limited public transport makes services less accessible (general)	1
Accessing services will be difficult without a car	1

Base: all using The Zone in Fylde and making a comment (5)

Weeton Children's Centre

Table 218 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	2
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	1
Closing the library will impact on community cohesion because it's a vital community asset	1
Closing the library will remove my main/sole access to computers/the internet	1
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	1
I will miss my library greatly if it closed (devastated/depressed)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1
Limited public transport (in rural communities) makes services less accessible	1
Concern that young people will lack positive opportunities to socialise with each other	1
Use the library service less (because of distance)	1
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impac	1
Interesting comment for qualitative analysis later	1

Base: all using Weeton Children's Centre and making a comment (7)

Table 219 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	2
Villages/towns will lose a big sense of community if the libraries close	2
They are vital to the community/community asset	1
Some people might not be able to get to new service locations because its inconvenient	1
Criticism of budget. Libraries should be protected	1
Current property has: well situated in town centre	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1

Base: all using Weeton Children's Centre and making a comment (6)

Table 220 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other budget comment – (eg save money elsewhere, reduce costs)	1
Heart of community/community asset/hub	1
Suggestion for service that could be offered	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	1
Provides vital access to reading/learning/research material to the wider community	1
Use more volunteers to reduce staffing costs	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
It will be a public/community loss	1
Hire out rooms in the library for more community/group based activities	1
Children's centre's are vital in deprived areas	1
Limited public transport makes services less accessible (general)	1
Accessing services will be difficult without a car	1

Base: all using Weeton Children's Centre and making a comment (4)

Ansdeil Library

Table 221 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	83
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	77
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	69

Base: all using Ansdeil Library and making a comment (418)

Table 222 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	173
It's a social hub. Without it people may become lonely/isolated, elderly especially	90
It is vital to children's literacy, education, access to information, stimulation and pleasure	58

Base: all using Ansdell Library and making a comment (369)

Table 223 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	92
Heart of community/community asset/hub	40
Other budget comment – (eg save money elsewhere, reduce costs)	33

Base: all using Ansdell Library and making a comment (284)

Freckleton Library

Table 224 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	17
Closing the library will remove my main/sole access to computers/the internet	13
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	11

Base: all using Freckleton Library and making a comment (79)

Table 225 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	27
Should be protected from budget savings/cuts because they provide people's services	16
It provides computer/internet access for those without it	13

Base: all using Freckleton Library and making a comment (71)

Table 226 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
Other budget comment – (eg save money elsewhere, reduce costs)	9
Heart of community/community asset/hub	8

Base: all using Freckleton Library and making a comment (47)

Kirkham Library

Table 227 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10
Other comment (general)	9

Base: all using Kirkham Library and making a comment (66)

Table 228 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	17
Should be protected from budget savings/cuts because they provide people's services	15
It provides computer/internet access for those without it	11

Base: all using Kirkham Library and making a comment (57)

Table 229 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Other budget comment – (eg save money elsewhere, reduce costs)	7
Heart of community/community asset/hub	6

Base: all using Kirkham Library and making a comment (41)

Kirkham Young People's Centre

Table 230 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	1
Closing the library will impact on community cohesion because it's a vital community asset	1
Closing the library will remove my main/sole access to computers/the internet	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	1
Accessing services won't be possible without a car	1

Base: all using Kirkham Young People's Centre and making a comment (7)

Table 231 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	3
Positive comment about staff	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
It provides computer/internet access for those without it	2

Base: all using Kirkham Young People's Centre and making a comment (7)

Table 232 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Heart of community/community asset/hub	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	2
Prioritise this area/don't close specific property	1
Other budget comment – (eg save money elsewhere, reduce costs)	1
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	1
Provides vital access to reading/learning/research material to the wider community	1
Our area does/will lack vital public services	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	1
It will be a public/community loss	1
LCC have moral obligation to keep the libraries open	1
Increase council tax to keep these services open	1

Base: all using Kirkham Young People's Centre and making a comment (5)

Lower Lane Young People's Centre

Table 233 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	1

Base: all using Lower Lane Young People's Centre and making a comment (3)

Table 234 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Positive comment about staff	3
They are vital to the community/community asset	1
Should be protected from budget savings/cuts because they provide people's services	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	1

Base: all using Lower Lane Young People's Centre and making a comment (3)

Table 235 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Heart of community/community asset/hub	2
Other budget comment – (eg save money elsewhere, reduce costs)	1
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	1
Increase council tax to keep these services open	1

Base: all using Lower Lane Young People's Centre and making a comment (2)

Lytham Children's Centre

Table 236 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	19
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	11
Closing the library will remove my main/sole access to computers/the internet	8

Base: all using Lytham Children's Centre and making a comment (54)

Table 237 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	19
It is vital to children's literacy, education, access to information, stimulation and pleasure	9
Should be protected from budget savings/cuts because they provide people's services	8

Base: all using Lytham Children's Centre and making a comment (46)

Table 238 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Heart of community/community asset/hub	7
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	5
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	5
Our area does/will lack vital public services	5

Base: all using Lytham Children's Centre and making a comment (34)

Lytham Library and Registration Office

Table 239 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	70
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	63
Closing the library will remove my main/sole access to computers/the internet	56

Base: all using Lytham Library and Registration Office and making a comment (352)

Table 240 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	130
It's a social hub. Without it people may become lonely/isolated, elderly especially	67
It is vital to children's literacy, education, access to information, stimulation and pleasure	54

Base: all using Lytham Library and Registration Office and making a comment (310)

Table 241 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	76
Heart of community/community asset/hub	33
Other budget comment – (eg save money elsewhere, reduce costs)	25

Base: all using Lytham Library and Registration Office and making a comment (239)

Orchard Children's Centre

Table 242 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	4
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impac	4

Base: all using Orchard Children's Centre and making a comment (20)

Table 243 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	5
Should be protected from budget savings/cuts because they provide people's services	4
Villages/towns will lose a big sense of community if the libraries close	4

Base: all using Orchard Children's Centre and making a comment (18)

Table 244 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	4
Heart of community/community asset/hub	3
Use more volunteers to reduce staffing costs	3

Base: all using Orchard Children's Centre and making a comment (13)

Pear Tree Children's Centre

Table 245 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	5
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	4
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	4
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impac	4

Base: all using Pear Tree Children's Centre and making a comment (26)

Table 246 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	5
They are vital to the community/community asset	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4

Base: all using Pear Tree Children's Centre and making a comment (21)

Table 247 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Other comment	4
Heart of community/community asset/hub	3

Base: all using Pear Tree Children's Centre and making a comment (19)

Hyndburn

Accrington Library and Registration Office

Table 248 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	25
Closing the library will remove my main/sole access to computers/the internet	25
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	22

Base: all using Accrington Library and Registration Office and making a comment (155)

Table 249 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	26
They are vital to the community/community asset	25
Should be protected from budget savings/cuts because they provide people's services	17

Base: all using Accrington Library and Registration Office and making a comment (128)

Table 250 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Other budget comment – (eg save money elsewhere, reduce costs)	13
Heart of community/community asset/hub	4

Base: all using Accrington Library and Registration Office and making a comment (67)

Children's Social Care (Silver Birches)

Table 251 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	7
Concerned about loss of events at the children's centre	6
Closures will negatively impact my child's social development	6
Other comment (general)	5

Base: all using Children's Social Care (Silver Birches) and making a comment (29)

Table 252 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	7
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	5
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Should be protected from budget savings/cuts because they provide people's services	3
There are no viable alternatives in the area providing these services eg book lending	3
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact	3
Concerned about loss of health worker advice	3
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	3

Base: all using Children's Social Care (Silver Birches) and making a comment (22)

Table 253 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Heart of community/community asset/hub	2
Other comment	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Stop cutting useful social services (eg children's/youth centre's)	1
Suggestion for service that could be offered	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library users	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Hire out rooms in the library for more community/group based activities	1
Services should be easily accessible and not situated only in major towns (general)	1
Keep neighbourhood centres in neighbourhoods (don't centralise everything)	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
With these proposals the public transport network needs investing in	1

Base: all using Children's Social Care (Silver Birches) and making a comment (10)

Clayton-le-Moors and Altham Children's Centre

Table 254 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	9
Closures will negatively impact my child's social development	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	6
Concerned that loss of children's centre will limit support for families (general negative impact)	6

Base: all using Clayton-le-Moors and Altham Children's Centre and making a comment (49)

Table 255 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	7
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	6
Should be protected from budget savings/cuts because they provide people's services	4
I would no longer borrow books/read regularly	4
General negative comment about consultation carried out by LCC	4

Base: all using Clayton-le-Moors and Altham Children's Centre and making a comment (38)

Table 256 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	7
Other budget comment – (eg save money elsewhere, reduce costs)	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Move services into one building to reduce overall running costs (not just LCC service)	4
Other comment	3
Suggestion for service that could be offered	3

Base: all using Clayton-le-Moors and Altham Children's Centre and making a comment (20)

Copper House Children's Centre

Table 257 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	9
Concerned that loss of children's centre will limit support for families (general negative impact)	9
Closures will negatively impact my child's social development	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	8
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	8
Other comment (general)	7

Base: all using Copper House Children's Centre and making a comment (64)

Table 258 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	7
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	7
Should be protected from budget savings/cuts because they provide people's services	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on health and wellbeing	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their health and wellbeing	4
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	4

Base: all using Copper House Children's Centre and making a comment (51)

Table 259 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Other budget comment – (eg save money elsewhere, reduce costs)	5
Heart of community/community asset/hub	4
Other comment	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Move services into one building to reduce overall running costs (not just LCC service)	4

Base: all using Copper House Children's Centre and making a comment (29)

Fairfield Children's Centre

Table 260 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	12
Closures will negatively impact my child's social development	12
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their mental health and wellbeing	11
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on health and wellbeing	9
Concerned that loss of children's centre will limit support for families (general negative impact)	9

Base: all using Fairfield Children's Centre and making a comment (51)

Table 261 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	11
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	10
It is vital to children's literacy, education, access to information, stimulation and pleasure	8

Base: all using Fairfield Children's Centre and making a comment (43)

Table 262 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	7
Concerned that loss of children's centre will limit support for families (general negative impact)	6
Positive comment about staff	5

Base: all using Fairfield Children's Centre and making a comment (21)

Great Harwood Children's Centre

Table 263 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closures will negatively impact my child's social development	7
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their mental health and wellbeing	6
Concerned about loss of events at the children's centre	6
Other comment (general)	5

Base: all using Great Harwood Children's Centre and making a comment (34)

Table 264 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	5
General negative comment about consultation carried out by LCC	5
They are vital to the community/community asset	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their health and wellbeing	3

Base: all using Great Harwood Children's Centre and making a comment (27)

Table 265 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Concern that young people will lack opportunities to participate in positive activities	3
Heart of community/community asset/hub	2
Stop cutting useful social services (eg children's/youth centre's)	2
Suggestion for service that could be offered	2
Move services into one building to reduce overall running costs (not just LCC service)	2
Reduce opening hours of the services (rather than close libraries or children's centres)	2

Base: all using Great Harwood Children's Centre and making a comment (14)

Great Harwood Library

Table 266 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	13
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	12
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11

Base: all using Great Harwood Library and making a comment (78)

Table 267 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	11
They are vital to the community/community asset	10
It provides computer/internet access for those without it	9

Base: all using Great Harwood Library and making a comment (63)

Table 268 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Other budget comment – (eg save money elsewhere, reduce costs)	8
Other comment	5

Base: all using Great Harwood Library and making a comment (42)

Hyndburn Adult Disability Day Services

Table 269 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	5
I will continue to use my library if it stays open	5
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	3
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their health and wellbeing	3
Concern that combining services will reduce the overall quality of service	3
Closing the library will impact on community cohesion because it's a vital community asset	2
I will miss my library greatly if it closed (devastated/depressed)	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Closures will negatively impact my child's social development	2

Base: all using Hyndburn Adult Disability Day Services and making a comment (21)

Table 270 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Some people might not be able to get to new service locations because its inconvenient	4
It's a social hub. Without it people may become lonely/isolated, elderly especially	2
General negative comment about consultation carried out by LCC	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Should be protected from budget savings/cuts because they provide people's services	1
The area is severely deprived so should retain services to support vulnerable groups	1
There are no viable alternatives in the area providing these services eg book lending	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on mental health and wellbeing	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
Limited public transport makes services less accessible	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
Concerned about loss of health worker advice	1
Concern that information, advice and guidance will not be as accessible to young people	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1
Moving services would be likely to negatively affect footfall	1

Base: all using Hyndburn Adult Disability Day Services and making a comment (13)

Table 271 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Heart of community/community asset/hub	1
Move services into one building to reduce overall running costs (not just LCC service)	1
With these proposals the public transport network needs investing in	1

Base: all using Hyndburn Adult Disability Day Services and making a comment (2)

Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)

Table 272 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	22
Closures will negatively impact my child's social development	17
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on health and wellbeing	16

Base: all using Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) and making a comment (82)

Table 273 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	16
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	13
They are vital to the community/community asset	9
Should be protected from budget savings/cuts because they provide people's services	9
There are no viable alternatives in the area providing these services eg book lending	9

Base: all using Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) and making a comment (64)

Table 274 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Other comment	5
Other budget comment – (eg save money elsewhere, reduce costs)	4
Heart of community/community asset/hub	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4

Base: all using Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) and making a comment (26)

The Zone in Hyndburn

Table 275 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closures will negatively impact my child's social development	6
Closing the library will impact on community cohesion because it's a vital community asset	5
Closing the library will remove my main/sole access to computers/the internet	5
Other comment (general)	5
Concerned about loss of events at the children's centre	5
Concerned that loss of children's centre will limit support for families (general negative impact)	5
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	5
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	4
I will miss my library greatly if it closed (devastated/depressed)	4

Base: all using The Zone in Hyndburn and making a comment (35)

Table 276 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6
Should be protected from budget savings/cuts because they provide people's services	5
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	5
They are vital to the community/community asset	3
Positive comment about staff	3
The area is severely deprived so should retain services to support vulnerable groups	3
Current property has: well situated in town centre	3
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their health and wellbeing	3
General negative comment about consultation carried out by LCC	3

Base: all using The Zone in Hyndburn and making a comment (27)

Table 277 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Move services into one building to reduce overall running costs (not just LCC service)	3
Heart of community/community asset/hub	2
Other comment	2
Stop cutting useful social services (eg children's/youth centre's)	2
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	2

Base: all using The Zone in Hyndburn and making a comment (16)

Woodhaven Day Centre

Table 278 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	2
Other comment (general)	2
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	1
Closing the library will impact on community cohesion because it's a vital community asset	1
Closing the library will remove my main/sole access to computers/the internet	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	1
Concerned about loss of events at the children's centre	1
Closures will negatively impact my child's social development	1

Base: all using Woodhaven Day Centre and making a comment (7)

Table 279 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
General negative comment about consultation carried out by LCC	2
Should be protected from budget savings/cuts because they provide people's services	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their health and wellbeing	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1

Base: all using Woodhaven Day Centre and making a comment (5)

Table 280 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Other budget comment – (eg save money elsewhere, reduce costs)	1
Heart of community/community asset/hub	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1

Base: all using Woodhaven Day Centre and making a comment (2)

Accrington Youth Offending Team

Table 281 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	3
I will miss my library greatly if it closed (devastated/depressed)	3
Other comment (general)	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	1
Positive comment about staff	1
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on health and wellbeing	1
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	1
Closing the library will remove my access to learning/research resources	1
Concerned about loss of events at the children's centre	1
I will lose access to local information/news/events	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Closures will negatively impact my child's social development	1
Concern that young people will lack opportunities to participate in positive activities	1
Accessing services will be too expensive (fuel costs, bus tickets etc)	1
Concern that information, advice and guidance will not be as accessible to young people	1
Closures mean I will lose my job at the centre	1

Base: all using Accrington Youth Offending Team and making a comment (12)

Table 282 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	2
Some people might not be able to get to new service locations because its inconvenient	2
There are no viable alternatives in the area providing these services eg book lending	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
They are vital to the community/community asset	1
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Criticism of budget. Libraries should be protected	1
The area is severely deprived so should retain services to support vulnerable groups	1
Current property has: well situated in town centre	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on health and wellbeing	1
Our town is deeply lacking public services already	1
General negative comment about consultation carried out by LCC	1
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
Concern that information, advice and guidance will not be as accessible to young people	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1

Base: all using Accrington Youth Offending Team and making a comment (9)

Table 283 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Heart of community/community asset/hub	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	1
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	1
Use facilities differently to raise money, when it is not being used eg rent out space to the local school, use as a small meeting room	1
With these proposals the public transport network needs investing in	1

Base: all using Accrington Youth Offending Team and making a comment (4)

Clayton-le-Moors Library

Table 284 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	14
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	11
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
Closing the library will impact on community cohesion because it's a vital community asset	10

Base: all using Clayton-le-Moors Library and making a comment (75)

Table 285 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	12
Should be protected from budget savings/cuts because they provide people's services	8
It provides computer/internet access for those without it	8
They are vital to the community/community asset	7
It's a social hub. Without it people may become lonely/isolated, elderly especially	7
I would no longer borrow books/read regularly	7
General negative comment about consultation carried out by LCC	7

Base: all using Clayton-le-Moors Library and making a comment (59)

Table 286 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	10
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6
Suggestion for service that could be offered	5

Base: all using Clayton-le-Moors Library and making a comment (36)

Clayton-le-Moors Young People's Centre

Table 287 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their health and wellbeing	4
Concerned that loss of children's centre will limit support for families (general negative impact)	4
Concerned about loss of events at the children's centre	3
Closing the library will impact on community cohesion because it's a vital community asset	2
I will miss my library greatly if it closed (devastated/depressed)	2
Other comment (general)	2
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	2
Closures will negatively impact my child's social development	2
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	2
Concern that young people will lack positive opportunities to socialise with each other	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Clayton-le-Moors Young People's Centre and making a comment (20)

Table 288 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Current property has: well situated in town centre	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Concern that information, advice and guidance will not be as accessible to young people	3
Positive comment about staff	2
The area is severely deprived so should retain services to support vulnerable groups	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
General negative comment about consultation carried out by LCC	2
Concern that young people will lack positive opportunities to socialise with each other	2
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	2
Some people might not be able to get to new service locations because its inconvenient	1
There are no viable alternatives in the area providing these services eg book lending	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their health and wellbeing	1
Proposed property: would not have same facilities	1
Concern that young people will lack opportunities to participate in positive activities	1
Current property has: close to other local amenities	1
Concerned about loss of health worker advice	1
Library provision is necessary, whether as a mobile library service or combined with other services in a building	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1

Base: all using Clayton-le-Moors Young People's Centre and making a comment (17)

Table 289 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Suggestion for service that could be offered	3
Move services into one building to reduce overall running costs (not just LCC service)	3

Base: all using Clayton-le-Moors Young People's Centre and making a comment (13)

Great Harwood Young People's Centre

Table 290 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack positive opportunities to socialise with each other	5
Concern that young people will lack opportunities to participate in positive activities	5
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	4
Closing the library will impact on community cohesion because it's a vital community asset	3
I will miss my library greatly if it closed (devastated/depressed)	3
Other comment (general)	3
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	3
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their wellbeing	3
Concerned about loss of events at the children's centre	3
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	3

Base: all using Great Harwood Young People's Centre and making a comment (31)

Table 291 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	6
Concern that information, advice and guidance will not be as accessible to young people	5
There are no viable alternatives in the area providing these services eg book lending	4

Base: all using Great Harwood Young People's Centre and making a comment (30)

Table 292 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Suggestion for service that could be offered	3
Very specific comment about a property	2
Stop cutting useful social services (eg children's/youth centre's)	2
Move services into one building to reduce overall running costs (not just LCC service)	2
It is short sighted to cut services. There is a social cost.	2
LCC have moral obligation to keep the libraries open	2
With these proposals the public transport network needs investing in	2

Base: all using Great Harwood Young People's Centre and making a comment (18)

Huncoat Children's Centre

Table 293 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closures will negatively impact my child's social development	4
Other comment (general)	3
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	3
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	3
Closing the library will impact on community cohesion because it's a vital community asset	2
Concerned about loss of events at the children's centre	2

Base: all using Huncoat Children's Centre and making a comment (19)

Table 294 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
General negative comment about consultation carried out by LCC	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Should be protected from budget savings/cuts because they provide people's services	1
Some people might not be able to get to new service locations because its inconvenient	1
Current property has: well situated in town centre	1
There are no viable alternatives in the area providing these services eg book lending	1
Villages/towns will lose a big sense of community if the libraries close	1
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	1
Proposed property: would not have same facilities	1
Interesting comment for qualitative analysis later	1
Concerned about loss of health worker advice	1
Concern that information, advice and guidance will not be as accessible to young people	1
Moving services will lead to an overall loss in quality and diversity of the services delivered	1

Base: all using Huncoat Children's Centre and making a comment (12)

Table 295 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other comment	2
Other budget comment – (eg save money elsewhere, reduce costs)	1
Heart of community/community asset/hub	1
Move services into one building to reduce overall running costs (not just LCC service)	1
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely/isolated	1
Keep specific properties services as they are	1
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	1
Concern that young people will lack opportunities to participate in positive activities	1
With these proposals the public transport network needs investing in	1

Base: all using Huncoat Children's Centre and making a comment (9)

Oswaldtwistle Library

Table 296 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	33
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	26
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	22

Base: all using Oswaldtwistle Library and making a comment (137)

Table 297 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	28
They are vital to the community/community asset	25
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on health and wellbeing	20
It provides computer/internet access for those without it	20

Base: all using Oswaldtwistle Library and making a comment (104)

Table 298 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Other budget comment – (eg save money elsewhere, reduce costs)	10
It is vital to children's literacy, education, access to information, stimulation and pleasure	6
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely	6

Base: all using Oswaldtwistle Library and making a comment (50)

Oswaldtwistle Young People's Centre

Table 299 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	4
Closing the library will impact on community cohesion because it's a vital community asset	3
Other comment (general)	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	2
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
Closing the library will remove my main/sole access to computers/the internet	2
Concern that young people will lack opportunities to participate in positive activities	2
Concern that information, advice and guidance will not be as accessible to young people	2

Base: all using Oswaldtwistle Young People's Centre and making a comment (22)

Table 300 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	4
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Concern that information, advice and guidance will not be as accessible to young people	3
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	2
Should be protected from budget savings/cuts because they provide people's services	2
Some people might not be able to get to new service locations because its inconvenient	2
Positive comment about staff	2
The area is severely deprived so should retain services to support vulnerable groups	2
Current property has: well situated in town centre	2
Villages/towns will lose a big sense of community if the libraries close	2
General negative comment about consultation carried out by LCC	2

Base: all using Oswaldtwistle Young People's Centre and making a comment (18)

Table 301 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	2
Move services into one building to reduce overall running costs (not just LCC service)	2
Other budget comment – (eg save money elsewhere, reduce costs)	1
Heart of community/community asset/hub	1
Suggestion for service that could be offered	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Our area does/will lack vital public services	1
Doesn't really say anything	1
With these proposals the public transport network needs investing in	1

Base: all using Oswaldtwistle Young People's Centre and making a comment (8)

Rishton Library

Table 302 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on wellbeing	19
Closing the library will remove my main/sole access to computers/the internet	18
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	17
Closing the library will impact on community cohesion because it's a vital community asset	17

Base: all using Rishton Library and making a comment (106)

Table 303 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	17
They are vital to the community/community asset	16
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on wellbeing	15
I would no longer borrow books/read regularly	15

Base: all using Rishton Library and making a comment (82)

Table 304 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	13
Other budget comment – (eg save money elsewhere, reduce costs)	11
Suggestion for service that could be offered	5
Reduce opening hours of the services (rather than close libraries or children's centres)	5

Base: all using Rishton Library and making a comment (48)

Sure Start Hyndburn - Accrington South Children's Centre (The Beeches)

Table 305 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	20
Closures will negatively impact my child's social development	14
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their wellbeing	11

Base: all using Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) and making a comment (65)

Table 306 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	15
There are no viable alternatives in the area providing these services eg book lending	14
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	10

Base: all using Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) and making a comment (49)

Table 307 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Heart of community/community asset/hub	3
Stop cutting useful social services (eg children's/youth centre's)	3
Other comment	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	2
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	2
Keep specific properties services	2
Our area does/will lack vital public services	2
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Concern that young people will lack opportunities to participate in positive activities	2

Base: all using Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) and making a comment (20)

Lancaster

Appletree Children's Centre

Table 308 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	18
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	15
Closures will negatively impact my child's social development	15

Base: all using Appletree Children's Centre and making a comment (92)

Table 309 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	14
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	12
Concerned about loss of health worker advice	12

Base: all using Appletree Children's Centre and making a comment (73)

Table 310 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	26
Other comment	6
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6

Base: all using Appletree Children's Centre and making a comment (65)

Children's Social Care (Sefton Drive)

Table 311 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	13
Other comment (general)	8
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	8

Base: all using Children's Social Care (Sefton Drive) and making a comment (40)

Table 312 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6
Should be protected from budget savings/cuts because they provide people's services	4
Positive comment about staff	4
The area is severely deprived so should retain services to support vulnerable groups	4

Base: all using Children's Social Care (Sefton Drive) and making a comment (28)

Table 313 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	11
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	5
Other comment	3

Base: all using Children's Social Care (Sefton Drive) and making a comment (31)

Halton Library and Children's Centre

Table 314 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	13
Closing the library will impact on community cohesion because it's a vital community asset	12
Other comment (general)	9

Base: all using Halton Library and Children's Centre and making a comment (63)

Table 315 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	7
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
Should be protected from budget savings/cuts because they provide people's services	7
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	7

Base: all using Halton Library and Children's Centre and making a comment (47)

Table 316 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Heart of community/community asset/hub	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	4
Move services into one building to reduce overall running costs (not just LCC service)	4
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	4
Reduce opening hours of the services (rather than close libraries or children's centres)	4
Use more volunteers to reduce staffing costs	4
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	4

Base: all using Halton Library and Children's Centre and making a comment (46)

Heysham Library

Table 317 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	33
Closing the library will impact on community cohesion because it's a vital community asset	32
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	28

Base: all using Heysham Library and making a comment (272)

Table 318 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	39
It's a social hub. Without it people may become lonely/isolated, elderly especially	28
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	22

Base: all using Heysham Library and making a comment (228)

Table 319 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	68
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	23
Other comment	20

Base: all using Heysham Library and making a comment (179)

Lancaster and Morecambe Adult Disability Day Services (Thorpe View)

Table 320 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	7
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	5
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4
Closing the library will impact on community cohesion because it's a vital community asset	4
I will miss my library greatly if it closed (devastated/depressed)	4
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	4

Base: all using Lancaster and Morecambe Adult Disability Day Services (Thorpe View) and making a comment (30)

Table 321 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	4
Current property has: well situated in town centre	3
They are vital to the community/community asset	2
I would no longer borrow books/read regularly	2
Some people may not have the ability/means to get to them at all eg don't have a car	2
Proposed property: would not have same facilities	2
Current property has: close to other local amenities	2
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	2
It would affect my employment as I work closely with the facility	2

Base: all using Lancaster and Morecambe Adult Disability Day Services (Thorpe View) and making a comment (22)

Table 322 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	3
Lack of investment in the future generations of Lancashire residents	3

Base: all using Lancaster and Morecambe Adult Disability Day Services (Thorpe View) and making a comment (24)

Lancaster Central Library

Table 323 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	59
Other comment (general)	57
Closing the library will impact on community cohesion because it's a vital community asset	56

Base: all using Lancaster Central Library and making a comment (482)

Table 324 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	66
It's a social hub. Without it people may become lonely/isolated, elderly especially	49
It is vital to children's literacy, education, access to information, stimulation and pleasure	47

Base: all using Lancaster Central Library and making a comment (392)

Table 325 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	108
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	30
Other budget comment – (eg save money elsewhere, reduce costs)	27
Other comment	27

Base: all using Lancaster Central Library and making a comment (316)

Lune Park Children's Centre

Table 326 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	31
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	23
Concerned about loss of health worker advice	22

Base: all using Lune Park Children's Centre and making a comment (141)

Table 327 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	30
Concerned about loss of health worker advice	18
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	15

Base: all using Lune Park Children's Centre and making a comment (120)

Table 328 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	47
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	10
Children's centre's are vital in deprived areas	9

Base: all using Lune Park Children's Centre and making a comment (106)

Morecambe Library

Table 329 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	76
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	62
Other comment (general)	59

Base: all using Morecambe Library and making a comment (513)

Table 330 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	68
It's a social hub. Without it people may become lonely/isolated, elderly especially	54
It is vital to children's literacy, education, access to information, stimulation and pleasure	42
It provides computer/internet access for those without it	42

Base: all using Morecambe Library and making a comment (400)

Table 331 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	115
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	35
Other comment	27

Base: all using Morecambe Library and making a comment (329)

The Carnforth Hub Children's Centre and Young People's Centre

Table 332 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	15
Concerned that loss of children's centre will limit support for families (general negative impact)	13
Other comment (general)	10

Base: all using The Carnforth Hub Children's Centre and Young People's Centre and making a comment (82)

Table 333 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
The area is severely deprived so should retain services to support vulnerable groups	7
They are vital to the community/community asset	6
Some people might not be able to get to new service locations because its inconvenient	6
Positive comment about staff	6

Base: all using The Carnforth Hub Children's Centre and Young People's Centre and making a comment (62)

Table 334 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	18
Other comment	5
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Very specific comment about a property	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
Stop cutting useful social services (eg children's/youth centre's)	4
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	4

Base: all using The Carnforth Hub Children's Centre and Young People's Centre and making a comment (58)

Vale View Day Centre

Table 335 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	4
Concerned about loss of health worker advice	4
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	4

Base: all using Vale View Day Centre and making a comment (25)

Table 336 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	4
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Some people may not have the ability/means to get to them at all eg don't have a car	3

Base: all using Vale View Day Centre and making a comment (21)

Table 337 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Stop cutting useful social services (eg children's/youth centre's)	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3

Base: all using Vale View Day Centre and making a comment (22)

Westgate Children's Centre

Table 338 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	41
Closures will negatively impact my child's social development	29
Concerned about loss of health worker advice	27

Base: all using Westgate Children's Centre and making a comment (159)

Table 339 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	28
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	21
The area is severely deprived so should retain services to support vulnerable groups	16

Base: all using Westgate Children's Centre and making a comment (138)

Table 340 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	68
Concerned that loss of children's centre will limit support for families (general negative impact)	22
Stop cutting useful social services (eg children's/youth centre's)	19

Base: all using Westgate Children's Centre and making a comment (134)

White Cross Education Centre

Table 341 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	23
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	20
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	16
Other comment (general)	16

Base: all using White Cross Education Centre and making a comment (145)

Table 342 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	21
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	16
It's a social hub. Without it people may become lonely/isolated, elderly especially	15

Base: all using White Cross Education Centre and making a comment (119)

Table 343 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	35
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	12
Very specific comment about a property	11

Base: all using White Cross Education Centre and making a comment (108)

Balmoral Children's Centre

Table 344 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	52
Closures will negatively impact my child's social development	37
Concerned about loss of health worker advice	37

Base: all using Balmoral Children's Centre and making a comment (211)

Table 345 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	37
The area is severely deprived so should retain services to support vulnerable groups	26
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	25

Base: all using Balmoral Children's Centre and making a comment (178)

Table 346 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	85
Concerned that loss of children's centre will limit support for families (general negative impact)	32
Stop cutting useful social services (eg children's/youth centre's)	23

Base: all using Balmoral Children's Centre and making a comment (176)

Barton Road Young People's Centre

Table 347 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	26
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	20
Concerned that loss of children's centre will limit support for families (general negative impact)	15

Base: all using Barton Road Young People's Centre and making a comment (111)

Table 348 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	15
It's a social hub. Without it people may become lonely/isolated, elderly especially	13
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	13
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	13

Base: all using Barton Road Young People's Centre and making a comment (104)

Table 349 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	22
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	8
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	8

Base: all using Barton Road Young People's Centre and making a comment (93)

Bolton-le-Sands Library

Table 350 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	40
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	35
Closing the library will impact on community cohesion because it's a vital community asset	28

Base: all using Bolton-le-Sands Library and making a comment (204)

Table 351 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	58
It's a social hub. Without it people may become lonely/isolated, elderly especially	54
The recent investment/refurbishment of this building will be a complete waste of money if closed	40

Base: all using Bolton-le-Sands Library and making a comment (185)

Table 352 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	47
The recent investment/refurbishment of this building will be a complete waste of money if closed	19
Other budget comment – (eg save money elsewhere, reduce costs)	18
Heart of community/community asset/hub	18

Base: all using Bolton-le-Sands Library and making a comment (149)

Carnforth Library

Table 353 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	31
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	30
Closing the library will remove my main/sole access to computers/the internet	20

Base: all using Carnforth Library and making a comment (183)

Table 354 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	36
It's a social hub. Without it people may become lonely/isolated, elderly especially	30
They are vital to the community/community asset	29

Base: all using Carnforth Library and making a comment (151)

Table 355 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	38
Other budget comment – (eg save money elsewhere, reduce costs)	13
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	13

Base: all using Carnforth Library and making a comment (123)

Firbank Children's Centre

Table 356 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	32
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	31
Concerned about loss of health worker advice	24

Base: all using Firbank Children's Centre and making a comment (133)

Table 357 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	24
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	20
Some people might not be able to get to new service locations because its inconvenient	16

Base: all using Firbank Children's Centre and making a comment (115)

Table 358 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	37
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	12
Stop cutting useful social services (eg children's/youth centre's)	10

Base: all using Firbank Children's Centre and making a comment (96)

Galgate Children's Centre

Table 359 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	7
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	6
Concerned about loss of events at the children's centre	5

Base: all using Galgate Children's Centre and making a comment (26)

Table 360 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
Some people might not be able to get to new service locations because its inconvenient	4
Concerned about loss of health worker advice	4
Concerned that there is already a lack of sufficient nursery care in the area and closures will further escalate this is	4

Base: all using Galgate Children's Centre and making a comment (25)

Table 361 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	4
Other comment	3
Stop cutting useful social services (eg children's/youth centre's)	3
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	3

Base: all using Galgate Children's Centre and making a comment (21)

Heysham Children's Centre and Young People's Centre

Table 362 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	34
Concerned about loss of health worker advice	26
Closures will negatively impact my child's social development	24

Base: all using Heysham Children's Centre and Young People's Centre and making a comment (158)

Table 363 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	24
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	19
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	18

Base: all using Heysham Children's Centre and Young People's Centre and making a comment (147)

Table 364 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	62
Concerned that loss of children's centre will limit support for families (general negative impact)	17
Stop cutting useful social services (eg children's/youth centre's)	14

Base: all using Heysham Children's Centre and Young People's Centre and making a comment (133)

Lancaster Registration Office

Table 365 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	36
Concerned that loss of children's centre will limit support for families (general negative impact)	25
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	24

Base: all using Lancaster Registration Office and making a comment (219)

Table 366 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	22
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	22
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	22

Base: all using Lancaster Registration Office and making a comment (189)

Table 367 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	50
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	16
Other budget comment – (eg save money elsewhere, reduce costs)	15

Base: all using Lancaster Registration Office and making a comment (149)

Morecambe Registration Office

Table 368 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	13
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	13
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10

Base: all using Morecambe Registration Office and making a comment (99)

Table 369 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
It's a social hub. Without it people may become lonely/isolated, elderly especially	11
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	11

Base: all using Morecambe Registration Office and making a comment (81)

Table 370 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	21
Stop cutting useful social services (eg children's/youth centre's)	8
Other budget comment – (eg save money elsewhere, reduce costs)	7

Base: all using Morecambe Registration Office and making a comment (62)

Poulton Children's Centre

Table 371 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	35
Concerned about loss of health worker advice	26
Closures will negatively impact my child's social development	25

Base: all using Poulton Children's Centre and making a comment (165)

Table 372 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	27
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	27
The area is severely deprived so should retain services to support vulnerable groups	16
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	16

Base: all using Poulton Children's Centre and making a comment (151)

Table 373 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	56
Concerned that loss of children's centre will limit support for families (general negative impact)	13
Other comment	12
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	12

Base: all using Poulton Children's Centre and making a comment (137)

Ryelands Young People's Centre

Table 374 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	6
Concerned that loss of children's centre will limit support for families (general negative impact)	6
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	6

Base: all using Ryelands Young People's Centre and making a comment (46)

Table 375 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	7
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6
They are vital to the community/community asset	4
Positive comment about staff	4

Base: all using Ryelands Young People's Centre and making a comment (36)

Table 376 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Stop cutting useful social services (eg children's/youth centre's)	6
Other comment	4

Base: all using Ryelands Young People's Centre and making a comment (33)

Silverdale Library

Table 377 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	17
Other comment (general)	13
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11

Base: all using Silverdale Library and making a comment (66)

Table 378 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	18
They are vital to the community/community asset	16
I would no longer borrow books/read regularly	13

Base: all using Silverdale Library and making a comment (56)

Table 379 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	19
Heart of community/community asset/hub	7
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library u	6

Base: all using Silverdale Library and making a comment (53)

Pendle

Barnoldswick Library

Table 380 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	23
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	15
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	15

Base: all using Barnoldswick Library and making a comment (133)

Table 381 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	17
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	13
Should be protected from budget savings/cuts because they provide people's services	12

Base: all using Barnoldswick Library and making a comment (97)

Table 382 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Other comment	11
Move services into one building to reduce overall running costs (not just LCC service)	11

Base: all using Barnoldswick Library and making a comment (79)

Beacon Children's Centre

Table 383 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	15
Concerned about loss of events at the children's centre	11
Other comment (general)	9

Base: all using Beacon Children's Centre and making a comment (60)

Table 384 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	12
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	8
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6

Base: all using Beacon Children's Centre and making a comment (34)

Table 385 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Stop cutting useful social services (eg children's/youth centre's)	4
Positive comment about staff	4
Concerned that loss of children's centre will limit support for families (general negative impact)	4

Base: all using Beacon Children's Centre and making a comment (24)

Burnley and Pendle Adult Disability Day Services (Marsden Centre)**Table 386 - How will this impact on you? (Top 3 mentions)**

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	3
Closing the library will remove my main/sole access to computers/the internet	3
Other comment (general)	3

Base: all using Burnley and Pendle Adult Disability Day Services (Marsden Centre) and making a comment (17)

Table 387 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
They are vital to the community/community asset	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
It provides computer/internet access for those without it	1
The area is severely deprived so should retain services to support vulnerable groups	1
No alternative place for organised groups to meet in the area	1
Interesting comment for qualitative analysis later	1
It is valuable safe environment	1
Library provision is necessary, whether as a mobile library service or combined with other services in a building	1

Base: all using Burnley and Pendle Adult Disability Day Services (Marsden Centre) and making a comment (7)

Table 388 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other budget comment – (eg save money elsewhere, reduce costs)	2
Other comment	2

Base: all using Burnley and Pendle Adult Disability Day Services (Marsden Centre) and making a comment (10)

Byron View Day Centre**Table 389 - How will this impact on you? (Top 3 mentions)**

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	6
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	4
Less services will lead children on streets and associated problems	3

Base: all using Byron View Day Centre and making a comment (18)

Table 390 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Positive comment about staff	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
Concern that young people will lack opportunities to participate in positive activities	2
It is valuable safe environment	2
Concern that young people will lack positive opportunities to socialise with each other	2

Base: all using Byron View Day Centre and making a comment (13)

Table 391 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	4
Prioritise this area/don't close specific property	3
Move services into one building to reduce overall running costs (not just LCC service)	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	2

Base: all using Byron View Day Centre and making a comment (15)

Children's Social Care (Burnley Road Colne)

Table 392 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	7
Other comment (general)	6
Concerned that loss of children's centre will limit support for families (general negative impact)	6

Base: all using Children's Social Care (Burnley Road Colne) and making a comment (31)

Table 393 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Positive comment about staff	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	3

Base: all using Children's Social Care (Burnley Road Colne) and making a comment (17)

Table 394 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Other comment	2
Positive comment about staff	2
Add new/modern services to encourage more widespread use of the building	2
General negative comment about the proposal	2
Cutting these service will cost more in the long term by putting pressure on other government services (false economy)	2

Base: all using Children's Social Care (Burnley Road Colne) and making a comment (14)

Colne Children's Centre

Table 395 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	14
Other comment (general)	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	6

Base: all using Colne Children's Centre and making a comment (57)

Table 396 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
They are vital to the community/community asset	5
I would no longer borrow books/read regularly	4
Some people might not be able to get to new service locations because its inconvenient	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	4
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	4

Base: all using Colne Children's Centre and making a comment (34)

Table 397 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Other comment	4
Consider the negative impact on local communities	4

Base: all using Colne Children's Centre and making a comment (25)

Colne Library

Table 398 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	28
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	20
I will miss my library greatly if it closed (devastated/depressed)	17

Base: all using Colne Library and making a comment (143)

Table 399 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	18
It provides computer/internet access for those without it	15
It is vital to children's literacy, education, access to information, stimulation and pleasure	10
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	10

Base: all using Colne Library and making a comment (96)

Table 400 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	15
Prioritise this area/don't close specific property	10
Add new/modern services to encourage more widespread use of the building	8

Base: all using Colne Library and making a comment (90)

Earby Community Centre

Table 401 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	36
Closing the library will impact on community cohesion because it's a vital community asset	29
Other comment (general)	25

Base: all using Earby Community Centre and making a comment (167)

Table 402 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	11
Should be protected from budget savings/cuts because they provide people's services	9

Base: all using Earby Community Centre and making a comment (96)

Table 403 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	22
Move services into one building to reduce overall running costs (not just LCC service)	16
Other comment	8
Very specific comment about a property	8
Add new/modern services to encourage more widespread use of the building	8

Base: all using Earby Community Centre and making a comment (73)

Family Tree Children's Centre

Table 404 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	12
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	12
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	10
Closing the library will impact on community cohesion because it's a vital community asset	10

Base: all using Family Tree Children's Centre and making a comment (73)

Table 405 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	11
They are vital to the community/community asset	10
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8

Base: all using Family Tree Children's Centre and making a comment (55)

Table 406 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	11
Stop cutting useful social services (eg children's/youth centre's)	7
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6

Base: all using Family Tree Children's Centre and making a comment (43)

Gisburn Road Children's Centre

Table 407 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	9
Other comment (general)	7
Concerned that loss of children's centre will limit support for families (general negative impact)	7

Base: all using Gisburn Road Children's Centre and making a comment (52)

Table 408 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
They are vital to the community/community asset	7
Concern that young people will lack positive opportunities to socialise with each other	5

Base: all using Gisburn Road Children's Centre and making a comment (34)

Table 409 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	6
Prioritise this area/don't close specific property	5
Add new/modern services to encourage more widespread use of the building	3
Consider the specific needs of each community before removing facilities	3

Base: all using Gisburn Road Children's Centre and making a comment (23)

Nelson Library

Table 410 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	42
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	29
Closing the library will remove my main/sole access to computers/the internet	21

Base: all using Nelson Library and making a comment (189)

Table 411 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	26
It is vital to children's literacy, education, access to information, stimulation and pleasure	25
It provides computer/internet access for those without it	17

Base: all using Nelson Library and making a comment (138)

Table 412 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	25
Other comment	14
Add new/modern services to encourage more widespread use of the building	12

Base: all using Nelson Library and making a comment (113)

The Zone in Pendle

Table 413 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	21
Other comment (general)	16
Concern that young people will lack positive opportunities to socialise with each other	12
Less services will lead children on streets and associated problems	12

Base: all using The Zone in Pendle and making a comment (70)

Table 414 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	13
Concern that young people will lack positive opportunities to socialise with each other	11
Concern that young people will lack opportunities to participate in positive activities	10

Base: all using The Zone in Pendle and making a comment (52)

Table 415 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Add new/modern services to encourage more widespread use of the building	11
Stop cutting useful social services (eg children's/youth centre's)	10
Move services into one building to reduce overall running costs (not just LCC service)	7

Base: all using The Zone in Pendle and making a comment (52)

Walton Lane Children's Centre

Table 416 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	12
Other comment (general)	10
Concerned about loss of health worker advice	9

Base: all using Walton Lane Children's Centre and making a comment (57)

Table 417 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6
Current property has: well situated in town centre	5
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	5
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	5

Base: all using Walton Lane Children's Centre and making a comment (32)

Table 418 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	6
Positive comment about staff	6
Concerned that loss of children's centre will limit support for families (general negative impact)	5
Concerns about the jobs of staff/loss of skills	5

Base: all using Walton Lane Children's Centre and making a comment (30)

Barnoldswick Young People's Centre

Table 419 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	22
Other comment (general)	11
Less services will lead children on streets and associated problems	10

Base: all using Barnoldswick Young People's Centre and making a comment (60)

Table 420 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	18
Concern that young people will lack opportunities to participate in positive activities	12
Concern that young people will lack positive opportunities to socialise with each other	10

Base: all using Barnoldswick Young People's Centre and making a comment (47)

Table 421 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	11
Add new/modern services to encourage more widespread use of the building	6
Prioritise this area/don't close specific property	4
Concern that young people will lack opportunities to participate in positive activities	4
Use facilities differently to raise money, when it is not being used eg rent out space to the local school, use as a sma	4

Base: all using Barnoldswick Young People's Centre and making a comment (45)

Barrowford Library

Table 422 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	9
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	7

Base: all using Barrowford Library and making a comment (42)

Table 423 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	7
I would no longer borrow books/read regularly	6
It is vital to children's literacy, education, access to information, stimulation and pleasure	5
Positive comment about staff	5

Base: all using Barrowford Library and making a comment (33)

Table 424 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Add new/modern services to encourage more widespread use of the building	5
Other comment	4
Move services into one building to reduce overall running costs (not just LCC service)	3
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closu	3

Base: all using Barrowford Library and making a comment (23)

Brierfield Library

Table 425 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	31
Closing the library will remove my main/sole access to computers/the internet	30
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	29

Base: all using Brierfield Library and making a comment (172)

Table 426 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	36
It is vital to children's literacy, education, access to information, stimulation and pleasure	24
The recent investment/refurbishment of this building will be a complete waste of money if closed	23

Base: all using Brierfield Library and making a comment (144)

Table 427 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	30
Keep specific properties services as they are	11
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	10

Base: all using Brierfield Library and making a comment (108)

Brierfield Young People's Centre

Table 428 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	10
Less services will lead children on streets and associated problems	9
Closing the library will remove my main/sole access to computers/the internet	7

Base: all using Brierfield Young People's Centre and making a comment (53)

Table 429 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
The recent investment/refurbishment of this building will be a complete waste of money if closed	8
Concern that young people will lack opportunities to participate in positive activities	8
They are vital to the community/community asset	7
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
Concern that information, advice and guidance will not be as accessible to young people	7

Base: all using Brierfield Young People's Centre and making a comment (44)

Table 430 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Other comment	7
Other budget comment – (eg save money elsewhere, reduce costs)	5

Base: all using Brierfield Young People's Centre and making a comment (35)

Colne Young People's Centre

Table 431 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	14
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	8
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	7

Base: all using Colne Young People's Centre and making a comment (36)

Table 432 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	8
Concern that young people will lack opportunities to participate in positive activities	7
Concern that young people will lack positive opportunities to socialise with each other	7

Base: all using Colne Young People's Centre and making a comment (24)

Table 433 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	7
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	6
Stop cutting useful social services (eg children's/youth centre's)	4
Move services into one building to reduce overall running costs (not just LCC service)	4
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	4

Base: all using Colne Young People's Centre and making a comment (31)

Earby Library

Table 434 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	17
Other comment (general)	15
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	14

Base: all using Earby Library and making a comment (93)

Table 435 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	9
Some people might not be able to get to new service locations because its inconvenient	8
They are vital to the community/community asset	7
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	7

Base: all using Earby Library and making a comment (60)

Table 436 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
Move services into one building to reduce overall running costs (not just LCC service)	12
Other comment	7

Base: all using Earby Library and making a comment (46)

Pendleside Children's Centre

Table 437 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	4
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	2
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	2
Positive comment about staff	2
Closing the library will remove my access to learning/research resources	2
Concerned about loss of events at the children's centre	2
Concerned about loss of health worker advice	2
Closing the library will remove my access to a space for activities	2
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	2
Centralising services will increase traffic congestion/parking issues	2
Unlikely to continue using the services (because of distance)	2

Base: all using Pendleside Children's Centre and making a comment (20)

Table 438 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Positive comment about staff	3
Should be protected from budget savings/cuts because they provide people's services	2
Some people might not be able to get to new service locations because its inconvenient	2
Interesting comment for qualitative analysis later	2

Base: all using Pendleside Children's Centre and making a comment (12)

Table 439 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	3
Other comment	3
Prioritise this area/don't close specific property	2
Consider the negative impact on local communities	2

Base: all using Pendleside Children's Centre and making a comment (11)

Trawden Library and Riverside Children's Centre

Table 440 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	13
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	6
I will miss my library greatly if it closed (devastated/depressed)	5
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	5

Base: all using Trawden Library and Riverside Children's Centre and making a comment (38)

Table 441 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	9
I would no longer borrow books/read regularly	5
Should be protected from budget savings/cuts because they provide people's services	4

Base: all using Trawden Library and Riverside Children's Centre and making a comment (30)

Table 442 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Consider the negative impact on local communities	3

Base: all using Trawden Library and Riverside Children's Centre and making a comment (26)

Trawden Young People's Centre

Table 443 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	6
I will miss my library greatly if it closed (devastated/depressed)	4
Other comment (general)	3
Concern that young people will lack opportunities to participate in positive activities	3
Concern that lack of places for young people to go will lead to an increase in anti-social behaviour	3

Base: all using Trawden Young People's Centre and making a comment (19)

Table 444 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	4
Should be protected from budget savings/cuts because they provide people's services	2
I would no longer borrow books/read regularly	2
No alternative place for organised groups to meet in the area	2

Base: all using Trawden Young People's Centre and making a comment (10)

Table 445 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	3
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	2
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	2
With these proposals the public transport network needs investing in	2

Base: all using Trawden Young People's Centre and making a comment (15)

Preston

Ashton Young People's Centre

Table 446 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	2
Concerned that loss of children's centre will limit support for families (general negative impact)	1
I will continue to use my library if it stays open	1
Closures will negatively impact my child's social development	1
Accessing services will be difficult without a car	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
It will negatively impact on my employment	1

Base: all using Ashton Young People's Centre and making a comment (4)

Table 447 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
There are no viable alternatives in the area providing these services eg book lending	2
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	2
They are vital to the community/community asset	1
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Should be protected from budget savings/cuts because they provide people's services	1
Positive comment about staff	1
Our town is deeply lacking public services already	1
Interesting comment for qualitative analysis later	1
Current property has: close to other local amenities	1
Concerned about loss of health worker advice	1
Concerned that the support provided to vulnerable people thus far will be wasted if the centre closes as users may not b	1

Base: all using Ashton Young People's Centre and making a comment (5)

Table 448 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Other comment	1
Consider the negative impact on local communities	1
This library is busy (well used)	1
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closu	1
Wrong property has been chosen in this area	1

Base: all using Ashton Young People's Centre and making a comment (2)

Children's Social Care (Ripon Street)

Table 449 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	22
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	17
It will negatively impact on my employment	15

Base: all using Children's Social Care (Ripon Street) and making a comment (42)

Table 450 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	18
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	13
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	9

Base: all using Children's Social Care (Ripon Street) and making a comment (34)

Table 451 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	9
Prioritise this area/don't close specific property	8
This library is busy (well used)	7
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closu	7

Base: all using Children's Social Care (Ripon Street) and making a comment (32)

Children's Social Care (St Luke's Centre)

Table 452 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	20
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	15
It will negatively impact on my employment	13

Base: all using Children's Social Care (St Luke's Centre) and making a comment (40)

Table 453 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	16
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	12
They are vital to the community/community asset	8
Should be protected from budget savings/cuts because they provide people's services	8
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	8

Base: all using Children's Social Care (St Luke's Centre) and making a comment (34)

Table 454 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Stop cutting useful social services (eg children's/youth centre's)	9
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	5
This library is busy (well used)	5
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	5
Children's centre's are vital in deprived areas	5

Base: all using Children's Social Care (St Luke's Centre) and making a comment (29)

Harris Library

Table 455 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	33
I will miss my library greatly if it closed (devastated/depressed)	31
Closing the library will impact on community cohesion because it's a vital community asset	27

Base: all using Harris Library and making a comment (187)

Table 456 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	47
Should be protected from budget savings/cuts because they provide people's services	33
Some people might not be able to get to new service locations because its inconvenient	30

Base: all using Harris Library and making a comment (162)

Table 457 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	34
This library is busy (well used)	16
Stop cutting useful social services (eg children's/youth centre's)	14

Base: all using Harris Library and making a comment (108)

Ingol Library

Table 458 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	8
Other comment (general)	8
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7

Base: all using Ingol Library and making a comment (37)

Table 459 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	7
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	5
Some people might not be able to get to new service locations because its inconvenient	5

Base: all using Ingol Library and making a comment (28)

Table 460 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other comment	3
Heart of community/community asset/hub	1
Very specific comment about a property	1
Consider the negative impact on local communities	1
Suggestion for service that could be offered	1
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	1
Keep specific properties services as they are	1
Provides vital access to reading/learning/research material to the wider community	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Longer journeys are a potential barrier to accessing services (general)	1
Allow communities/town councils to take over the building and deliver services (perhaps offer a modest subsidy)	1
Provides my main/sole access to computers/internet/photocopier/printer	1
Wrong property has been chosen in this area	1

Base: all using Ingol Library and making a comment (12)

Lady Elsie Finney House Day Centre

Table 461 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	4
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	1
Closing the library will impact on community cohesion because it's a vital community asset	1
Other comment (general)	1
Positive comment about staff	1
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	1
Concerned about loss of events at the children's centre	1
I will continue to use my library if it stays open	1
Concerned about loss of health worker advice	1
Satellite library means lesser service (less books and no computer access)	1
Use the service less (general)	1

Base: all using Lady Elsie Finney House Day Centre and making a comment (8)

Table 462 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	3
Should be protected from budget savings/cuts because they provide people's services	2
Current property has: well situated in town centre	2
It provides access to local information/news/events	2
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	2
Concerned that the support provided to vulnerable people thus far will be wasted if the centre closes as users may not b	2

Base: all using Lady Elsie Finney House Day Centre and making a comment (7)

Table 463 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Other budget comment – (eg save money elsewhere, reduce costs)	1
Other comment	1
Consider the negative impact on local communities	1
Keep specific properties services as they are	1
Our area does/will lack vital public services	1
Positive comment about staff	1
Add new/modern services to encourage more widespread use of the building	1
Longer journeys are a potential barrier to accessing services (general)	1
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	1
Concerns about the jobs of staff/loss of skills	1
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	1
Concerned that removing opportunities to provide key early support might delay help and increase the burden on other gov	1
Appeal to philanthropists to donate/sponsor to save the buildings	1
Make it easier for people who are not able to use technology to register their views on the proposal eg signing sheets i	1

Base: all using Lady Elsie Finney House Day Centre and making a comment (5)

Lancashire Register Office and Records Office

Table 464 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	26
Concerned that loss of children's centre will limit support for families (general negative impact)	18
Concerned about loss of events at the children's centre	17

Base: all using Lancashire Register Office and Records Office and making a comment (90)

Table 465 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	25
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	25
They are vital to the community/community asset	22

Base: all using Lancashire Register Office and Records Office and making a comment (81)

Table 466 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	18
Stop cutting useful social services (eg children's/youth centre's)	13
Consider the negative impact on local communities	12
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	12

Base: all using Lancashire Register Office and Records Office and making a comment (58)

Moor Nook Young People's Centre

Table 467 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	9
Concerned that loss of children's centre will limit support for families (general negative impact)	9
Concerned about loss of events at the children's centre	7

Base: all using Moor Nook Young People's Centre and making a comment (28)

Table 468 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	7
They are vital to the community/community asset	6
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact	6
Concerned about loss of health worker advice	6

Base: all using Moor Nook Young People's Centre and making a comment (26)

Table 469 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	4
Stop cutting useful social services (eg children's/youth centre's)	4
Children's centre's are vital in deprived areas	4

Base: all using Moor Nook Young People's Centre and making a comment (23)

Preston Adult Disability Day Services (Ribblebank)

Table 470 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and well	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
I will continue to use my library if it stays open	1
Concerned about loss of health worker advice	1
Accessing services won't be possible without a car	1
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	1
Satellite library means lesser service (less books and no computer access)	1
Use the service less (because of distance)	1

Base: all using Preston Adult Disability Day Services (Ribblebank) and making a comment (6)

Table 471 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
They are vital to the community/community asset	2
Some people might not be able to get to new service locations because its inconvenient	2

Base: all using Preston Adult Disability Day Services (Ribblebank) and making a comment (6)

Table 472 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Consider the negative impact on local communities	3
Stop cutting useful social services (eg children's/youth centre's)	3
Positive comment about staff	3
Concerns about the jobs of staff/loss of skills	3
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	3

Base: all using Preston Adult Disability Day Services (Ribblebank) and making a comment (6)

Preston Bus Station

Table 473 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	18
Closing the library will impact on community cohesion because it's a vital community asset	18
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	18

Base: all using Preston Bus Station and making a comment (113)

Table 474 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	28
Should be protected from budget savings/cuts because they provide people's services	18
Some people might not be able to get to new service locations because its inconvenient	18

Base: all using Preston Bus Station and making a comment (90)

Table 475 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	19
Consider the negative impact on local communities	8
Stop cutting useful social services (eg children's/youth centre's)	8
Positive comment about staff	8

Base: all using Preston Bus Station and making a comment (60)

Preston West Children's Centre

Table 476 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	16
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	14
It will negatively impact on my employment	11

Base: all using Preston West Children's Centre and making a comment (36)

Table 477 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	15
Should be protected from budget savings/cuts because they provide people's services	11
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	11

Base: all using Preston West Children's Centre and making a comment (31)

Table 478 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6
Consider the negative impact on local communities	5
Stop cutting useful social services (eg children's/youth centre's)	5
This library is busy (well used)	5
Children's centre's are vital in deprived areas	5

Base: all using Preston West Children's Centre and making a comment (23)

Ribbleton Children's Centre

Table 479 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	22
Concerned that loss of children's centre will limit support for families (general negative impact)	22
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	19

Base: all using Ribbleton Children's Centre and making a comment (69)

Table 480 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	26
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	19
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	14

Base: all using Ribbleton Children's Centre and making a comment (59)

Table 481 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	11
Prioritise this area/don't close specific property	9
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	9
This library is busy (well used)	9

Base: all using Ribbleton Children's Centre and making a comment (45)

Ribbleton Library

Table 482 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	11
Concerned about loss of events at the children's centre	9
Closures will negatively impact my child's social development	8

Base: all using Ribbleton Library and making a comment (46)

Table 483 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	9
Should be protected from budget savings/cuts because they provide people's services	9
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	8

Base: all using Ribbleton Library and making a comment (36)

Table 484 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	7
Other comment	4
Stop cutting useful social services (eg children's/youth centre's)	4
Concerned that loss of children's centre will limit support for families (general negative impact)	4
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	4

Base: all using Ribbleton Library and making a comment (25)

Riverbank Children's Centre

Table 485 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	19
Concerned that loss of children's centre will limit support for families (general negative impact)	18
It will negatively impact on my employment	14

Base: all using Riverbank Children's Centre and making a comment (48)

Table 486 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	19
Should be protected from budget savings/cuts because they provide people's services	14
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	12

Base: all using Riverbank Children's Centre and making a comment (40)

Table 487 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Stop cutting useful social services (eg children's/youth centre's)	7
Consider the negative impact on local communities	6

Base: all using Riverbank Children's Centre and making a comment (30)

Savick Library

Table 488 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	10
I will miss my library greatly if it closed (devastated/depressed)	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	2
Positive comment about staff	2
Closing the library will remove my access to learning/research resources	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
It will negatively impact on my employment	2

Base: all using Savick Library and making a comment (23)

Table 489 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	6
They are vital to the community/community asset	3
Some people might not be able to get to new service locations because its inconvenient	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	3
Concerned about loss of health worker advice	3

Base: all using Savick Library and making a comment (13)

Table 490 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other comment	3
Very specific comment about a property	2

Base: all using Savick Library and making a comment (10)

Scientific Services Laboratory

Table 491 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	18
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	15
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	13

Base: all using Scientific Services Laboratory and making a comment (53)

Table 492 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	17
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	14
Should be protected from budget savings/cuts because they provide people's services	12
I would no longer borrow books/read regularly	12

Base: all using Scientific Services Laboratory and making a comment (51)

Table 493 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Very specific comment about a property	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	1
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closu	1

Base: all using Scientific Services Laboratory and making a comment (2)

Sharoe Green Library and Cherry Tree Children's Centre

Table 494 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	30
Concerned about loss of events at the children's centre	25
Concerned that loss of children's centre will limit support for families (general negative impact)	22

Base: all using Sharoe Green Library and Cherry Tree Children's Centre and making a comment (119)

Table 495 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	32
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	31
They are vital to the community/community asset	25

Base: all using Sharoe Green Library and Cherry Tree Children's Centre and making a comment (99)

Table 496 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	21
Consider the negative impact on local communities	13
This library is busy (well used)	12
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	12

Base: all using Sharoe Green Library and Cherry Tree Children's Centre and making a comment (69)

Stoneygate Children's Centre

Table 497 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	44
Concerned about loss of events at the children's centre	26
Concerned that loss of children's centre will limit support for families (general negative impact)	25

Base: all using Stoneygate Children's Centre and making a comment (72)

Table 498 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact	25
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	22
Should be protected from budget savings/cuts because they provide people's services	14

Base: all using Stoneygate Children's Centre and making a comment (55)

Table 499 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	13
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative impact	10
Prioritise this area/don't close specific property	9

Base: all using Stoneygate Children's Centre and making a comment (37)

Sunshine Children's Centre

Table 500 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	18
It will negatively impact on my employment	16
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	15

Base: all using Sunshine Children's Centre and making a comment (53)

Table 501 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	20
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	14
Should be protected from budget savings/cuts because they provide people's services	13

Base: all using Sunshine Children's Centre and making a comment (44)

Table 502 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	8
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	7
Concerned that loss of children's centre will limit support for families (general negative impact)	7

Base: all using Sunshine Children's Centre and making a comment (30)

Sunshine Children's Centre (New Hall Lane Drop-in)

Table 503 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	13
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	11
Concerned that loss of children's centre will limit support for families (general negative impact)	11

Base: all using Sunshine Children's Centre (New Hall Lane Drop-in) and making a comment (37)

Table 504 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	13
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	10
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	10

Base: all using Sunshine Children's Centre (New Hall Lane Drop-in) and making a comment (33)

Table 505 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	7
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	5
Concerned that loss of children's centre will limit support for families (general negative impact)	5
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	5

Base: all using Sunshine Children's Centre (New Hall Lane Drop-in) and making a comment (22)

Fulwood Library

Table 506 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	36
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	32
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	30

Base: all using Fulwood Library and making a comment (168)

Table 507 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	53
It's a social hub. Without it people may become lonely/isolated, elderly especially	32
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	32

Base: all using Fulwood Library and making a comment (150)

Table 508 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	34
Other comment	11
Very specific comment about a property	11

Base: all using Fulwood Library and making a comment (91)

Preston East Children's Centre

Table 509 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	47
Concerned about loss of events at the children's centre	38
Concerned that loss of children's centre will limit support for families (general negative impact)	35

Base: all using Preston East Children's Centre and making a comment (108)

Table 510 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	47
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	35
Should be protected from budget savings/cuts because they provide people's services	29

Base: all using Preston East Children's Centre and making a comment (105)

Table 511 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	25
This library is busy (well used)	24
Prioritise this area/don't close specific property	22
Stop cutting useful social services (eg children's/youth centre's)	22

Base: all using Preston East Children's Centre and making a comment (83)

St Lawrence Children's Centre

Table 512 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	6
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	3
Concerned about loss of health worker advice	3

Base: all using St Lawrence Children's Centre and making a comment (12)

Table 513 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact	4

Base: all using St Lawrence Children's Centre and making a comment (11)

Table 514 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Stop cutting useful social services (eg children's/youth centre's)	2
Positive comment about staff	2
Prioritise this area/don't close specific property	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Consider the negative impact on local communities	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Keep specific properties services as they are	1
Our area does/will lack vital public services	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	1
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	1
LCC have moral obligation to keep the libraries open	1
Concerned that removing opportunities to provide key early support might delay help and increase the burden on other gov	1
Make it easier for people who are not able to use technology to register their views on the proposal eg signing sheets i	1

Base: all using St Lawrence Children's Centre and making a comment (7)

Ribble Valley

Clitheroe Library

Table 515 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	101
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	69
Closing the library will remove my main/sole access to computers/the internet	63

Base: all using Clitheroe Library and making a comment (351)

Table 516 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	76
They are vital to the community/community asset	73
New housing developments mean communities are growing and will increase demand for these services	55

Base: all using Clitheroe Library and making a comment (279)

Table 517 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	68
New housing developments mean communities are growing and will increase demand for these services	25
Other budget comment – (eg save money elsewhere, reduce costs)	21
Other comment	21

Base: all using Clitheroe Library and making a comment (206)

Longridge Library

Table 518 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	32
Closing the library will remove my main/sole access to computers/the internet	27
Other comment (general)	24

Base: all using Longridge Library and making a comment (156)

Table 519 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	19
Should be protected from budget savings/cuts because they provide people's services	16
Concern that young people will lack opportunities to participate in positive activities	13
Moving services will lead to an overall loss in quality and diversity of the services delivered	13

Base: all using Longridge Library and making a comment (109)

Table 520 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	35
Other comment	15
Keep specific properties services as they are	14

Base: all using Longridge Library and making a comment (110)

Mearley Fold Day Centre

Table 521 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	5
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	4
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	3
Closure of libraries means less choice of library service points	3

Base: all using Mearley Fold Day Centre and making a comment (14)

Table 522 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	5
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Concern that young people will lack opportunities to participate in positive activities	3

Base: all using Mearley Fold Day Centre and making a comment (11)

Table 523 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other comment	2
Other budget comment – (eg save money elsewhere, reduce costs)	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Longer journeys are a potential barrier to accessing services (general)	1
New housing developments mean communities are growing and will increase demand for these services	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	1
Limited public transport makes services less accessible (general)	1
Appeal to philanthropists to donate/sponsor to save the buildings	1

Base: all using Mearley Fold Day Centre and making a comment (6)

Mellor Library

Table 524 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10
Other comment (general)	8
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Closing the library will remove my main/sole access to computers/the internet	7

Base: all using Mellor Library and making a comment (33)

Table 525 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	6
I would no longer borrow books/read regularly	6
New housing developments mean communities are growing and will increase demand for these services	6

Base: all using Mellor Library and making a comment (22)

Table 526 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
New housing developments mean communities are growing and will increase demand for these services	8
Prioritise this area/don't close specific property	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Add new/modern services to encourage more widespread use of the building	3

Base: all using Mellor Library and making a comment (20)

Ribblesdale Children's Centre

Table 527 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	27
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	23
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	13

Base: all using Ribblesdale Children's Centre and making a comment (90)

Table 528 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	18
It is vital to children's literacy, education, access to information, stimulation and pleasure	17
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	11
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	11

Base: all using Ribblesdale Children's Centre and making a comment (68)

Table 529 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
New housing developments mean communities are growing and will increase demand for these services	9
Other budget comment – (eg save money elsewhere, reduce costs)	3
Other comment	3
Consider the negative impact on local communities	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3
Reduce opening hours of the services (rather than close libraries or children's centres)	3
Our area does/will lack vital public services	3

Base: all using Ribblesdale Children's Centre and making a comment (39)

The Zone in Ribble Valley

Table 530 - How will this impact on you? (Top 3 mentions)

Comment	Count
Other comment (general)	9
Concern that young people will lack opportunities to participate in positive activities	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	8

Base: all using The Zone in Ribble Valley and making a comment (55)

Table 531 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	10
Some people might not be able to get to new service locations because its inconvenient	6
The area is severely deprived so should retain services to support vulnerable groups	5
Proposed property: would not have same facilities	5
Concern that young people will lack opportunities to participate in positive activities	5
Concern that young people will lack positive opportunities to socialise with each other	5
Concern that information, advice and guidance will not be as accessible to young people	5

Base: all using The Zone in Ribble Valley and making a comment (34)

Table 532 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	11
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	5
Other budget comment – (eg save money elsewhere, reduce costs)	4

Base: all using The Zone in Ribble Valley and making a comment (28)

Chatburn Library

Table 533 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	10
I will miss my library greatly if it closed (devastated/depressed)	7
Limited public transport (in rural communities) makes services less accessible	7

Base: all using Chatburn Library and making a comment (45)

Table 534 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	11
I would no longer borrow books/read regularly	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	7

Base: all using Chatburn Library and making a comment (36)

Table 535 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Other budget comment – (eg save money elsewhere, reduce costs)	6
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	4
LCC have moral obligation to keep the libraries open	4

Base: all using Chatburn Library and making a comment (31)

Longridge Young People's Centre

Table 536 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	30
Concern that young people will lack positive opportunities to socialise with each other	23
Concern that young people will lack opportunities to participate in positive activities	23

Base: all using Longridge Young People's Centre and making a comment (80)

Table 537 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	17
Concern that information, advice and guidance will not be as accessible to young people	16
Proposed property: would not have same facilities	15
Concern that young people will lack opportunities to participate in positive activities	15

Base: all using Longridge Young People's Centre and making a comment (69)

Table 538 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	23
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	14
Concern that young people will lack opportunities to participate in positive activities	10

Base: all using Longridge Young People's Centre and making a comment (64)

Read Library

Table 539 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	17
Closing the library will remove my main/sole access to computers/the internet	11
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	10

Base: all using Read Library and making a comment (55)

Table 540 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	22
I would no longer borrow books/read regularly	12
It is vital to children's literacy, education, access to information, stimulation and pleasure	11
It provides computer/internet access for those without it	11

Base: all using Read Library and making a comment (49)

Table 541 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Move services into one building to reduce overall running costs (not just LCC service)	6
Other budget comment – (eg save money elsewhere, reduce costs)	5
Heart of community/community asset/hub	5
Reduce opening hours of the services (rather than close libraries or children's centres)	5

Base: all using Read Library and making a comment (41)

Ribble Valley Adult Disability Day Services (Pendleton Brook)

Table 542 - How will this impact on you? (Top 3 mentions)

Comment	Count
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	5
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	3
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	3
Positive comment about staff	3
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Journeys will be more time consuming	3
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	3

Base: all using Ribble Valley Adult Disability Day Services (Pendleton Brook) and making a comment (22)

Table 543 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	9
Some people might not be able to get to new service locations because its inconvenient	6
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	4

Base: all using Ribble Valley Adult Disability Day Services (Pendleton Brook) and making a comment (17)

Table 544 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other budget comment – (eg save money elsewhere, reduce costs)	1
Other comment	1
Consider the negative impact on local communities	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Longer journeys are a potential barrier to accessing services (general)	1
New housing developments mean communities are growing and will increase demand for these services	1
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	1
Cutting these service will cost more in the long term by putting pressure on other government services (false economy)	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	1
Limited public transport makes services less accessible (general)	1
Appeal to philanthropists to donate/sponsor to save the buildings	1

Base: all using Ribble Valley Adult Disability Day Services (Pendleton Brook) and making a comment (7)

Slaidburn Young People's Centre

Table 545 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that information, advice and guidance will not be as accessible to young people	5
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	4
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	4

Base: all using Slaidburn Young People's Centre and making a comment (20)

Table 546 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	5
Concern that young people will lack positive opportunities to socialise with each other	5
Concern that young people will lack opportunities to participate in positive activities	4
Proposed property: suggested use of a specific property to deliver services (better suited for multi-use)	4

Base: all using Slaidburn Young People's Centre and making a comment (14)

Table 547 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Other budget comment – (eg save money elsewhere, reduce costs)	2
Consider the negative impact on local communities	2
Limited public transport makes services less accessible (general)	2

Base: all using Slaidburn Young People's Centre and making a comment (15)

Whalley Library and Spring Wood Children's Centre

Table 548 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	142
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	125
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	82

Base: all using Whalley Library and Spring Wood Children's Centre and making a comment (414)

Table 549 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	121
They are vital to the community/community asset	105
New housing developments mean communities are growing and will increase demand for these services	105

Base: all using Whalley Library and Spring Wood Children's Centre and making a comment (364)

Table 550 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	111
New housing developments mean communities are growing and will increase demand for these services	51
Heart of community/community asset/hub	31

Base: all using Whalley Library and Spring Wood Children's Centre and making a comment (291)

Willows Park Children's Centre

Table 551 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concern that combining services will reduce the overall quality of service	7
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	6
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	6
Other comment (general)	6

Base: all using Willows Park Children's Centre and making a comment (39)

Table 552 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	8
Proposed property: would not have same facilities	7
Proposed property: is too small to provide the proposed number of services	6

Base: all using Willows Park Children's Centre and making a comment (28)

Table 553 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Move services into one building to reduce overall running costs (not just LCC service)	3
Keep specific properties services as they are	3
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	3
Concern that young people will lack opportunities to participate in positive activities	3

Base: all using Willows Park Children's Centre and making a comment (29)

Rossendale

Bacup Olive House Parkside Day Centre

Table 554 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	12
Closing the library will impact on community cohesion because it's a vital community asset	10
Closing the library will remove my main/sole access to computers/the internet	8

Base: all using Bacup Olive House Parkside Day Centre and making a comment (45)

Table 555 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
It is vital to children's literacy, education, access to information, stimulation and pleasure	13
It provides computer/internet access for those without it	11

Base: all using Bacup Olive House Parkside Day Centre and making a comment (42)

Table 556 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	19
Heart of community/community asset/hub	6
Our area does/will lack vital public services	6

Base: all using Bacup Olive House Parkside Day Centre and making a comment (31)

Children's Social Care (Newchurch Road Rawtenstall)

Table 557 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	9
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	8
Closing the library will impact on community cohesion because it's a vital community asset	5

Base: all using Children's Social Care (Newchurch Road Rawtenstall) and making a comment (36)

Table 558 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	7
It is vital to children's literacy, education, access to information, stimulation and pleasure	4
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
Should be protected from budget savings/cuts because they provide people's services	3
I would no longer borrow books/read regularly	3
Criticism of budget. Libraries should be protected	3

Base: all using Children's Social Care (Newchurch Road Rawtenstall) and making a comment (31)

Table 559 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Other budget comment – (eg save money elsewhere, reduce costs)	6
Heart of community/community asset/hub	3
Consider the negative impact on local communities	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3

Base: all using Children's Social Care (Newchurch Road Rawtenstall) and making a comment (24)

Haslingden Community Link Children's Centre

Table 560 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	26
Closing the library will impact on community cohesion because it's a vital community asset	25
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	20

Base: all using Haslingden Community Link Children's Centre and making a comment (85)

Table 561 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	22
It is vital to children's literacy, education, access to information, stimulation and pleasure	13
It's a social hub. Without it people may become lonely/isolated, elderly especially	10
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	10
Should be protected from budget savings/cuts because they provide people's services	10
Villages/towns will lose a big sense of community if the libraries close	10

Base: all using Haslingden Community Link Children's Centre and making a comment (74)

Table 562 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	16
Other budget comment – (eg save money elsewhere, reduce costs)	10
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	6

Base: all using Haslingden Community Link Children's Centre and making a comment (56)

Haslingden Library

Table 563 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	23
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	21
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	19

Base: all using Haslingden Library and making a comment (101)

Table 564 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	22
Should be protected from budget savings/cuts because they provide people's services	17
It provides computer/internet access for those without it	12
There are no viable alternatives in the area providing these services eg book lending	12

Base: all using Haslingden Library and making a comment (86)

Table 565 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	19
Other budget comment – (eg save money elsewhere, reduce costs)	11
Heart of community/community asset/hub	9

Base: all using Haslingden Library and making a comment (67)

Rawtenstall Library

Table 566 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	74
Closing the library will impact on community cohesion because it's a vital community asset	64
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	58

Base: all using Rawtenstall Library and making a comment (277)

Table 567 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	89
It's a social hub. Without it people may become lonely/isolated, elderly especially	49
It is vital to children's literacy, education, access to information, stimulation and pleasure	41

Base: all using Rawtenstall Library and making a comment (245)

Table 568 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	65
Heart of community/community asset/hub	25
Other budget comment – (eg save money elsewhere, reduce costs)	20

Base: all using Rawtenstall Library and making a comment (177)

The Maden Centre

Table 569 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	32
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	31
Closing the library will remove my main/sole access to computers/the internet	27

Base: all using The Maden Centre and making a comment (123)

Table 570 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	31
It provides computer/internet access for those without it	28
Should be protected from budget savings/cuts because they provide people's services	23

Base: all using The Maden Centre and making a comment (105)

Table 571 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	38
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	13
Other budget comment – (eg save money elsewhere, reduce costs)	11
Heart of community/community asset/hub	11
Our area does/will lack vital public services	11

Base: all using The Maden Centre and making a comment (89)

The Zone in Rossendale

Table 572 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	14
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	12
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	11

Base: all using The Zone in Rossendale and making a comment (58)

Table 573 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	10
Our town is deeply lacking public services already	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	7

Base: all using The Zone in Rossendale and making a comment (48)

Table 574 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	13
It is vital to children's literacy, education, access to information, stimulation and pleasure	5
Other budget comment – (eg save money elsewhere, reduce costs)	4

Base: all using The Zone in Rossendale and making a comment (36)

Whitworth Children's Centre

Table 575 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	8
Other comment (general)	7
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	6
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	6

Base: all using Whitworth Children's Centre and making a comment (32)

Table 576 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	7
Should be protected from budget savings/cuts because they provide people's services	6
Our town is deeply lacking public services already	6

Base: all using Whitworth Children's Centre and making a comment (31)

Table 577 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Other budget comment – (eg save money elsewhere, reduce costs)	5
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3
Our area does/will lack vital public services	3
General negative comment about the proposal	3

Base: all using Whitworth Children's Centre and making a comment (22)

Bacup Library

Table 578 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	73
Closing the library will impact on community cohesion because it's a vital community asset	68
Closing the library will remove my main/sole access to computers/the internet	68

Base: all using Bacup Library and making a comment (312)

Table 579 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	77
It provides computer/internet access for those without it	67
The recent investment/refurbishment of this building will be a complete waste of money if closed	65

Base: all using Bacup Library and making a comment (272)

Table 580 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	92
Our area does/will lack vital public services	32
Other budget comment – (eg save money elsewhere, reduce costs)	27
Heart of community/community asset/hub	27

Base: all using Bacup Library and making a comment (208)

Balladen Children's Centre

Table 581 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	14
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	13
Closing the library will impact on community cohesion because it's a vital community asset	10

Base: all using Balladen Children's Centre and making a comment (53)

Table 582 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
Villages/towns will lose a big sense of community if the libraries close	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
It's a social hub. Without it people may become lonely/isolated, elderly especially	7
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	7
Should be protected from budget savings/cuts because they provide people's services	7
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	7

Base: all using Balladen Children's Centre and making a comment (47)

Table 583 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Other budget comment – (eg save money elsewhere, reduce costs)	5
Consider the negative impact on local communities	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3
Our area does/will lack vital public services	3

Base: all using Balladen Children's Centre and making a comment (36)

Crawshawbooth Library and Community Centre

Table 584 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	73
Closing the library will impact on community cohesion because it's a vital community asset	50
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	38

Base: all using Crawshawbooth Library and Community Centre and making a comment (180)

Table 585 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	68
It's a social hub. Without it people may become lonely/isolated, elderly especially	44
Villages/towns will lose a big sense of community if the libraries close	35

Base: all using Crawshawbooth Library and Community Centre and making a comment (161)

Table 586 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	46
Heart of community/community asset/hub	22
Other comment	13

Base: all using Crawshawbooth Library and Community Centre and making a comment (133)

Rossendale Registration Office

Table 587 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	15
Closing the library will remove my main/sole access to computers/the internet	15
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	13

Base: all using Rossendale Registration Office and making a comment (70)

Table 588 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	13
They are vital to the community/community asset	12
It's a social hub. Without it people may become lonely/isolated, elderly especially	10

Base: all using Rossendale Registration Office and making a comment (58)

Table 589 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Other budget comment – (eg save money elsewhere, reduce costs)	8
Our area does/will lack vital public services	8

Base: all using Rossendale Registration Office and making a comment (46)

Staghills Children's Centre

Table 590 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	19
Closing the library will impact on community cohesion because it's a vital community asset	17
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	13

Base: all using Staghills Children's Centre and making a comment (65)

Table 591 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	9

Base: all using Staghills Children's Centre and making a comment (51)

Table 592 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	16
Other budget comment – (eg save money elsewhere, reduce costs)	5
It is vital to children's literacy, education, access to information, stimulation and pleasure	5

Base: all using Staghills Children's Centre and making a comment (50)

Whitewell Bottom Community Centre

Table 593 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	18
Closing the library will impact on community cohesion because it's a vital community asset	10
Closing the library will remove my main/sole access to computers/the internet	10

Base: all using Whitewell Bottom Community Centre and making a comment (74)

Table 594 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	16
It's a social hub. Without it people may become lonely/isolated, elderly especially	14
Should be protected from budget savings/cuts because they provide people's services	9

Base: all using Whitewell Bottom Community Centre and making a comment (57)

Table 595 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Other budget comment – (eg save money elsewhere, reduce costs)	6
It is vital to children's literacy, education, access to information, stimulation and pleasure	6

Base: all using Whitewell Bottom Community Centre and making a comment (49)

Whitworth Library

Table 596 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	19
Closing the library will remove my main/sole access to computers/the internet	16
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	15

Base: all using Whitworth Library and making a comment (68)

Table 597 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	14
It's a social hub. Without it people may become lonely/isolated, elderly especially	12
Should be protected from budget savings/cuts because they provide people's services	12
It provides computer/internet access for those without it	12

Base: all using Whitworth Library and making a comment (61)

Table 598 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	15
Other budget comment – (eg save money elsewhere, reduce costs)	7
Heart of community/community asset/hub	5

Base: all using Whitworth Library and making a comment (47)

Whitworth Young People's Centre

Table 599 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will remove my main/sole access to computers/the internet	8
Other comment (general)	7
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	5
General negative comment about consultation carried out by LCC	5

Base: all using Whitworth Young People's Centre and making a comment (25)

Table 600 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	5
Should be protected from budget savings/cuts because they provide people's services	4
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	4

Base: all using Whitworth Young People's Centre and making a comment (23)

Table 601 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other comment	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Our area does/will lack vital public services	2
General negative comment about the proposal	2
Consider the specific needs of each community before removing facilities	2

Base: all using Whitworth Young People's Centre and making a comment (19)

South Ribble

Kingsfold Library

Table 602 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	35
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	30
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	28

Base: all using Kingsfold Library and making a comment (143)

Table 603 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	20
They are vital to the community/community asset	17
I would no longer borrow books/read regularly	16

Base: all using Kingsfold Library and making a comment (99)

Table 604 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	21
Other budget comment – (eg save money elsewhere, reduce costs)	9
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	9
Other comment	8
Move services into one building to reduce overall running costs (not just LCC service)	8

Base: all using Kingsfold Library and making a comment (89)

Leyland Day Centre

Table 605 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	2
Closing the library will impact on community cohesion because it's a vital community asset	1
I will miss my library greatly if it closed (devastated/depressed)	1
Other comment (general)	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	1
Positive comment about staff	1
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their health and wellbeing	1
I will lose access to local information/news/events	1
Concerned about loss of health worker advice	1
Accessing services won't be possible without a car	1
Concerned about loss of a regular baby weigh in	1

Base: all using Leyland Day Centre and making a comment (5)

Table 606 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	2
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all)	2
They are vital to the community/community asset	1
It provides computer/internet access for those without it	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Current property has: well situated in town centre	1
No alternative place for organised groups to meet in the area	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
It is valuable safe environment	1
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	1
Moving services would be likely to negatively affect economic viability of local businesses	1

Base: all using Leyland Day Centre and making a comment (4)

Table 607 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Consider the negative impact on local communities	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Provides vital access to reading/learning/research material to the wider community	1
Add new/modern services to encourage more widespread use of the building	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Closures will negatively impact my child's social development	1
Accessing services will be difficult without a car	1

Base: all using Leyland Day Centre and making a comment (4)

Leyland Library

Table 608 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	22
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	17
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	14
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	14

Base: all using Leyland Library and making a comment (81)

Table 609 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	14
Should be protected from budget savings/cuts because they provide people's services	13
It's a social hub. Without it people may become lonely/isolated, elderly especially	12
Some people might not be able to get to new service locations because its inconvenient	12
Criticism of budget. Libraries should be protected	12

Base: all using Leyland Library and making a comment (66)

Table 610 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	14
Other budget comment – (eg save money elsewhere, reduce costs)	11
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	8

Base: all using Leyland Library and making a comment (57)

Longton Library

Table 611 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	23
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	22
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on health and wellbeing	21
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	21

Base: all using Longton Library and making a comment (105)

Table 612 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	10
Should be protected from budget savings/cuts because they provide people's services	10
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	9
I would no longer borrow books/read regularly	9
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
It provides computer/internet access for those without it	8
Some people might not be able to get to new service locations because its inconvenient	8

Base: all using Longton Library and making a comment (65)

Table 613 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	21
Other budget comment – (eg save money elsewhere, reduce costs)	9
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	7

Base: all using Longton Library and making a comment (72)

South Ribble Adult Disability Day Services (Crossways)

Table 614 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	3
I will lose access to local information/news/events	3
I will miss my library greatly if it closed (devastated/depressed)	2
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	1
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on men	1
Closing the library will impact on community cohesion because it's a vital community asset	1
Closing the library will remove my main/sole access to computers/the internet	1
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	1
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	1
Closing the library will remove my access to a space for activities	1

Base: all using South Ribble Adult Disability Day Services (Crossways) and making a comment (8)

Table 615 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	1
Some people might not be able to get to new service locations because its inconvenient	1
There are no viable alternatives in the area providing these services eg book lending	1
New housing developments mean communities are growing and will increase demand for these services	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all)	1
Concerned that it will be more difficult for vulnerable groups to access the help they need risking their wellbeing	1

Base: all using South Ribble Adult Disability Day Services (Crossways) and making a comment (3)

Table 616 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Heart of community/community asset/hub	1
Other comment	1
Consider the negative impact on local communities	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	1
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	1
Add new/modern services to encourage more widespread use of the building	1

Base: all using South Ribble Adult Disability Day Services (Crossways) and making a comment (5)

The Zone in South Ribble

Table 617 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	5
Closing the library will negatively impact on children's education, literacy, ability to access information and reading material	3
Closing the library will impact on community cohesion because it's a vital community asset	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	2
I will miss my library greatly if it closed (devastated/depressed)	2
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	2
I will lose access to local information/news/events	2
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all)	2
Concerned about loss of health worker advice	2
Concern more young people will be stuck inside/lonely/isolated and bored having a negative impact on their wellbeing	2
Accessing services won't be possible without a car	2
Concern that young people will lack positive opportunities to socialise with each other	2
Centralising services will increase traffic congestion/parking issues	2
Negative impact on fitness/mobility as services aren't in walking distance	2
Concern that information, advice and guidance will not be as accessible to young people	2
Concerned about loss of a regular baby weigh in	2

Base: all using The Zone in South Ribble and making a comment (23)

Table 618 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
Criticism of budget. Libraries should be protected	3
There are no viable alternatives in the area providing these services eg book lending	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
Some people might not be able to get to new service locations because its inconvenient	2
Current property has: well situated in town centre	2
New housing developments mean communities are growing and will increase demand for these services	2

Base: all using The Zone in South Ribble and making a comment (14)

Table 619 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other budget comment – (eg save money elsewhere, reduce costs)	3
Heart of community/community asset/hub	2
Other comment	2
Consider the negative impact on local communities	2
Accessing services will be difficult without a car	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library users	1
Reduce opening hours of the services (rather than close libraries or children's centres)	1
Provides vital access to reading/learning/research material to the wider community	1
Use more volunteers to reduce staffing costs	1
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Longer journeys are a potential barrier to accessing services (general)	1
General negative comment about the proposal	1
Hire out rooms in the library for more community/group based activities	1
Limited public transport makes services less accessible (general)	1
Closures will negatively impact my child's social development	1
People won't use alternative properties	1
Concerned about what will happen to properties that will no longer be used (eg sold to developers)	1
Sell empty council buildings or use them as a facility to deliver services from	1

Base: all using The Zone in South Ribble and making a comment (16)

Wade Hall Children's Centre

Table 620 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	6
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	5

Base: all using Wade Hall Children's Centre and making a comment (30)

Table 621 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	6
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	5
There are no viable alternatives in the area providing these services eg book lending	4
Some people may not have the ability/means to get to them at all eg don't have a car	4
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government later on	4

Base: all using Wade Hall Children's Centre and making a comment (23)

Table 622 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	3
Heart of community/community asset/hub	2
Other comment	2
Try to generate more income, from empty rooms. Introduce charges for using a council service ie a small fee to library users	2
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	2
Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure	2
Add new/modern services to encourage more widespread use of the building	2
Accessing services will be difficult without a car	2
Prioritise this area/don't close specific property	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Consider the negative impact on local communities	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Reduce opening hours of the services (rather than close libraries or children's centres)	1
Use more volunteers to reduce staffing costs	1
This library is busy (well used)	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Longer journeys are a potential barrier to accessing services (general)	1
General negative comment about the proposal	1
It is short sighted to cut services. There is a social cost.	1
Give communities opportunity/more time to develop a community managed solution	1
Hire out rooms in the library for more community/group based activities	1
Services should be easily accessible and not situated only in major towns (general)	1
Limited public transport makes services less accessible (general)	1
Closures will negatively impact my child's social development	1
In rural communities, deliver other services along with the library to maximise use of the building	1
Sell empty council buildings or use them as a facility to deliver services from	1

Base: all using Wade Hall Children's Centre and making a comment (19)

Walton-le-Dale Young People's Centre

Table 623 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	10
Other comment (general)	6
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	6

Base: all using Walton-le-Dale Young People's Centre and making a comment (45)

Table 624 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
They are vital to the community/community asset	7
It's a social hub. Without it people may become lonely/isolated, elderly especially	7
There are no viable alternatives in the area providing these services eg book lending	7
Some people might not be able to get to new service locations because its inconvenient	6

Base: all using Walton-le-Dale Young People's Centre and making a comment (33)

Table 625 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	6
Other comment	5
Prioritise this area/don't close specific property	4
Heart of community/community asset/hub	4

Base: all using Walton-le-Dale Young People's Centre and making a comment (29)

Bamber Bridge Children's Centre

Table 626 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading material	35
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	26
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	21

Base: all using Bamber Bridge Children's Centre and making a comment (106)

Table 627 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	24
It's a social hub. Without it people may become lonely/isolated, elderly especially	15
They are vital to the community/community asset	13
Should be protected from budget savings/cuts because they provide people's services	13
Some people might not be able to get to new service locations because its inconvenient	13

Base: all using Bamber Bridge Children's Centre and making a comment (82)

Table 628 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	11
Prioritise this area/don't close specific property	9
Heart of community/community asset/hub	9
Other comment	9
It is vital to children's literacy, education, access to information, stimulation and pleasure	8

Base: all using Bamber Bridge Children's Centre and making a comment (69)

Bamber Bridge Library

Table 629 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	58
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	44
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	41

Base: all using Bamber Bridge Library and making a comment (201)

Table 630 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	35
It provides computer/internet access for those without it	31
I would no longer borrow books/read regularly	29

Base: all using Bamber Bridge Library and making a comment (158)

Table 631 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	31
Other budget comment – (eg save money elsewhere, reduce costs)	23
Heart of community/community asset/hub	15

Base: all using Bamber Bridge Library and making a comment (127)

Kingsfold Children's Centre

Table 632 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
I will miss my library greatly if it closed (devastated/depressed)	8
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact on their wellbeing	7

Base: all using Kingsfold Children's Centre and making a comment (35)

Table 633 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	6
They are vital to the community/community asset	5
I would no longer borrow books/read regularly	5
Some people may not have the ability/means to get to them at all eg don't have a car	5
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their wellbeing	4
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	4

Base: all using Kingsfold Children's Centre and making a comment (23)

Table 634 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Other comment	3
Move services into one building to reduce overall running costs (not just LCC service)	3
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	3
This library is busy (well used)	2
It will be a public/community loss	2

Base: all using Kingsfold Children's Centre and making a comment (22)

Longton Children's Centre

Table 635 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading material	7
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact to their wellbeing	6

Base: all using Longton Children's Centre and making a comment (29)

Table 636 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on wellbeing	6
Some people may not have the ability/means to get to them at all eg don't have a car	6
Some people might not be able to get to new service locations because its inconvenient	4
Should be protected from budget savings/cuts because they provide people's services	3
Criticism of budget. Libraries should be protected	3
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
General negative comment about consultation carried out by LCC	3
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government later on	3

Base: all using Longton Children's Centre and making a comment (21)

Table 637 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Other budget comment – (eg save money elsewhere, reduce costs)	2
Move services into one building to reduce overall running costs (not just LCC service)	2
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth services)	2
Extend the mobile library service to areas that will have library closures	2
Other comment	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
Stop cutting useful social services (eg children's/youth centre's)	1
Suggestion for service that could be offered	1
This library is busy (well used)	1
Interesting comment for qualitative analysis later	1
Longer journeys are a potential barrier to accessing services (general)	1
New housing developments mean communities are growing and will increase demand for these services	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
It is short sighted to cut services. There is a social cost.	1
Consider the specific needs of each community before removing facilities	1
Services should be easily accessible and not situated only in major towns (general)	1
Wrong property has been chosen in this area	1
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	1
People won't use alternative properties	1
Accessing services will be difficult without a car	1
Doesn't really say anything	1
Removing services will increase isolation	1
In rural communities, deliver other services along with the library to maximise use of the building	1

Base: all using Longton Children's Centre and making a comment (18)

Lostock Hall Library and Children's Centre

Table 638 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading material	63
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	60
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	57

Base: all using Lostock Hall Library and Children's Centre and making a comment (223)

Table 639 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	51
It provides computer/internet access for those without it	42
I would no longer borrow books/read regularly	40

Base: all using Lostock Hall Library and Children's Centre and making a comment (192)

Table 640 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	44
Other budget comment – (eg save money elsewhere, reduce costs)	23
Other comment	17

Base: all using Lostock Hall Library and Children's Centre and making a comment (154)

Penwortham Library

Table 641 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	37
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	26
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	23

Base: all using Penwortham Library and making a comment (128)

Table 642 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	19
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact on health and wellbeing	18
Some people might not be able to get to new service locations because its inconvenient	17

Base: all using Penwortham Library and making a comment (106)

Table 643 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	22
Other budget comment – (eg save money elsewhere, reduce costs)	14
Other comment	11

Base: all using Penwortham Library and making a comment (86)

Penwortham Young People's Centre

Table 644 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that young people will lack opportunities to participate in positive activities	27
Closing the library will negatively impact on children's education, literacy, ability to access information and reading material	13
Concerned about loss of events at the children's centre	11
Concern that young people will lack positive opportunities to socialise with each other	11

Base: all using Penwortham Young People's Centre and making a comment (78)

Table 645 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concern that young people will lack opportunities to participate in positive activities	22
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	11
Interesting comment for qualitative analysis later	10

Base: all using Penwortham Young People's Centre and making a comment (64)

Table 646 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	20
Allow communities/town councils to take over the building and deliver services (perhaps offer a modest subsidy)	15
Other budget comment – (eg save money elsewhere, reduce costs)	5
Other comment	5
Consider the negative impact on local communities	5
Suggestion for service that could be offered	5
Move services into one building to reduce overall running costs (not just LCC service)	5

Base: all using Penwortham Young People's Centre and making a comment (68)

Wellfield Children's Centre

Table 647 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	8
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact to their wellbeing	6
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to negative impact on health and wellbeing	5
Concern that loss of the library will limit the social opportunities and support for new mums, leading to negative impact on their wellbeing	5

Base: all using Wellfield Children's Centre and making a comment (21)

Table 648 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	6
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact on their wellbeing	5
Some people may not have the ability/means to get to them at all eg don't have a car	5
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	5
They are vital to the community/community asset	3
Some people might not be able to get to new service locations because its inconvenient	3

Base: all using Wellfield Children's Centre and making a comment (15)

Table 649 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Prioritise this area/don't close specific property	2
Other comment	1
Stop cutting useful social services (eg children's/youth centre's)	1
Interesting comment for qualitative analysis later	1
Longer journeys are a potential barrier to accessing services (general)	1
It is short sighted to cut services. There is a social cost.	1
Give communities opportunity/more time to develop a community managed solution	1
Cutting these service will cost more in the long term by putting pressure on other government services (false economy)	1
People won't use alternative properties	1
Accessing services will be difficult without a car	1
Doesn't really say anything	1
Removing services will increase isolation	1

Base: all using Wellfield Children's Centre and making a comment (12)

West Lancashire

First Steps Children's Centre

Table 650 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	11
Concerned about loss of events at the children's centre	7
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	6
It will negatively impact on my employment	6

Base: all using First Steps Children's Centre and making a comment (22)

Table 651 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
Should be protected from budget savings/cuts because they provide people's services	5
Proposed property: would not have same facilities	5

Base: all using First Steps Children's Centre and making a comment (20)

Table 652 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Our area does/will lack vital public services	4
Other comment	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3

Base: all using First Steps Children's Centre and making a comment (18)

Ormskirk Library

Table 653 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	21
Closing the library will impact on community cohesion because it's a vital community asset	18
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	17

Base: all using Ormskirk Library and making a comment (100)

Table 654 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	20
Should be protected from budget savings/cuts because they provide people's services	18
It is vital to children's literacy, education, access to information, stimulation and pleasure	17

Base: all using Ormskirk Library and making a comment (85)

Table 655 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	28
Stop cutting useful social services (eg children's/youth centre's)	9
Other budget comment – (eg save money elsewhere, reduce costs)	7

Base: all using Ormskirk Library and making a comment (67)

Ormskirk Mere Brook Day Centre

Table 656 - How will this impact on you? (Top 3 mentions)

Comment	Count
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	3
Closing the library will remove my main/sole access to computers/the internet	2
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	2
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	2
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	2

Base: all using Ormskirk Mere Brook Day Centre and making a comment (8)

Table 657 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Some people might not be able to get to new service locations because its inconvenient	2
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	2
The area is severely deprived so should retain services to support vulnerable groups	2

Base: all using Ormskirk Mere Brook Day Centre and making a comment (7)

Table 658 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other budget comment – (eg save money elsewhere, reduce costs)	2
Other comment	2
General negative comment about the proposal	2
Have close discussions with local communities/service users to understand impacts – develop mitigations/alternatives	2

Base: all using Ormskirk Mere Brook Day Centre and making a comment (8)

Park Children's Centre

Table 659 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	12
Concerned about loss of events at the children's centre	7
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	7

Base: all using Park Children's Centre and making a comment (27)

Table 660 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	7
Should be protected from budget savings/cuts because they provide people's services	6
They are vital to the community/community asset	4
Current property has: well situated in town centre	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	4
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	4
Proposed property: would not have same facilities	4

Base: all using Park Children's Centre and making a comment (28)

Table 661 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other comment	5
Our area does/will lack vital public services	3

Base: all using Park Children's Centre and making a comment (23)

Skelmersdale Library

Table 662 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	20
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	18
Closing the library will impact on community cohesion because it's a vital community asset	17

Base: all using Skelmersdale Library and making a comment (99)

Table 663 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	16
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	16
Should be protected from budget savings/cuts because they provide people's services	15

Base: all using Skelmersdale Library and making a comment (89)

Table 664 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	26
Other comment	8
Other budget comment – (eg save money elsewhere, reduce costs)	7
Stop cutting useful social services (eg children's/youth centre's)	7

Base: all using Skelmersdale Library and making a comment (66)

Tarleton Library

Table 665 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	21
Closing the library will impact on community cohesion because it's a vital community asset	20
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	17

Base: all using Tarleton Library and making a comment (66)

Table 666 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Should be protected from budget savings/cuts because they provide people's services	7
Some people might not be able to get to new service locations because its inconvenient	7
They are vital to the community/community asset	6
It is vital to children's literacy, education, access to information, stimulation and pleasure	6

Base: all using Tarleton Library and making a comment (31)

Table 667 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Other comment	5
Other budget comment – (eg save money elsewhere, reduce costs)	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3

Base: all using Tarleton Library and making a comment (27)

The Grove Young People's Centre and Children's Centre

Table 668 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	11
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	9
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	6
Concerned about loss of events at the children's centre	6
Concerned that loss of children's centre will limit support for families (general negative impact)	6

Base: all using The Grove Young People's Centre and Children's Centre and making a comment (44)

Table 669 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
They are vital to the community/community asset	7
New housing developments mean communities are growing and will increase demand for these services	7

Base: all using The Grove Young People's Centre and Children's Centre and making a comment (37)

Table 670 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	13
Other comment	6
Other budget comment – (eg save money elsewhere, reduce costs)	3
Use more volunteers to reduce staffing costs	3
Our area does/will lack vital public services	3

Base: all using The Grove Young People's Centre and Children's Centre and making a comment (32)

The Zone in West Lancashire

Table 671 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	4
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	2
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	2
It will negatively impact on my employment	2
Less services will lead children on streets and associated problems	2

Base: all using The Zone in West Lancashire and making a comment (12)

Table 672 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Should be protected from budget savings/cuts because they provide people's services	2
It provides computer/internet access for those without it	2
Proposed property: would not have same facilities	2
Proposed property: suggested use of a specific property to deliver services (better suited for multi-use)	2

Base: all using The Zone in West Lancashire and making a comment (15)

Table 673 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other comment	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	2

Base: all using The Zone in West Lancashire and making a comment (11)

Upholland Children's Centre, St Thomas the Martyr CE Primary School

Table 674 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	5
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	4

Base: all using Upholland Children's Centre, St Thomas the Martyr CE Primary School and making a comment (15)

Table 675 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	6
They are vital to the community/community asset	4
No alternative place for organised groups to meet in the area	4

Base: all using Upholland Children's Centre, St Thomas the Martyr CE Primary School and making a comment (13)

Table 676 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Provides vital access to reading/learning/research material to the wider community	2
Other comment	1
Suggestion for service that could be offered	1
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	1
Reduce opening hours of the services (rather than close libraries or children's centres)	1
Use more volunteers to reduce staffing costs	1
Our area does/will lack vital public services	1
It will be a public/community loss	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Provides my main/sole access to computers/internet/photocopier/printer	1
Journeys will be more time consuming	1
Better consult with the public on how money is spent to save money in the long term	1

Base: all using Upholland Children's Centre, St Thomas the Martyr CE Primary School and making a comment (10)

West Lancashire Adult Disability Day Services (Whiteledge)

Table 677 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	3
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	2
Closing the library will remove my main/sole access to computers/the internet	2
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing	2

Base: all using West Lancashire Adult Disability Day Services (Whiteledge) and making a comment (10)

Table 678 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	2
They are vital to the community/community asset	1
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	1
It provides computer/internet access for those without it	1
I would no longer borrow books/read regularly	1
There are no viable alternatives in the area providing these services eg book lending	1
No alternative place for organised groups to meet in the area	1
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	1
New housing developments mean communities are growing and will increase demand for these services	1
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	1
Proposed property: would not have same facilities	1
Current property has: good public transport links provide easy access	1
Proposed property: suggested use of a specific propert to deliver services (better suited for multi-use)	1
Current property has: ease of parking	1

Base: all using West Lancashire Adult Disability Day Services (Whiteledge) and making a comment (9)

Table 679 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
Other budget comment – (eg save money elsewhere, reduce costs)	1
Other comment	1
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Very specific comment about a property	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Provides vital access to reading/learning/research material to the wider community	1
General negative comment about the proposal	1
Cutting these service will cost more in the long term by putting pressure on other government services (false economy)	1
Provides my main/sole access to computers/internet/photocopier/printer	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	1

Base: all using West Lancashire Adult Disability Day Services (Whiteledge) and making a comment (8)

West Lancashire Registration Office

Table 680 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	9
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7

Base: all using West Lancashire Registration Office and making a comment (36)

Table 681 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It provides computer/internet access for those without it	11
They are vital to the community/community asset	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	7

Base: all using West Lancashire Registration Office and making a comment (38)

Table 682 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	4
Move services into one building to reduce overall running costs (not just LCC service)	3

Base: all using West Lancashire Registration Office and making a comment (28)

Burscough Library

Table 683 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	19
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	16
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	13

Base: all using Burscough Library and making a comment (85)

Table 684 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	19
It is vital to children's literacy, education, access to information, stimulation and pleasure	18
Should be protected from budget savings/cuts because they provide people's services	15

Base: all using Burscough Library and making a comment (70)

Table 685 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	26
Other budget comment – (eg save money elsewhere, reduce costs)	5
Other comment	5
Use more volunteers to reduce staffing costs	5

Base: all using Burscough Library and making a comment (48)

Children's Social Care (Fairlie Skelmersdale)

Table 686 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	15
It will negatively impact on my employment	9
Closures in deprived areas will mean that it is more difficult for vulnerable groups to access the help they need	7

Base: all using Children's Social Care (Fairlie Skelmersdale) and making a comment (26)

Table 687 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	10
Proposed property: would not have same facilities	7
Should be protected from budget savings/cuts because they provide people's services	4
Positive comment about staff	4
The area is severely deprived so should retain services to support vulnerable groups	4
There are no viable alternatives in the area providing these services eg book lending	4

Base: all using Children's Social Care (Fairlie Skelmersdale) and making a comment (24)

Table 688 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other comment	4
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Consider the negative impact on local communities	3
Stop cutting useful social services (eg children's/youth centre's)	3
Our area does/will lack vital public services	3

Base: all using Children's Social Care (Fairlie Skelmersdale) and making a comment (24)

Hesketh with Becconsall Children's Centre

Table 689 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	2
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	2
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	2
Concerned about loss of events at the children's centre	2

Base: all using Hesketh with Becconsall Children's Centre and making a comment (4)

Table 690 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
It's a social hub. Without it people may become lonely/isolated, elderly especially	1
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	1
It provides computer/internet access for those without it	1
There are no viable alternatives in the area providing these services eg book lending	1
No alternative place for organised groups to meet in the area	1
The recent investment/refurbishment of this building will be a complete waste of money if closed	1
New housing developments mean communities are growing and will increase demand for these services	1
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	1
I agree with the proposal to no longer deliver services from certain buildings	1

Base: all using Hesketh with Becconsall Children's Centre and making a comment (6)

Table 691 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Very specific comment about a property	1
Consider the negative impact on local communities	1
Suggestion for service that could be offered	1
Use more volunteers to reduce staffing costs	1
It will be a public/community loss	1
Interesting comment for qualitative analysis later	1
Give communities opportunity/more time to develop a community managed solution	1
Hire out rooms in the library for more community/group based activities	1

Base: all using Hesketh with Becconsall Children's Centre and making a comment (3)

Moorgate Children's Centre

Table 692 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit support for families (general negative impact)	9
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact	7

Base: all using Moorgate Children's Centre and making a comment (26)

Table 693 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	8
Proposed property: would not have same facilities	5
Should be protected from budget savings/cuts because they provide people's services	4
There are no viable alternatives in the area providing these services eg book lending	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	4

Base: all using Moorgate Children's Centre and making a comment (26)

Table 694 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Other budget comment – (eg save money elsewhere, reduce costs)	3
Stop cutting useful social services (eg children's/youth centre's)	3
Our area does/will lack vital public services	3

Base: all using Moorgate Children's Centre and making a comment (28)

Ormskirk Derby Street Day Centre (Older People)

Table 695 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wel	9
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	9
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	8

Base: all using Ormskirk Derby Street Day Centre (Older People) and making a comment (35)

Table 696 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	8
There are no viable alternatives in the area providing these services eg book lending	5

Base: all using Ormskirk Derby Street Day Centre (Older People) and making a comment (32)

Table 697 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Stop cutting useful social services (eg children's/youth centre's)	7
Other comment	6

Base: all using Ormskirk Derby Street Day Centre (Older People) and making a comment (30)

Parbold Library

Table 698 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing	21
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	15
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	13

Base: all using Parbold Library and making a comment (61)

Table 699 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	16
It is vital to children's literacy, education, access to information, stimulation and pleasure	14
It provides computer/internet access for those without it	14

Base: all using Parbold Library and making a comment (55)

Table 700 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	16
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	7
Other budget comment – (eg save money elsewhere, reduce costs)	5
Other comment	5
Move services into one building to reduce overall running costs (not just LCC service)	5
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	5

Base: all using Parbold Library and making a comment (39)

St John's Children's Centre (Skelmersdale)

Table 701 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned about loss of events at the children's centre	20
Concerned that loss of children's centre will limit support for families (general negative impact)	20
Concerned about loss of health worker advice	13

Base: all using St John's Children's Centre (Skelmersdale) and making a comment (51)

Table 702 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Concerned that there will be a lack of support, guidance and help for families if children's centre's close	19
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	18
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	15

Base: all using St John's Children's Centre (Skelmersdale) and making a comment (48)

Table 703 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	21
Other comment	7
Stop cutting useful social services (eg children's/youth centre's)	7

Base: all using St John's Children's Centre (Skelmersdale) and making a comment (38)

Upholland Library

Table 704 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	49
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	29
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	19

Base: all using Upholland Library and making a comment (105)

Table 705 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
No alternative place for organised groups to meet in the area	38
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	33
They are vital to the community/community asset	25

Base: all using Upholland Library and making a comment (88)

Table 706 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	18
Heart of community/community asset/hub	7
Use more volunteers to reduce staffing costs	6

Base: all using Upholland Library and making a comment (47)

Wyre

Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre

Table 1 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	11
Concerned about loss of events at the children's centre	10
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	9

Base: all using Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre and making a comment (36)

Table 2 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	7
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	7

Base: all using Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre and making a comment (30)

Table 3 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
General negative comment about the proposal	3
Suggestion for service that could be offered	2
Add new/modern services to encourage more widespread use of the building	2
It will be a public/community loss	2
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	2
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	2

Base: all using Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre and making a comment (19)

Fleetwood Children's Centre (Flakefleet satellite)

Table 4 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	7
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	6
Concerned about loss of events at the children's centre	6

Base: all using Fleetwood Children's Centre (Flakefleet satellite) and making a comment (34)

Table 5 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	7
It's a social hub. Without it people may become lonely/isolated, elderly especially	5
Some people might not be able to get to new service locations because its inconvenient	4
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	4
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	4

Base: all using Fleetwood Children's Centre (Flakefleet satellite) and making a comment (27)

Table 6 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	9
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Consider the negative impact on local communities	3

Base: all using Fleetwood Children's Centre (Flakefleet satellite) and making a comment (19)

Fleetwood Library and Registration Office

Table 7 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	43
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	41
Closing the library will remove my main/sole access to computers/the internet	37

Base: all using Fleetwood Library and Registration Office and making a comment (197)

Table 8 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	45
They are vital to the community/community asset	41
It's a social hub. Without it people may become lonely/isolated, elderly especially	33

Base: all using Fleetwood Library and Registration Office and making a comment (142)

Table 9 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	26
Other budget comment – (eg save money elsewhere, reduce costs)	10
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	9

Base: all using Fleetwood Library and Registration Office and making a comment (79)

Fylde And Wyre Adult Disability Day Services (Larkholme)

Table 10 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	5
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4
Closing the library will remove my main/sole access to computers/the internet	4

Base: all using Fylde And Wyre Adult Disability Day Services (Larkholme) and making a comment (13)

Table 11 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	4
They are vital to the community/community asset	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	3

Base: all using Fylde And Wyre Adult Disability Day Services (Larkholme) and making a comment (8)

Table 12 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	1
Other comment	1
Suggestion for service that could be offered	1
Provides vital access to reading/learning/research material to the wider community	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Concerns about the jobs of staff/loss of skills	1

Base: all using Fylde And Wyre Adult Disability Day Services (Larkholme) and making a comment (2)

Garstang Library

Table 13 - How will this impact on you? (Top 3 mentions)

Comment	Count
I will miss my library greatly if it closed (devastated/depressed)	27
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	26
Other comment (general)	23

Base: all using Garstang Library and making a comment (113)

Table 14 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	17
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	14
They are vital to the community/community asset	13

Base: all using Garstang Library and making a comment (61)

Table 15 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	8
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	6
Very specific comment about a property	4
Keep specific properties services as they are	4

Base: all using Garstang Library and making a comment (40)

Knott End Library

Table 16 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	27
Closing the library will impact on community cohesion because it's a vital community asset	25
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	24

Base: all using Knott End Library and making a comment (83)

Table 17 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	13
It's a social hub. Without it people may become lonely/isolated, elderly especially	13
Should be protected from budget savings/cuts because they provide people's services	9

Base: all using Knott End Library and making a comment (37)

Table 18 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	5
Very specific comment about a property	4
Other budget comment – (eg save money elsewhere, reduce costs)	3
Heart of community/community asset/hub	3
Other comment	3
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	3
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	3
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	3
Provides vital access to reading/learning/research material to the wider community	3

Base: all using Knott End Library and making a comment (29)

Poulton Library

Table 19 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	57
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	56
Closing the library will remove my main/sole access to computers/the internet	46

Base: all using Poulton Library and making a comment (193)

Table 20 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	37
They are vital to the community/community asset	33
It's a social hub. Without it people may become lonely/isolated, elderly especially	31

Base: all using Poulton Library and making a comment (123)

Table 21 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	26
Other budget comment – (eg save money elsewhere, reduce costs)	13
Heart of community/community asset/hub	11
Don't make cuts to the library service. Stop cutting useful learning services (eg library).	11

Base: all using Poulton Library and making a comment (84)

Teal Close Day Centre

Table 22 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	3
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	3
Closing the library will remove my main/sole access to computers/the internet	3

Base: all using Teal Close Day Centre and making a comment (8)

Table 23 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
The area is severely deprived so should retain services to support vulnerable groups	3
It is vital to children's literacy, education, access to information, stimulation and pleasure	2

Base: all using Teal Close Day Centre and making a comment (5)

Table 24 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Suggestion for service that could be offered	2
Move services into one building to reduce overall running costs (not just LCC service)	1
Provides vital access to reading/learning/research material to the wider community	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Negative comments about consultation carried out by LCC being poor/ uncoordinated/unclear	1
Concerns about the jobs of staff/loss of skills	1

Base: all using Teal Close Day Centre and making a comment (3)

The Zone in Wyre

Table 25 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	3
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	2
Closing the library will impact on community cohesion because it's a vital community asset	2
Closing the library will remove my main/sole access to computers/the internet	2
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	2
Concerned about loss of events at the children's centre	2
I will lose access to local information/news/events	2
Concern that young people will lack opportunities to participate in positive activities	2
Closure of libraries means less choice of library service points	2

Base: all using The Zone in Wyre and making a comment (12)

Table 26 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
It's a social hub. Without it people may become lonely/isolated, elderly especially	2
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	2
The recent investment/refurbishment of this building will be a complete waste of money if closed	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
Proposed property: would not have same facilities	2

Base: all using The Zone in Wyre and making a comment (8)

Table 27 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	3
General negative comment about the proposal	3
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	2

Base: all using The Zone in Wyre and making a comment (8)

Thornton Children's Centre

Table 28 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	20
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	18
Concerned about loss of events at the children's centre	17

Base: all using Thornton Children's Centre and making a comment (66)

Table 29 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	14
Some people might not be able to get to new service locations because its inconvenient	14
It is vital to children's literacy, education, access to information, stimulation and pleasure	13

Base: all using Thornton Children's Centre and making a comment (58)

Table 30 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	17
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	6
Other budget comment – (eg save money elsewhere, reduce costs)	5
Suggestion for service that could be offered	5

Base: all using Thornton Children's Centre and making a comment (43)

Cleveleys Library and Children Centre

Table 31 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	61
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	47
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	43

Base: all using Cleveleys Library and Children Centre and making a comment (209)

Table 32 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	43
It's a social hub. Without it people may become lonely/isolated, elderly especially	40
Should be protected from budget savings/cuts because they provide people's services	40

Base: all using Cleveleys Library and Children Centre and making a comment (175)

Table 33 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	32
Other budget comment – (eg save money elsewhere, reduce costs)	16
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	11

Base: all using Cleveleys Library and Children Centre and making a comment (100)

Fleetwood Children's Centre

Table 34 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impac	11
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	10
Concerned about loss of events at the children's centre	8

Base: all using Fleetwood Children's Centre and making a comment (39)

Table 35 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	8
It's a social hub. Without it people may become lonely/isolated, elderly especially	6
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	6

Base: all using Fleetwood Children's Centre and making a comment (30)

Table 36 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	10
Other budget comment – (eg save money elsewhere, reduce costs)	3
Consider the negative impact on local communities	3
Provides vital access to reading/learning/research material to the wider community	3
General negative comment about the proposal	3
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	3

Base: all using Fleetwood Children's Centre and making a comment (25)

Garstang Young People's Centre

Table 37 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	7
I will miss my library greatly if it closed (devastated/depressed)	7
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	6

Base: all using Garstang Young People's Centre and making a comment (24)

Table 38 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	6
Concern that young people will lack opportunities to participate in positive activities	4
They are vital to the community/community asset	2
Should be protected from budget savings/cuts because they provide people's services	2
Some people might not be able to get to new service locations because its inconvenient	2
There are no viable alternatives in the area providing these services eg book lending	2
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	2
Longer journeys are a potential barrier to young people accessing services (they may use them less/not at all)	2
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
Concerned that removing opportunities to provide key early support might delay help and put added pressure on government	2

Base: all using Garstang Young People's Centre and making a comment (16)

Table 39 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	4
Children's centre's are vital in deprived areas	3
Suggestion for service that could be offered	2
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	2

Base: all using Garstang Young People's Centre and making a comment (10)

Northfleet Library

Table 40 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	7
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	7
Closing the library will remove my main/sole access to computers/the internet	7
Closure of libraries means less choice of library service points	7

Base: all using Northfleet Library and making a comment (40)

Table 41 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It is vital to children's literacy, education, access to information, stimulation and pleasure	8
It's a social hub. Without it people may become lonely/isolated, elderly especially	6
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	6

Base: all using Northfleet Library and making a comment (27)

Table 42 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	11
Provides vital access to reading/learning/research material to the wider community	3
It will be a public/community loss	3
General negative comment about the proposal	3

Base: all using Northfleet Library and making a comment (20)

Over Wyre Children's Centre (Hambleton satellite)

Table 43 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	5
Other comment (general)	5
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	4

Base: all using Over Wyre Children's Centre (Hambleton satellite) and making a comment (19)

Table 44 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	4
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	4
They are vital to the community/community asset	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Some people might not be able to get to new service locations because its inconvenient	2
Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative i	2
Some people may not have the ability/means to get to them at all eg don't have a car	2
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	2
Moving services will lead to an overall loss in quality and diversity of the services delivered	2

Base: all using Over Wyre Children's Centre (Hambleton satellite) and making a comment (14)

Table 45 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Suggestion for service that could be offered	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
General negative comment about the proposal	2
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	2

Base: all using Over Wyre Children's Centre (Hambleton satellite) and making a comment (8)

Over Wyre Children's Centre (Preesall satellite)

Table 46 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	4
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	3
Closing the library will impact on community cohesion because it's a vital community asset	3
I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience	3
I will miss my library greatly if it closed (devastated/depressed)	3
Limited public transport (in rural communities) makes services less accessible	3

Base: all using Over Wyre Children's Centre (Preesall satellite) and making a comment (13)

Table 47 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	4
They are vital to the community/community asset	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	2
Criticism of budget. Libraries should be protected	2
General negative comment about consultation carried out by LCC	2
Some people won't be able to afford the expensive travel (+additional costs) to new service locations	2

Base: all using Over Wyre Children's Centre (Preesall satellite) and making a comment (9)

Table 48 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Suggestion for service that could be offered	2
Concerned that loss of children's centre's will limit social opportunities and support for new mums, leading to negative	2
Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)	1
Very specific comment about a property	1
Move services into one building to reduce overall running costs (not just LCC service)	1
Provides vital access to reading/learning/research material to the wider community	1
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Concerned that loss of children's centre will limit support for families (general negative impact)	1
Interesting comment for qualitative analysis later	1
Longer journeys are a potential barrier to accessing services (general)	1
Concerns about the jobs of staff/loss of skills	1
Services should be easily accessible and not situated only in major towns (general)	1
Children's centre's are vital in deprived areas	1
Consult with local communities about what happens to unused buildings	1

Base: all using Over Wyre Children's Centre (Preesall satellite) and making a comment (6)

Poulton-le-Fylde Children's Centre

Table 49 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	16
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	11
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	10

Base: all using Poulton-le-Fylde Children's Centre and making a comment (40)

Table 50 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	9
They are vital to the community/community asset	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	7

Base: all using Poulton-le-Fylde Children's Centre and making a comment (32)

Table 51 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	12
Other budget comment – (eg save money elsewhere, reduce costs)	4
General negative comment about the proposal	4

Base: all using Poulton-le-Fylde Children's Centre and making a comment (24)

Preesall Young People's Centre

Table 52 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will impact on community cohesion because it's a vital community asset	5
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	4
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	3
Closing the library will remove my main/sole access to computers/the internet	3
Limited public transport (in rural communities) makes services less accessible	3

Base: all using Preesall Young People's Centre and making a comment (11)

Table 53 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	5
It's a social hub. Without it people may become lonely/isolated, elderly especially	3
No alternative place for organised groups to meet in the area	2
Youth centre's need to be kept so to keep the youth engaged and off the streets and out of danger	2
Concern that young people will lack opportunities to participate in positive activities	2

Base: all using Preesall Young People's Centre and making a comment (9)

Table 54 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Suggestion for service that could be offered	1
It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lone	1
Keep specific properties services as they are	1
Provides vital access to reading/learning/research material to the wider community	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all)	1
Concerns about the jobs of staff/loss of skills	1
Limited public transport makes services less accessible (general)	1
Consult with local communities about what happens to unused buildings	1

Base: all using Preesall Young People's Centre and making a comment (4)

Rural Wyre Children's Centre

Table 55 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	6
I will miss my library greatly if it closed (devastated/depressed)	6
Other comment (general)	5
Concerned about loss of events at the children's centre	5

Base: all using Rural Wyre Children's Centre and making a comment (24)

Table 56 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	4
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	3
No alternative place for organised groups to meet in the area	3
Concerned that loss of events at the children's centre will negatively impact on my child's growth/development	3

Base: all using Rural Wyre Children's Centre and making a comment (19)

Table 57 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	2
Suggestion for service that could be offered	2
Explore offering more services from the existing building (public toilets, community services, library, ICT, youth servi	2
Concerned that loss of children's centre will limit support for families (general negative impact)	2
Concerns about the jobs of staff/loss of skills	2

Base: all using Rural Wyre Children's Centre and making a comment (8)

Thornton Library

Table 58 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	73
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	66
Closing the library will remove my main/sole access to computers/the internet	53

Base: all using Thornton Library and making a comment (264)

Table 59 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	77
They are vital to the community/community asset	63
It is vital to children's literacy, education, access to information, stimulation and pleasure	52

Base: all using Thornton Library and making a comment (220)

Table 60 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	52
Heart of community/community asset/hub	17
Other budget comment – (eg save money elsewhere, reduce costs)	16

Base: all using Thornton Library and making a comment (140)

Thornton Young People's Centre

Table 61 - How will this impact on you? (Top 3 mentions)

Comment	Count
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	8
Closing the library will negatively impact on children's education, literacy, ability to access information and reading	7
Concern that young people will lack opportunities to participate in positive activities	6

Base: all using Thornton Young People's Centre and making a comment (27)

Table 62 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
It's a social hub. Without it people may become lonely/isolated, elderly especially	8
It is vital to children's literacy, education, access to information, stimulation and pleasure	6
Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative	6

Base: all using Thornton Young People's Centre and making a comment (23)

Table 63 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Prioritise this area/don't close specific property	6
Suggestion for service that could be offered	4
It is vital to children's literacy, education, access to information, stimulation and pleasure	3
It is short sighted to cut services. There is a social cost.	3
Allow communities/town councils to take over the building and deliver services (perhaps offer a modest subsidy)	3

Base: all using Thornton Young People's Centre and making a comment (17)

Thornton Youth Offending Team

Table 64 - How will this impact on you? (Top 3 mentions)

Comment	Count
Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellb	3
Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading	2
Closing the library will impact on community cohesion because it's a vital community asset	2
Closing the library will remove my main/sole access to computers/the internet	2
Other comment (general)	2
Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness	2

Base: all using Thornton Youth Offending Team and making a comment (7)

Table 65 - What are your reasons for continuing? (Top 3 mentions)

Comment	Count
They are vital to the community/community asset	2
It's a social hub. Without it people may become lonely/isolated, elderly especially	2
It is vital to children's literacy, education, access to information, stimulation and pleasure	1
The area is severely deprived so should retain services to support vulnerable groups	1
New housing developments mean communities are growing and will increase demand for these services	1
Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may us	1
It is valuable safe environment	1
It is valuable as a quiet place to study	1

Base: all using Thornton Youth Offending Team and making a comment (4)

Table 66 - Anything else to consider or do differently? (Top 3 mentions)

Comment	Count
Other comment	1
Suggestion for service that could be offered	1
Provides vital access to reading/learning/research material to the wider community	1
This library is busy (well used)	1
Add new/modern services to encourage more widespread use of the building	1
Concerns about the jobs of staff/loss of skills	1

Base: all using Thornton Youth Offending Team and making a comment (2)

Property Strategy consultation - summary

Respondent profile

The findings presented in the consultation report and below are not necessarily wholly representative of the views of the population of Lancashire and should only be taken to represent the views of people who were aware of the consultation and felt compelled to respond.

It is apparent from the analysis of respondents, that certain groups were more likely to respond than others. Appendix 3 of the consultation report contains a Mosaic profile of the consultation respondents. It can be seen that the group D (domestic success) (index=140), group F (senior security) (index=140), group B (prestige positions) (index=130) and group E (suburban stability) (index=125) are over represented. In contrast groups J (rental hubs), O (municipal challenge), L (transient renters), and N (vintage value) all have an index of 71 or under, i.e. they are at least 29% less likely to have responded to the consultation as would be expected, based on the proportion of their households in Lancashire. Groups J, O, L and N are groups that are more likely to be affected by deprivation.

In particular, black and minority ethnic groups have had a lower response rate than would be expected. Overall 96% of responses are from the white ethnic groups compared to 90% of Lancashire's population being from the white ethnic group (2011 Census).

The table below shows the total responses for those that have indicated they have used a property in the last three years by district. It shows that generally there are a slightly lower number of respondents indicating that they have used a property that is proposed to no longer deliver services. However the number is higher in Fylde (546 continuing compared to 1,248 no longer delivering, Rossendale (1,003 continuing compared to 1,071 no longer delivering), and South Ribble (599 continuing compared to 765 no longer delivering).

District	Proposed to continue to deliver services	Proposed to no longer deliver services
Burnley	660	416
Chorley	720	420
Fylde	546	1248
Hyndburn	833	606
Lancaster	2680	2060
Pendle	1406	634
Preston	1425	342

Ribble Valley	803	765
Rossendale	1003	1071
South Ribble	599	968
West Lancashire	664	509
Wyre	963	843
Total	12,302	9,882

Base: all respondents (7,719)

Response to the consultation

Full details of the consultation are provided in Appendix C and members are advised to note the contents in detail.

The following section of the report summarises the main responses received for each district. It concentrates on the main properties referred to and the most popular comments in response to the open ended questions posed in the consultation. The questions were:

- How will this impact you?
- Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?
- Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?

Throughout the consultation the number of comments relating to staff at facilities was pleasing to note. In addition there were a number of invitations from partner organisations seeking to continue discussions and develop closer integrated working across public sector and community buildings. Where partner feedback is referred these are not exhaustive comments but highlight considerations for the area, equally this summary does not list each petition that has been submitted to the County Council as these are listed in Appendix "C".

It should also be noted that where buildings are retained the proposals seek to introduce a range of appropriate uses to ensure that buildings operate efficiently and to provide the best possible level of service to our citizens. It should also be noted that the way in which services are delivered is also proposed to change in line with altered service offers that ensure more 'joined up' service delivery and improved outreach to service users where this is the most effective model of delivery.

Burnley

Issues identified from the consultation in Burnley

377 people responded about properties in Burnley and they indicated that they had used an average of 2.9 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Burnley Library (160 respondents), Coal Clough Library (104 respondents) and Padiham Library (74 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Burnley Campus Library (80 respondents), Briercliffe Library (79 respondents) and Rose Grove Library (71 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (15%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to a negative impact on mental health and wellbeing (15%);
- Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing (12%);
- Closing the library will remove my main/sole access to computers/the internet (10%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (11%); and
- Other issues including properties being a community asset and limiting social opportunities for older people.

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- It's a social hub. Without it people may become lonely/isolated, elderly especially (20%);
- They are vital to the community/community asset (17%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure (16%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative (15%);
- should be protected from budget savings/cuts because they provide people's services (11%); and
- It provides computer/internet access for those without it (11%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main responses were:

- Prioritise this area/don't close specific property (31%); and
- Other comments suggested making cuts elsewhere or making better use of buildings and putting more services into them to make them more cost effective.

Partner Feedback in Burnley

- No comments received

Comments relating to issues raised in Burnley

Respondents in Burnley told us about how they felt the proposal to reduce the number of static libraries in the area would impact on them. There are currently seven static libraries in the borough and it is proposed to retain three full libraries. A majority of respondents using Briercliffe Library, Burnley Campus Library, Pike Hill Library and Rosegrove Library buildings in the last 3 years have told us that they will use Burnley Library, Padiham Library and Coal Clough Library buildings in the future with low numbers telling us they would use none of these sites. The majority of people who have visited the Library buildings proposed to be retained tell us that they will continue to do so. Each static Library site will contain the usual range of provision including PNet computer access and activities such as Baby Bounce and Rhyme and Knit and Natter groups. Outlying villages and rural communities will also have access to digital services, the Mobile Library and Home Library services.

Belmont Community Centre is not currently used for delivery of County Council services and a petition has been submitted as part of the consultation seeking to retain it. Respondents tell us they will use a range of other properties and the building is available for community asset transfer although no business cases have been received.

Concerns about community impact and loss of facilities in particular communities are noted, however, in developing the property strategy proposals care was taken to try and secure the most appropriate and equitable distribution of buildings to meet the identified needs of the population.

Recommendations as a result of consultations in Burnley

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and	Proposed for future use by WPEH 0-19+	Proposed for future use by WPEH 0-19+	This will be a linked children's centre to The Chai Children's Centre.

Daneshouse Young People's Centre	years (designated children's centre)	years.	
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Chorley

Issues identified from the consultation in Chorley

480 people responded about properties in Chorley and they indicated that they had used an average of 2.4 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Chorley Library (230 respondents), Euxton Library (112 respondents), Coppull Library (89 respondents) and Eccleston Library (89 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Adlington Library and Children's Centre (145), The Zone in Chorley (52 respondents) and Eccleston Young People's Centre (45 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (17%);
- Closing the library will impact on community cohesion because it's a vital community asset (14%);
- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (13%); and

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- It is vital to children's literacy, education, access to information, stimulation and pleasure (18%);
- They are vital to the community/community asset (17%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (15%);
- Should be protected from budget savings/cuts because they provide people's services (13%);
- Some people might not be able to get to new service locations because its inconvenient (11%); and
- Youth centres need to be kept so to keep the youth engaged and off the streets and out of danger (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

Building	Consultation Proposal (Main service)	Revised Proposal (Main service)	Rationale
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- Prioritise this area/don't close specific property (24%); and
- Other comments suggested saving money elsewhere or reducing costs.

Partner Feedback in Chorley

- Consider working with District Councils to ensure that early intervention and preventative services continue to be delivered
- Review Children's Centre proposals
- Retain Adlington Library

Comments relating to issues raised in Chorley

Respondents in Chorley told us about how they felt the proposal to reduce the number of static libraries in the area would impact on them. There are currently six static libraries in the borough and it is proposed to retain three full libraries and two satellite libraries. A majority of respondents using Adlington Library and Children's Centre in the last 3 years have told us that they will use the future provision at Chorley Library, Clayton Green Library and Euxton Library, and the satellite service at Coppull Library and Eccleston Library buildings, with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so. Each static Library site will include PNet computer access, with activities such as Baby Bounce and Rhyme and Knit and Natter groups provided at full Library sites.

There is local representation seeking to retain Adlington Library and Children's Centre including the submission of a petition to the County Council. The Library Planning and Needs Assessment does not identify the need to retain a fixed library in this location with Adlington being a community that does not experience high levels of need and which benefits from good transport links to other fixed library provision, both in Chorley borough and to the universal service provided by Bolton Council in Horwich. Outlying villages locally will also have access to digital services, the Mobile Library and Home Library services.

The Wellbeing, Prevention and Early Help service proposes to deliver support to young people aged 12-19+ years from Chorley Library rather than The Zone, and to use Clayton Green Library and Eccleston Library buildings with outreach provision delivered flexibly according to community need.

Recommendations as a result of consultations in Chorley

As a result of the consultations received in relation to Chorley, the following amendments are proposed:

	delivery)	delivery)	
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.

Fylde

Issues identified from the consultation in Fylde

757 people responded about properties in Fylde and they indicated that they had used an average of 2.4 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used St Anne's Library (374 respondents), Children's Social Care (Sydney Street) and Oak Tree Children's Centre (83 respondents) and The Woodlands Resource Centre (32 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Ansdell Library (491 respondents), Lytham Library and Registration Office (428 respondents), Freckleton Library (97) and Kirkham Library (83 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (19%);

- Closing the library will impact on community cohesion because it's a vital community asset (17%);
- I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience (15%);
- Closing the library will remove my main/sole access to computers/the internet (13%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (12%);
- I will miss my library greatly if it closed (devastated/depressed) (12%);
- concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing (12%); and
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading to a negative impact on mental health and wellbeing (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (43%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (22%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure (16%);
- It provides computer/internet access for those without it (15%);
- Criticism of budget. Libraries should be protected (14%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative (13%);
- Should be protected from budget savings/cuts because they provide people's services (11%);
- Villages/towns will lose a big sense of community if the libraries close (11%); and
- Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all) (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (32%);
- Heart of community/community asset/hub (13%); and
- Other budget comment – (e.g. save money elsewhere, reduce costs) (12%).

Partner Feedback in Fylde

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

- Retain current libraries
- Consider potential models to work with volunteers to keep services open

Comments relating to issues raised in Fylde

Respondents in Fylde told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently five static libraries in the borough and it is proposed to retain two full libraries.

Around half of respondents using Ansdell Library, Freckleton Library, Kirkham Library and Lytham Library and Registration Office in the last 3 years have told us that they will use the future provision at St Anne's Library and Milbanke Day Centre buildings, with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so and it is important to emphasise that each static Library site will contain the usual range of provision including PNet computer access and activities such as Baby Bounce and Rhyme and Knit and Natter groups.

There has been representation locally including the submission of a petition to the County Council seeking to retain Ansdell Library. It is proposed to retain a full Library service at Ansdell Library whilst works to St Anne's Library building are completed.

There has been representation locally including the submission of a petition to the County Council with regard to the proposal to re-locate Kirkham Library service into Milbanke Day Centre. This proposal provides an opportunity to develop a Neighbourhood Centre with services co-located that will increase social opportunities and improve community health and wellbeing for older people accessing daytime support in addition to the universal library service.

Recommendations as a result of consultations in Fylde

As a result of the consultations received in relation to Fylde, the following amendments are proposed:

		carried out to St Anne's Library.	
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Hyndburn

Issues identified from the consultation in Hyndburn

446 people responded about properties in Hyndburn and they indicated that they had used an average of 3.2 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Accrington Library and Registration Office (214 respondents), Great Harwood Library (102 respondents) and Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (102 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Oswaldtwistle Library (170 respondents), Rishton Library (130 respondents), Clayton-le-Moors Library (89 respondents) and Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (87 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (16%);
- I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience (15%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading (13%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (13%);
- Closing the library will remove my main/sole access to computers/the internet (11%);
- Closing the library will impact on community cohesion because it's a vital community asset (11%);
- I will miss my library greatly if it closed (devastated/depressed) (10%); and
- Concerned about loss of events at the children's centre (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- It is vital to children's literacy, education, access to information, stimulation and pleasure (20%);
- They are vital to the community/community asset (18%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (15%);
- It provides computer/internet access for those without it (14%);
- I would no longer borrow books/read regularly (14%);

- Should be protected from budget savings/cuts because they provide people's services (12%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (11%); and
- Some people might not be able to get to new service locations because it's inconvenient (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (27%); and
- Other budget comment – (e.g. save money elsewhere, reduce costs) (15%).

Partner Feedback in Hyndburn

- Consider a satellite Library in Clayton-le Moors
- Consider using Rishton Library for the Children's Centre and Library service

Comments relating to issues raised in Hyndburn

Respondents in Hyndburn told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently five static libraries in the borough and it is proposed to retain two full libraries and a satellite library.

The majority of respondents using Clayton-le-Moors Library, Oswaldtwistle Library and Rishton Library buildings in the last 3 years have told us that they will use the future provision at Accrington Library and Registration Office, Great Harwood Library and Copper House Children's Centre (where it is proposed to include a satellite Library service) buildings, with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so and it is important to emphasise that each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups at full Library sites. Outlying villages locally will also have access to digital services, the Mobile Library and Home Library services.

There has been representation locally including the submission of a petition to the County Council with regard to Rishton Library. The Library Planning and Needs Assessment supports the provision of a satellite Library service due to levels of community need and by siting this within the Copper House Children's Centre this proposal provides a Neighbourhood Centre with services co-located that will increase social opportunities and improve literacy for young families, enhance the Wellbeing, Prevention and Early Help service, in addition to providing universal access to the library service.

Recommendations as a result of consultations in Hyndburn

There are no changes recommended to the proposals as set out in the consultation.

Lancaster

Issues identified from the consultation

1,280 people responded about properties in Lancaster and they indicated that they had used an average of 3.7 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Morecambe Library (680 respondents), Lancaster Central Library (643 respondents), Heysham Library (358 respondents) and Westgate Children's Centre (210 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Lancaster Registration Office (284 respondents), Balmoral Children's Centre (272 respondents) and Bolton-le-Sands Library (249 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (13%); and
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (11%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost (10%); and
- Other comment (general) (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (14%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure (13%); and
- It's a social hub. Without it people may become lonely/isolated, elderly especially (13%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (37%); and
- Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers) (10%).

Partner Feedback in Lancaster

- Consider alternate premises for delivery of activities for young people e.g. at Lune Park Children's Centre.
- Retain a full service at Morecambe Library
- Review children's centres proposals in the Morecambe and Heysham areas and consider use of partner venues for service delivery
- Ensure that accessibility is considered in proposals
- Consider integration of social care facilities, Neighbourhood Centres and health
- Consider development of staff as they move into new arrangements
- Recent refurbishment of Bolton-le-Sands library and provision for the area
- Keep Silverdale Library
- Develop a shared health and council approach to the co-locating of public services across the district
- Providing it is sufficiently resourced, outreach may improve the access for families in most need

Comments relating to issues raised in Lancaster

Respondents in Lancaster told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently seven static libraries in the borough and it is proposed to retain five full libraries.

The majority of respondents using Bolton-le-Sands Library, Carnforth Library and Silverdale Library buildings in the last 3 years have told us that they will use the future provision at other sites including Lancaster Central Library, Halton Library and Children's Centre, and at Morecambe Library and Carnforth Hub Children's Centre and Young People's Centre with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so and it is important to emphasise that each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups at full Library sites. Outlying villages locally will also have access to digital services, the Mobile Library and Home Library services.

There has been representation locally including the submission of a petition to the County Council with regard to the proposal to establish a satellite Library service at Morecambe Library building and seeking to retain a fully staffed Library.

A review of the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility and so it is proposed to retain Poulton Children's Centre for delivery in that area. The Wellbeing, Prevention and Early Help service will deliver outreach support to families according to identified need and will utilise the Neighbourhood Centre network of buildings where appropriate e.g. Heysham Library.

Recommendations as a result of consultations in Lancaster

As a result of the consultations received in relation to Lancaster, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library,	Proposed for future use with full Library	A review of the requirements set out in the Library

	Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	service, Registration Service, Welfare Rights and WPEH 12-19+ years.	Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.

105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
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Pendle

Issues identified from the consultation in Pendle

700 people responded about properties in Pendle and they indicated that they had used an average of 2.9 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Nelson Library (246 respondents), Earby Community Centre (201 respondents) and Colne Library (188 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Brierfield Library (196 respondents) and Earby Library (116 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading (12%);
- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (10%); and
- Closing the library will impact on community cohesion because it's a vital community asset (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (17%); and
- It is vital to children's literacy, education, access to information, stimulation and pleasure (11%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (23%); and
- Other general comments (10%).

Partner Feedback in Pendle

- Consider options to retain Brierfield Library
- Retain Barrowford Library
- Review opening hours
- Consider community run libraries
- Support asset transfer of properties to community ownership

Comments relating to issues raised in Pendle

Respondents in Pendle told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently seven static libraries in the borough and it is proposed to retain three full libraries and a satellite library.

The majority of respondents using Barrowford Library, Brierfield Library, Earby Library and Trawden Library and Riverside Children's Centre buildings in the last 3 years have told us that they will use the future provision at Barnoldswick Library, Colne Library, Nelson Library and Family Tree Children's Centre buildings, with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so and it is important to emphasise that each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups at full Library sites. Outlying villages locally will also have access to digital services, the Mobile Library and Home Library services.

The Library Planning and Needs Assessment supports the provision of a satellite Library in Brierfield service due to levels of community need including the increasing birth rate. Brierfield Library is subject to on-going consideration.

Recommendations as a result of consultations in Pendle

Brierfield Library is subject to on-going consideration.

Preston

Issues identified from the consultation in Preston

456 people responded about properties in Preston and they indicated that they had used an average of 3.9 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used the Harris Library (255 respondents), Preston Bus Station (155 respondents) and Sharoe Green Library and Cherry Tree Children's Centre (149 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Fulwood Library (203 respondents) and Preston East Children's Centre (125 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact (24%);
- Concerned about loss of events at the children's centre (17%);
- Concerned that loss of children's centre will limit support for families (general negative impact) (15%);
- I will miss my library greatly if it closed (devastated/depressed) (14%);
- I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience (13%);
- Closing the library will impact on community cohesion because it's a vital community asset (13%);
- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (12%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (10%); and
- Concerned about loss of health worker advice (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (27%);
- Should be protected from budget savings/cuts because they provide people's services (20%);
- Concerned that there will be a lack of support, guidance and help for families if children's centre's close (19%);
- Concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact (18%);
- Some people might not be able to get to new service locations because it's inconvenient (15%);
- Concerned that loss of events at the children's centre will negatively impact on my child's growth/development (13%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative (13%);
- Current property has: well situated in town centre (12%);

- It is vital to children's literacy, education, access to information, stimulation and pleasure (12%); and
- It's a social hub. Without it people may become lonely/isolated, elderly especially (12%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (31%);
- Questioning selection criteria or suggesting there are problems with selection criteria of buildings earmarked for closure (16%);
- This library is busy (well used) (15%);
- Stop cutting useful social services (e.g. children's/youth centres) (14%);
- Consider the negative impact on local communities (12%);
- Concerned that loss of children's centres will limit social opportunities and support for new mums, leading to negative (12%);
- Concerned that loss of children's centre will limit support for families (general negative impact) (12%);
- will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers) (11%); and
- Positive comment about staff (10%).

Partner Feedback in Preston

- Working with partners to identify best use of accommodation

Comments relating to issues raised in Preston

Respondents in Preston told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently six static libraries in the borough and it is proposed to retain five full libraries.

The majority of respondents using Fulwood Library buildings in the last 3 years have told us that they will use the future provision in Preston including at the Harris Library, Ingol Library, Ribbleton Library, Savick Library and Sharoe Green and Cherry Tree Children's Centre buildings, with low numbers telling us they would use none of these sites. The majority of current users of the retained libraries tell us that they will continue to do so and it is important to emphasise that each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups at full Library sites. There has been representation locally including the submission of a petition to the County Council with regard to Fulwood Library. This is an area with low levels of community need and benefits from good travel networks. Outlying villages locally will also have access to digital services, the Mobile Library and Home Library services.

The community access Wellbeing, Prevention and Early Help services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so this site is proposed to be retained to better meet requirements for the service.

Recommendations as a result of consultations in Preston

As a result of the consultations received in relation to Preston, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's social care.	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site

			will better meet access and reach requirements for the service.
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Ribble Valley

Issues identified from the consultation in Ribble Valley

812 people responded about properties in Ribble Valley and they indicated that they had used an average of 1.9 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Clitheroe Library (405 respondents), Longridge Library (190 respondents) and Ribblesdale Children's Centre (94 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Whalley Library and Spring Wood Children's Centre (469 respondents) and Longridge Young People's Centre (87).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (26%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (21%);
- Closing the library will impact on community cohesion because it's a vital community asset (15%);
- I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience (15%);
- Closing the library will remove my main/sole access to computers/the internet (14%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost leading (13%);
- I will miss my library greatly if it closed (devastated/depressed) (11%); and
- Other comment (general).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- It is vital to children's literacy, education, access to information, stimulation and pleasure (25%);
- They are vital to the community/community asset (23%);
- New housing developments mean communities are growing and will increase demand for these services (21%);
- Should be protected from budget savings/cuts because they provide people's services (15%);
- I would no longer borrow books/read regularly (13%);

- It's a social hub. Without it people may become lonely/isolated, elderly especially (13%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (11%);
- It provides computer/internet access for those without it (11%);
- Some people might not be able to get to new service locations because its inconvenient (10%); and
- Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all) (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main responses were:

- Prioritise this area/don't close specific property (35%); and
- New housing developments mean communities are growing and will increase demand for these services (13%).

Partner Feedback in Ribble Valley

- Consider Library provision in strategic centres e.g. Whalley Library and Children's Centre
- Consider local housing development
- Review suitability of Longridge Library to house children's centre and youth provision
- Consider rural and social isolation
- Other organisations may have premises available at a cost that could be negotiated
- Retain Pendleton Brook, consider use of Mearley Fold Day Centre in Clitheroe for use by the Adult Disability Day Service

Comments relating to issues raised in Ribble Valley

Respondents in the Ribble Valley told us about how they felt the proposal to reduce the number of static libraries in the area would impact on them. There are currently six static libraries in the borough and it is proposed to retain three full libraries. Ribble Valley has the smallest population and the lowest level of population density in Lancashire albeit with housing development planned for the Whalley area. There has been representation locally including the submission of a petition to the County Council with regard to Whalley Library and Children's Centre. Recognising the large geographic area of the Ribble Valley it is proposed to retain static Libraries at Longridge, Clitheroe and Mellor with rural villages across the borough having additional access to digital library services, the Mobile Library and Home Library services. The Library Planning and Needs Assessment does not identify the need to retain a fixed library in Whalley it being a community that does not experience high levels of need. Many of the respondents that have used services at Chatburn Library, Read Library and Whalley Library and Children's Centre in the last 3 years

have indicated that they will use alternate buildings proposed to be retained in the future (Clitheroe Library, Longridge Library, Mellor Library and Ribblesdale Children's Centre).

Recommendations as a result of consultations in Ribble Valley

As a result of the consultations received in relation to Ribble Valley, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service.	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult

			Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.

Rossendale

Issues identified from the consultation in Rossendale

700 people responded about properties in Rossendale and they indicated that they had used an average of 3.0 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Rawtenstall Library (367 respondents), The Maden Centre (168 respondents) and Haslingden Community Link Children's Centre (131 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Bacup Library (394 respondents), Crawshawbooth Library and Community Centre (224 respondents) and Whitewell Bottom Community Centre (105 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost (24%);
- Closing the library will impact on community cohesion because it's a vital community asset (23%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (17%);

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (16%);
- Closing the library will remove my main/sole access to computers/the internet (15%);
- I will miss my library greatly if it closed (devastated/depressed) (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (33%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (18%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (17%);
- It provides computer/internet access for those without it (17%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure 16%);
- The recent investment/refurbishment of this building will be a complete waste of money if closed (15%);
- Should be protected from budget savings/cuts because they provide people's services (13%);
- The area is severely deprived so should retain services to support vulnerable groups (11%);
- Our town is deeply lacking public services already (11%);
- villages/towns will lose a big sense of community if the libraries close (11%); and
- I would no longer borrow books/read regularly (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response was:

- Prioritise this area/don't close specific property (39%);
- Heart of community/community asset/hub (13%);
- Other budget comment – (e.g. save money elsewhere, reduce costs) (12%); and
- Our area does/will lack vital public services (11%).

Partner Feedback in Rossendale

- Consider how to retain a full Library service in Whitworth and Bacup
- Rawtenstall and Haslingden Libraries are big enough to operate other services from as Neighbourhood Centres
- Support development of a community library service
- Support community asset transfer
- Consider impact on Haslingden Community Link

Comments relating to issues raised in Rossendale

Respondents in Rossendale told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently five static libraries in the borough and it is proposed to retain three full libraries.

Rossendale is one of the smaller boroughs in the county with a relatively low level of population spread out across the two main valleys. The Library Planning and Needs Assessment identifies the need to retain a fixed library for communities in the Bacup area, rather than a satellite library as originally proposed, recognising both that this is a community experiencing high levels of need and to ensure a comprehensive level of service. By siting a full Library within the Maden Centre this proposal provides a Neighbourhood Centre with services co-located that will increase social opportunities and improve literacy for young families, in addition to providing universal access to the library service. Each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups. Rural villages across Rossendale will also have access to digital services, the Mobile Library and Home Library services.

Most of the respondents that have used services at Bacup Library, Whitworth Library and Crawshawbooth Library and Community Centre in the last 3 years have indicated that they will use alternate buildings proposed to be retained in the future.

Crawshawbooth Library and Community Centre houses both a small Library, a community association and an early year's education provider which receives funding for free early education places. The Library service is the one County Council function delivered directly from the site and it is proposed to no longer do so. Similarly, the County Council does not currently deliver any services at Whitwell Bottom Community Centre but does fund free early education places at the pre-school operating from the site. The Council has a duty to ensure sufficient early year's provision across the county although in doing so it is not required to provide accommodation for such services. The County Council will liaise with providers in addressing the impact of any change to the status of the building they operate from including making available to such groups the opportunity to take ownership of such buildings through community asset transfer where appropriate.

Recommendations as a result of consultations in Rossendale

As a result of the consultations received in relation to Rossendale, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
169. Haslingden	Proposed for	Proposed for	A further review of

Library	future use by Library Service, Registration Service and Welfare Rights.	future use by Library Service and Welfare Rights.	the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
174. Bacup Library	Not proposed for future use.	Subject to on-going consideration.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council about future provision in the area.
180. Whitworth Library	Not proposed for future use.	Subject to on-going consideration.	Subject to on-going consideration.

South Ribble

Issues identified from the consultation in South Ribble

636 people responded about properties in South Ribble and they indicated that they had used an average of 2.5 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Kingsfold Library (192 respondents), Longton Library (153 respondents) and Leyland Library (129 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Lostock Hall Library and Children's Centre (258 respondents), Bamber Bridge Library (237 respondents) and Penwortham Library (157 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience (23%);
- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (22%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (20%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost (15%);
- Closing the library will remove my main/sole access to computers/the internet (15%);
- I will miss my library greatly if it closed (devastated/depressed) (13%);
- closing the library will impact on community cohesion because it's a vital community asset (12%); and
- Positive comment about staff% (11%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- It is vital to children's literacy, education, access to information, stimulation and pleasure (20%);
- It provides computer/internet access for those without it (18%);
- They are vital to the community/community asset (17%);
- I would no longer borrow books/read regularly (15%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (14%);
- Some people might not be able to get to new service locations because its inconvenient (14%);
- Should be protected from budget savings/cuts because they provide people's services (13%);

- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (13%);
- Criticism of budget. Libraries should be protected (12%); and
- Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all) (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main responses were:

- Prioritise this area/don't close specific property (38%); and

Partner Feedback in South Ribble

- Support the idea of Neighbourhood Centres and encourage use by other organisations and community groups
- Consider the geography of South Ribble and access to services
- Work with local partners

Comments relating to issues raised in South Ribble

Respondents in South Ribble told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently six static libraries in the borough and it is proposed to retain three full libraries. A majority of respondents using Bamber Bridge Library, Lostock Hall Library and Children's Centre and Penwortham Library buildings in the last 3 years have told us that they will use Kingsfold Library, Leyland Library and Longton Library buildings. There are low numbers telling us they would use none of these sites although there are higher numbers than in other instances. The majority of people who have visited the Library buildings proposed to be retained tell us that they will continue to do so. Each static Library site will contain the usual range of provision including PNet computer access and activities such as Baby Bounce and Rhyme and Knit and Natter groups. Fixed Library provision will be complemented by access to digital services, the Mobile Library and Home Library services.

Recommendations as a result of consultations in South Ribble

As a result of the consultations received in relation to South Ribble, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
197. Wellfield Children's Centre,	Not proposed for future use.	Not proposed for future use as a	The building provides a local

Wellfield High School, Leyland		Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	facility for the delivery of schools training and development functions.
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West Lancashire

Issues identified from the consultation in West Lancashire

497 people responded about properties in West Lancashire and they indicated that they had used an average of 2.4 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Ormskirk Library (146 respondents), Skelmersdale Library (142 respondents) and Tarleton Library (117 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Upholland Library (128 respondents), Burscough Library (110 respondents) and Parbold Library (81 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost (26%);
- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (22%);
- Closing the library will impact on community cohesion because it's a vital community asset (16%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (14%);
- I will miss my library greatly if it closed (devastated/depressed) (14%);
- I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience (13%);
- closing the library will remove my main/sole access to computers/the internet (12%); and
- Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing (11%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- They are vital to the community/community asset (22%);
- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (20%);
- No alternative place for organised groups to meet in the area (19%);

- It's a social hub. Without it people may become lonely/isolated, elderly especially (18%);
- Should be protected from budget savings/cuts because they provide people's services (17%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure (15%);
- It provides computer/internet access for those without it (13%);
- There are no viable alternatives in the area providing these services e.g. book lending (12%);
- longer journeys are a potential barrier to older people accessing services (they may use them less/not at all) (11%); and
- I would no longer borrow books/read regularly (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response was:

- Prioritise this area/don't close specific property (35%);
- Heart of community/community asset/hub (12%); and
- Other budget comment – (e.g. save money elsewhere, reduce costs) (12%).

Partner Feedback in West Lancashire

- Retain a full library in Burscough
- Consider funding grants to local organisations to be able to continue to access computer/internet facilities
- Impact on rural communities
- Consider creative solutions to ensure facilities are available within communities

Comments relating to issues raised in West Lancashire

Respondents in West Lancashire told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently six static libraries in the borough and it is proposed to retain three full libraries and a satellite Library. A majority of respondents using Burscough Library, Parbold Library and Upholland Library buildings in the last 3 years have told us that they will use Ormskirk Library, Skelmersdale Library, Tarleton Library and the Grove Young People's Centre and Children's Centre (where it is proposed to include a satellite Library service) buildings in the future. There are low numbers telling us they would use none of these sites. The majority of people who have visited the Library buildings proposed to be retained tell us that they will continue to do so. Each static Library site will contain the usual range of provision including PNet computer access with activities such as Baby Bounce and Rhyme and Knit and Natter groups at full Library sites. Outlying villages and communities will also have access to digital services, the Mobile Library and Home Library services.

It is proposed to retain St Johns Children's Centre Skelmersdale, rather than Up Holland Children's Centre, due to its current location best serving the access and reach requirements for the service.

Recommendations as a result of consultations in West Lancashire

As a result of the consultations received in relation to West Lancashire, the following amendments are proposed:

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of arrangements with the premise owner.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within

			appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
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Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Wyre

Issues identified from the consultation in Wyre

720 people responded about properties in Wyre and they indicated that they had used an average of 2.5 properties in the district in the last three years. In terms of the usage for properties proposed to continue to deliver services, respondents indicated they were most likely to have used Fleetwood Library and Registration Office (257 respondents), Poulton Library (254 respondents) and Garstang Library

(154 respondents). For properties that are proposed to no longer deliver services, those with the highest indication of use were Thornton Library (301 respondents), Cleveleys Library and Children Centre (243 respondents) and Northfleet Library (53 respondents).

In response to the question "How will this proposal impact on you?" the most frequent mentions were:

- Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing (26%);
- Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost (24%);
- I will miss my library greatly if it closed (devastated/depressed) (18%);
- Closing the library will remove my main/sole access to computers/the internet (18%);
- Closing the library will impact on community cohesion because it's a vital community asset (17%);
- I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience (13%);
- Closing the library will negatively impact on children's education, literacy, ability to access information and reading (13%);
- Concern that loss of the library will limit social opportunities (general), leading to negative impact on health and wellbeing (12%);
- Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness (11%);
- Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all) (10%); and
- Other comment (general) (10%).

The main issues raised in response to the question "Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services, what are your reasons?" were:

- Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact (27%);
- They are vital to the community/community asset (25%);
- It's a social hub. Without it people may become lonely/isolated, elderly especially (20%);
- It is vital to children's literacy, education, access to information, stimulation and pleasure (20%);
- Should be protected from budget savings/cuts because they provide people's services (19%);
- It provides computer/internet access for those without it (16%);
- Some people might not be able to get to new service locations because its inconvenient (14%);
- I would no longer borrow books/read regularly (13%); and
- Positive comment about staff (10%).

In response to the question, "Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?" the main response were:

- Prioritise this area/don't close specific property (35%);
- Heart of community/community asset/hub (12%); and
- Other budget comment – (e.g. save money elsewhere, reduce costs) (12%).

Partner Feedback in Wyre

- Consider retaining all libraries
- Consider review of staffing and opening hours of Libraries
- Suggestions about how the Library service could be retained eg not for profit/community interest company
- Consider travel and access to services

Comments relating to issues raised in Wyre

Respondents in Wyre told us about how they felt the proposals to reduce the number of static libraries in the area would impact on them. There are currently seven static libraries in the borough and it is proposed to retain four full Libraries. A majority of respondents using Thornton Library, Cleveleys Library and Children's Centre and Northfleet buildings in the last 3 years have told us that they will use alternate provision at Fleetwood Library and Registration Office, Garstang Library, Knott End Library, and Poulton Library buildings in the future with low numbers telling us they would use none of these sites. The majority of people who have visited the Library buildings proposed to be retained tell us that they will continue to do so. Each fixed Library site will contain the usual range of provision including PNet computer access and activities such as Baby Bounce and Rhyme and Knit and Natter groups.

Retention of Thornton Children's Centre is proposed in order to provide the best reach and access to families in the area with provision of WPEH outreach services to families in rural Wyre including working with schools, colleges and other partners.

Recommendations as a result of consultations in Wyre

There are no changes recommended to the proposals as set out in the consultation.

Property Strategy Consultation

Focus Group for Families – Children's Centres

July 2016 v1

Author: Victoria Clifford

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Introduction

A series of six focus groups were carried out across Lancashire, looking to engage with members of the community and ask their views on the Property Strategy Consultation in relation to Children's Centres.

The focus groups took place as follows;

Chorley	4 th July 2016
Lancaster	8 th July 2016
Hyndburn	11 th July 2016
Pendle	14 th July 2016
West Lancashire	15 th July 2016
Wyre	15 th July 2016

The groups were facilitated by an impartial research team, on behalf of the Asset Management Team within Lancashire County Council.

The research team followed a loose script to ensure consistency across all the districts in terms of the themes covered. The topics raised included;

- The group's use of the current Children's Centres
- The proposals to make changes to the County Council's buildings
- Envisaged access and impact on the Children's Centres
- Neighbourhood Centres

Facilitation for the Property Strategy Consultation for the District of Chorley

Venue: Astley and Buckshaw Children's Centre, Chancery Road, Chorley, PR7 1XP

Name of Facilitators: Victoria Clifford and Ayub Laly

Date: 4th July 2016

Background Information

Venue: Astley and Buckshaw Children's Centre – proposed to **no longer** deliver services (school site)

Centres across Chorley that are proposed to **continue** to deliver services:

- Chorley Library – nearest centre to Astley and Buckshaw. Proposed to deliver 0-19 services, library and YOT
- Coppull Library
- Eccleston Library
- Clayton Green Library
- Duke Street Children's Centre

Centres across Chorley that are proposed to **no longer** deliver services:

- Blossomfields Children's Centre (Eccleston)
- Clayton Brook Children's Centre (designated)
- Coppull Children's Centre (designated)
- Highfield Children's Centre (designated)
- Millfield Children's Centre (Brinscall) (designated)

There was only one participant at the consultation focus group. This was a female and her children were not within the Children's Centre age range (15 and 9 years old).

Using the Current Children's Centre

The participant no longer uses the Children's Centres as her children are now grown up, but she did use it on a regular basis when her children were young. When the participant used the service she found it extremely useful and a very big resource of support and help. It gave her the opportunity to mix with other mums and exchange conversations at a demanding time of upbringing a child.

The participant felt that Children's Centres offer an excellent opportunity for children to develop, they hold a variety of events which help a child's development and motivation. It also allows a child to have freedom to visit different places rather than to be in one place (the home).

The participant explained that she felt the service provided currently is very good and there is no room for improvement. She had no further suggestions for improvements to the current offer.

Proposals to Make Changes to the County Council's Buildings

The participant explained because she is a volunteer at a Children's Centre she is aware of the Property Strategy; what is to close and what is to remain open, including the Library Service. She understood the reasons behind the change, although she could not answer if it was fair or not because the cuts will still have to be made - if not within Children's Centres then elsewhere instead. However, she felt this service is convenient for many mums; it gives them the support and respite they need and parents could struggle if the offer is withdrawn. This will especially impact single parents and those less fortunate financially to afford help elsewhere. Any cuts made to Children's Centres could have an impact on the wellbeing of both the parent and child, therefore County Councillors should carry out the property review but keep the current services as they are.

The participant stated there will be no direct impact on the proposals as her children have grown up.

Children's Centres – Access and Impact

It was difficult to gauge the impact of the proposals with the participant as her children are not current users of Children's Centres. However, in her role as a volunteer at Duke Street, she stated that she had heard worried parents discussing the impacts it will have on them. The main concerns with parents is around convenience – currently the Centres are located for most within easy travelling distance from their homes. It was felt that the proposal will mean that many will not be able attend at the centres because they will need to catch a taxi or bus and this may not be financially viable for them to do so. An example given was in Ecclestone; many of the service users do not drive and she felt they will be deprived.

The participant felt that Children's Centres are used as a respite service for parents, allowing them to drop off their children for two hours whilst they carry out jobs, visit friends/family or recharge themselves. She felt that if distance became an issue, parents would not be able to take advantage of this. She believed that the amount of people using the Children's Centres could reduce in number.

Activities currently vary from centre to centre, so the participant was unsure how the Property Strategy could affect the offer. She felt that parents from Brinscall, Adlington and Clayton-le-Brook may struggle to access any offer due the distance they would have to travel.

Neighbourhood Centres

The participant felt that the Neighbourhood Centres are a great idea and welcomed the approach. However, she felt some services should not be included alongside a Children's Centre – mainly the service provided by the Youth Offending Team. She felt she would worry for the safety of both herself and her children. The participant

did welcome integrating services such as libraries or services for people with disabilities.

Overall Comments

Overall the participant felt that Lancashire County Council should continue to provide the Children's Centre offer and keep it accessible. It currently helps some vulnerable members of society and this should be considered before decisions are made. She felt there are positives in merging services (except for the Youth Offending Team) but thought needs to be given about locations. The participant felt that Lancashire County Council should have asked for public opinion before the proposals, as at this stage there will only be minor tweaks that can be made.

Her final thought was that there has to be the right number of staff with the right motivation for the Children's Centres to continue successfully.

Facilitation for the Property Strategy Consultation for the District of Lancaster

Venue: Balmoral Children's Centre, Balmoral Road, Morecambe, LA3 1HH

Name of Facilitators: Victoria Clifford and Roger Wells

Date: 8th July 2016

Background Information

Venue: Balmoral Children's Centre – proposed to **no longer** deliver LCC services

Centres across Lancaster that are proposed to **continue** to deliver services:

- Westgate Children's centre – nearest to Balmoral
- Halton Library
- Appletree Children's Centre
- Morecambe Library
- Lune Park Children's Centre
- The Carnforth Hub Children's Centre and Young
- People's Centre

Centres across Lancaster that are proposed to **no longer** deliver services:

- Firbank Children's Centre (designated)
- Galgate Children's Centre (Ellel)
- Heysham Children's Centre and Young People's Centre (designated)
- Poulton Children's Centre (Morecambe) (designated)

There were eleven participants at the consultation focus group. The group included ten females and one male. All had children currently accessing Children's Centre provision in the Lancaster district and all centres were represented.

Using the Current Children's Centre

The participants listed a range of services that they currently use within the Children's Centre setting. These included clinics, outreach services, courses, CAF appointments and access to other external agencies.

The group on the whole said they had very little trust in Children's Social Care and felt that Children's Centres were a crucial linkage to Social Care – ensuring families engaged but in a less scary way. Outreach was cited as an essential part of this.

It was felt that having Children's Centres on the doorstep was critical to accessing services – it allowed them to access support and stopped isolation.

Some services that a Children's Centre should additionally offer could be counselling or access to a medical practitioner.

Proposals to Make Changes to the County Council's Buildings

The group felt that the Property Strategy was not very service user friendly. There was confusion over which centres were proposed to stay open or close. A few members of the group stated they had tried to access the website but found this very confusing, so had had little success. All members of the group were confused by the word 'designated' – they did not understand what this meant or the connotations for the relevant centre. The group felt the Strategy and Consultation had been written in a way that did not come across easily to them and wondered if they were being 'baffled with science' so less comments were made.

Children's Centres – Access and Impact

In Lancaster there were felt to be some real issues with closing a few of the centres; namely Firbank, Heysham and Poulton. The group stated that some families simply won't cross the river to access their nearest provision. The distance to travel to the nearest centres was felt to be an issue, for example, the one way system in Lancaster is seen as quite frightening for pedestrians and one member stated she would not feel safe walking with a pushchair to the next available centre away from Firbank. Another group member said that it would take some service users two buses to reach the provision, which would put off those without access to a car attending.

Group members said that they had built up their relationship with the centre over time and the thought of having to attend a new centre filled them with dread. They felt a centre had to be local to create familiarity.

The Children's Centres were seen to be key for school readiness for children and many were concerned if they couldn't access the provision, their children would be disadvantaged.

All the group agreed that new parents seeing health visitors at the Centres may be put off attending if they had to take public transport, which could consist of two separate buses. This was especially worrying for heavily pregnant mums or new mums who may have had complications at birth/C sections and were unable to make longer journeys.

The question was raised if less centres meant less staffing and less sessions being available. It was felt by the group that preventative measures were going to decrease, which would result in a more costly crisis response causing costs to soar in the long run.

There were concerns from the group about capacity. The members stated that there were already waiting lists for some sessions. They questioned how this would be impacted if more people would be accessing a lesser number of centres.

The Children's Centre setting of a less clinical environment was felt to be key to their success. The group believed it put them at ease and they enjoyed attending.

Neighbourhood Centres

The group felt that the Neighbourhood Centre approach was already happening within Children's Centres as many services already came together in the one setting. They felt they did not have enough information to comment if Neighbourhood Centres were a good idea, but stated that they would not like to see youth services, mental health services or drug and alcohol rehabilitation services around a place where their young children attended. This was due to safeguarding concerns and of feeling intimidated.

There was genuine concerns around the use of Morecambe Library being used with the 0-5 age range. The group felt it was not appropriate to have a health clinic there and cited safeguarding concerns, confidentiality concerns and they felt the building was not big enough for purpose.

The group also commented on the 12-19 offer and stated that they didn't feel that this age group should be mixed with Youth Offending Teams as this could stop the children not involved with YOT from attending due to intimidation or parents not wanting them influenced by those under the service.

Overall Comments

The group were worried about how the closures affected those Children's Centres with nurseries attached. There had been no information given to parents and even Nursery Managers were devoid of information.

The group asked had any Members of the County Council visited the Children's Centres prior to the consultation and proposals being published? They felt that it was difficult to convey the importance of the work being carried out in the Centres and that a piece of paper didn't adequately show what was happening on the ground. They stated they would relish a visit from County Councillors before the September meeting to ensure that they fully understand the implications of closing their Children's Centres.

There were passionate concerns regarding social inclusion if the proposed Centres in Lancaster are closed down. It was felt that Children's Centres removed social isolation, including for extended family members, and that families could access vital health and support without the need of GPs or crisis intervention.

The group asked if the buildings could be used for different purposes to help keep them open. Income generation was discussed; charging internal/external agencies for room hire, fundraising bids, children's parties and respite care were all mentioned. The group felt that there would be no need to spend more on the facilities to make them income generation-ready as they were already at a high standard. It was felt to be a waste of resource to let the buildings go. The group were keen to see plans in place to ensure sustainability in the long term for Children's Centres.

The group felt that the real losers here would be vulnerable families – others with disposable income may be able to source provision elsewhere or use a car to get to Centres further away.

The accessibility to the consultation was again discussed, members of the group had found some links on the website were not working and it was generally hard to navigate.

The courses accessed by individuals were felt to be vital to their development - many had generally upskilled or improved on their parenting. There were concerns raised about what would happen to this area of support and urged to keep it at the current standard. Many group members felt courses had positively impacted on their lives.

The group were fearful if Children's Centres start running alongside Children's Social Care then this will put families off from attending. The current Children's Centre model enables families to seek support and advice without fears of reprisals.

Whilst decisions are being made about the future of Children's Centres, the group felt that interim support/groups should be in place. It was felt that decisions could not be made around if groups/support would be running as nobody fully understood what the service offer would be in the future. It was requested that this be looked at.

One participant stated that without the support given by the Children's Centre she did not believe that her family would still be together and that there would have been an intervention from Social Care.

Additional Information handed to the Research Team at the Lancaster Focus Group

My name is Jessica Holmes and I'm a volunteer at Stanley's Youth & Community Centre. In March I took on the ongoing running and maintenance of the Balmoral Community Allotment that's located just at the back of the car park of this building. As far as I'm aware this is the only public access food growing space in Morecambe that doesn't require people pay any rent or maintain a specific plot in order to participate. Our members are free to turn up however often they wish and to either work or simply socialise in the space. This has proven very important as a number of our members could be considered socially marginalised or isolated and have a variety of serious health issues.

From starting, essentially from scratch in March, we now have 21 members on our allotment Facebook page and more people have recently been in contact with me since we had a stall at the local West End Festival a few weeks ago. As well as individuals we have a number of professional groups and charities either currently using the space or that have expressed an interest in doing so soon. The groups currently involved are the North Lancs Community Inclusion Mental Health Group, The Exchange Creative Community who use arts and crafts to improve local people's health and wellbeing and Stanley's Young People's Centre Playschemes. We have had interest expressed from Galloway's Centre for the Blind, Red Rose Recovery and from Out in the Bay. We also link up with the local schools and nurseries through our fruit donations and encouragement of the children to participate in fruit picking and we have the full support expressed by our local Councillors, Margaret Pattison and David Whitaker.

We've also recently been awarded £300 from the West End Millions Fund to provide both cooking facilities on site and to run a series of craft workshops in partnership with local businesses such as the Exchange and Shrimping Ltd who specialise in teaching project based computing to young people and other learners.

From starting out in March, I hope you'll agree, that Balmoral Community Allotment is gradually becoming a valuable and important community hub for the West End, which is one of the most deprived areas of Morecambe. Our future plan would be to simply keep building upon this and to provide a safe and healthy space for both the young and other members of our community. I'd like to offer a tour of what we have to all Council Members at the end of this meeting or at your own convenience.

Facilitation for the Property Strategy Consultation for the District of Hyndburn

Venue: Great Harwood Children's Centre, Rushton Street, Great Harwood, BB6 7JQ

Name of Facilitators: Victoria Clifford and Roger Wells

Date: 11th July 2016

Background Information

Venue: Great Harwood Children's centre – proposed to **continue** to deliver LCC services

Centres across Hyndburn that are proposed to **continue** to deliver services:

- Clayton-le-Moors and Altham Children's Centre
- Copper House Children's Centre (Rishton)
- Fairfield Children's Centre (Accrington)
- Sure Start Hyndburn - Church and West
- Accrington Children's Centre (The Park)

Centres across Hyndburn that are proposed to **no longer** deliver services:

- Huncoat Children's Centre (designated)
- Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (designated)

There were six participants at the consultation focus group. The group was made up of all females. All had children currently accessing Children's Centre provision in the Hyndburn district and all centres were represented as two participants had used all Centres.

Using the Current Children's Centre

The services that the participants had used through the Children's Centre included accessing all the courses on offer. Some participants were very grateful for this offer and had upskilled from no qualifications to university study. This had given the participants a sense of achievement and had built their confidence. The group felt strongly about the positive impact they had experienced through peer support, allowing their children to mix and the social aspect – they believed this had stopped social isolation. The Centres were believed to help parents on the cusp of vulnerability, especially those considered at Level 2, stopping the escalation to Level 3 (prevention rather than crisis intervention). As well as supporting child development, it was felt that the Children's Centre had helped their child become school ready. They believed that by having ready access to non-judgmental support, the Centre had helped vulnerable parents to change their lives.

The participants were happy with the current offer and described it as a 'one stop shop', but there was flexibility if something more bespoke was required.

Proposals to Make Changes to the County Council's Buildings

There was a mixed response, but on the whole little was known about the Property Strategy.

The participants raised concerns about what was happening to Youth Centres – this was felt essential for teenage development and they wondered how easy it would be for children to access positive interventions. The group were slightly confused about the offer, for example how libraries would merge with a range of services. Also raised was issues around the broadening of the age range to 0-11 and how this would impact the number of groups that can actually run within timeframes. Transport was raised early as a barrier to participation where Centres could be closing.

Children's Centres – Access and Impact

The group were not sure of the impact of closures until they fully understood how this may affect the offer made by the Children's Centres. Participants were unsure if they would feel comfortable attending if older children were in the same building at the same time – they cited safeguarding issues. The 0-19 age range at Clayton was felt to be too wide. Great Harwood Library was also raised as a concern and the group wondered if this would attract teenagers and if older people would be comfortable with this.

There was the feeling that not a lot of thought had gone into the Property Strategy and that the safeguarding of children had not been thought through properly. Huncoat's potential closure was felt to be negatively affecting that community and there were concerns about other Centres becoming swamped with service users from elsewhere. The group couldn't see that the communities that currently use Huncoat or Beeches moving to a new Centre as there were too many obstacles – transport issues and minority communities stepping out of their comfort zones were discussed.

The group questioned what income generation methods had been employed to help keep Centres open, ideas such as open days and hiring out for meetings were given. Some members of the group were angered at the money that had been spent on road works and bus stations and felt the money should have been spent more appropriately on provision for children.

The group strongly believed that the Property Strategy would ensure costs increased in the long run, as support went from prevention to crisis intervention.

There were questions raised around the viability of some properties and if they were adequate to accommodate the bigger age range. Clayton again was cited as a concern, with the 0-19 age range proposed.

Neighbourhood Centres

Concerns were raised around losing the progress individual services had made by pushing them together. The age ranges proposed were felt to be worrying and could be off-putting to all members of the community (e.g. teenagers mixing with the elderly – would the elderly be ok with this?).

The evidence base was requested that this approach was going to work. It was felt that the County Council were 'gambling' with vulnerable people's lives based on a cost-cutting exercise.

There was a strong belief within the group that changes shouldn't be made as it worked well as it was with integrated wrap-around support. They believed that Counsellors and decision makers should talk more to the Outreach Workers to understand the impact their decisions could have.

Overall Comments

There was an overwhelming urge for the County Councillors to attend the Children's Centres in person and talk to the families who will be affected by the decisions made. The possibility of an 'Undercover Boss' type exercise was discussed. Again, the group reiterated that they couldn't understand how money would be saved in the long term, as it went from prevention to crisis.

Participants were passionate the Centres had changed their lives positively and any loss of service would be a blow for vulnerable families.

Some members of the group raised that schools should take more responsibility for pastoral care, as this would relieve Youth Services. Again, there was a heated discussion around how the County Council spends money elsewhere. It was felt that unnecessary roadworks/bus lanes/museums should be examined which would free up more money for services affecting vulnerable families.

The consultation document was felt to be too difficult for families to understand due to terminology. This was felt to be especially true for minority families, such as Polish. Participants believed it was not easy for them to express their opinions formally during the consultation process.

Facilitation for the Property Strategy Consultation for the District of Pendle

Venue: The Beacon Centre, Maurice Street, Nelson, BB9 7HS

Name of Facilitators: Victoria Clifford and Roger Wells

Date: 14th July 2016

Background Information

Venue: Beacon Centre – Proposed **to continue** to deliver LCC services

Centres across Pendle that are proposed to **continue** to deliver services:

- Earby Community Centre
- Colne Children's Centre
- Family Tree Children's Centre (Brierfield)
- Gisburn Road Children's Centre (Barnoldswick)
- Walton Lane Children's Centre (Nelson)

Centres across Pendle that are proposed to **no longer** deliver services:

- Pendleside Children's Centre (Barrowford)
- Riverside Children's Centre

There were eleven participants at the consultation focus group. The group was made up of eight females and three males. All had children currently accessing Children's Centre provision in the Nelson district. The two Centres proposed to close were not represented.

Using the Current Children's Centre

Participants felt that they had accessed the full range of services on offer through Pendle Children's Centres. These included courses, nurseries, sessions, breastfeeding support and outreach services. There was a strong belief that the offer provided wrap-around care and helped exclude social isolation.

Parents of children with Special Educational Needs felt that the Children's Centres had really supported, where Social Care had failed. The theme of Social Care came up with several participants, who felt that without the Children's Centres, there could have been another outcome involving social workers if they'd not had the support of Outreach Workers.

There was a discussion around how being a new parent can be an especially anxious time and the Children's Centres moved vulnerable parents to a position of empowerment. One member of the group was now an active volunteer.

Many parents were passionate about breastfeeding and felt that the only support available was through Children's Centres and this was crucial.

The Centres were felt to be a safe haven, where parents could be sure that their children were safe, whilst they found support from peers and staff alike. This support was considered to be accessible for all, regardless of how much money a family had.

The offer from the current Children's Centre was felt to be more than adequate, although more of the same was felt to be needed as sessions were difficult to access due to be oversubscribed. Some ideas for other support that could be offered ranged from some form of exercise where children could be looked after or get involved, more emotional wellbeing support and extra support for children with Special Educational Needs, looking at integrating children and parents.

Proposals to Make Changes to the County Council's Buildings

There was a mixed response when the group was asked if they'd seen the Property Strategy. Concerns were raised about the distance needed to travel to Centres – parents believed if services were not on the doorstep, they may not be accessed.

Children's Centres – Access and Impact

The Centre in Trawden was felt to be a worry, this community could become isolated in winter months and parents may not be able to make the journey to another Centre.

The group felt that Social Care Teams had a very blinkered view of families and by taking away Children's Centres, there could be more referrals, moving from a prevention to crisis approach.

In Nelson it was believed that the Centres were vital for Asian families as they were deemed 'safe' spaces and mothers were allowed to use the facilities. There were concerns if the provision disappeared this community could become socially isolated.

The group were concerned that there was no representation from the Centres that were proposed to close. They wondered if this was due to distance, cost and fitting in with other childcare arrangements. They felt that this could reflect their future withdrawal from the service if the Centres were closed. The group asked if Outreach could continue, maybe from another site, in Trawden and Barrowford.

Real safeguarding concerns were highlighted if support was withdrawn from Children's Centres. The group were worried for the affect it would have on future generations.

Neighbourhood Centres

The participants were worried about the size of the buildings and how they would accommodate the proposed services. One member of the group stated that they believed costs would rise at the remaining Centres anyway, as they would be open longer, leading to higher costs for heating, lighting etc.

The group felt they would benefit from some other services being integrated, such as CAMHS and that counselling services would be ideally placed at Neighbourhood Centres. One member of the group had accessed grief counselling for the loss of a child, but this has taken place in a hospice, which was distressing.

Concerns were raised about the Family Tree Centre and how safeguarding would be ensured when services such as a library was incorporated. Other safeguarding concerns were raised around mixing younger and older children. The group thought if this could happen at different times of the day, it may be acceptable, but sharing rooms and resources may not be appropriate (e.g. young children in a room advertising sexual health services on the walls).

Participants were worried that the Neighbourhood Centres could become too stressful to use, if too many services were crammed into one space. They felt this could lead to social isolation for many members of the community.

Overall Comments

The group requested that County Councillors should experience first-hand the services provided by a Children's Centre to allow them to understand the services that they were proposing to cut. They understood that cuts had to be made and what was important to one sector of the community, wasn't important to another, but urged the County Council to not close the Children's Centres.

Income generation was cited as response to less funding – through hiring out facilities and nominal payments for services, the Children's Centres could look to remain open.

Facilitation for the Property Strategy Consultation for the District of West Lancashire

Venue: Park Children's Centre, Barnes Road, Skelmersdale, WN8 8HN

Name of Facilitators: Victoria Clifford and Roger Wells

Date: 15th July 2016

Background Information

Venue: Park Childrens Centre – proposed to continue to deliver services

Centres across West Lancs that are proposed to **continue** to deliver services:

- First Steps Children's Centre (Skelmersdale)
- Ormskirk Library
- The Grove Young People's Centre and Children's Centre (Burscough)
- Upholland Children's Centre

Centres across West Lancs that are proposed to **no longer** deliver services:

- Hesketh with Beconsall Children's Centre
- Moorgate Children's Centre (Ormskirk) (designated)
- St John's Children's Centre (Skelmersdale) (designated)

Only one female participant attended the focus group. Her two children did attend several of the Children's Centres in West Lancashire, although she did not attend any of the Centres proposed to close.

Using the Current Children's Centre

The participant used the Stay and Play sessions within the Children's Centre setting. She felt that these had already decreased in frequency and were vital for parents during the school holidays as this made support affordable and educational.

The offer made by the Children's Centres currently was felt to be adequate and that the wrap-around support was extremely useful for parents and children alike.

Proposals to Make Changes to the County Council's Buildings

The participant had not seen the Property Strategy document, but was aware of the list of proposed closures in West Lancashire.

The proposed closures did not really affect the participant, but she felt it was a shame that affected families had not made the session to raise their concerns. The participant wondered if the time of the session, and distance from affected families' homes, had affected their ability to attend.

Children's Centres – Access and Impact

The participant was concerned about how services proposed to run at the library would impact on the Early Years Foundation Stage. She felt very lucky that the 1st Steps and Park Children's Centres were not proposed to close. She hoped that Lancashire County Council had understood how deprived the area was, so had decided to keep the provision in these areas.

The main concern for the participant was not over the closure of the buildings, but on the remaining offer available and the impact a reduction in this could have on families. The participant feared a move from Early Years Foundation Stage Learning to more Family Support would happen, which would not fit with her needs. It was believed that the provision had already reduced due to staff reductions.

Neighbourhood Centres

The participant felt the principle of the Neighbourhood Centre was a good one, with many services under one roof. She believed that Citizens Advice Bureau and the services of a family law solicitor could be useful services to be part of the Neighbourhood Centre.

There were no concerns raised over the broader age range at Centres as the participant would not be leaving her children alone whilst attending. She felt that timetabling would have to be carried out carefully though to ensure certain groups didn't clash.

Overall Comments

Although not personally affected, the participant was concerned for the communities that use St John's, Moorgate and Hesketh Bank. She felt these children could miss out on becoming school ready and families from the area could suffer from social isolation due to the distance they would have to travel to their nearest Centre, combined with additional costs. The participant believed these children wouldn't possibly be able to access Early Years provision which would put them at a disadvantage to their peers.

Additional Information handed to the Research Team at the West Lancs Focus Group

My name is Nicola Royds. I am a mum of two little boys aged 1 and 3 years of age. I have lived in Hesketh Bank and Tarleton all of my life. I have used Hesketh Bank Children's Centre since the birth of my first son in 2013. I am a paediatric nurse and work on the local children's ward. I also voluntarily lead the breastfeeding group at Hesketh Bank children's centre.

I wanted to attend the focus group on Friday 15th July however due to work commitments I am unable to attend in person, so I wanted to put my views down in writing so that they could be shared in the appropriate ways as part of this consultation.

I feel very strongly that the loss of the Children's Centre is a huge blow to our small, rural community. I think there is a lot of potential in the new plans to create a neighbourhood centre within Tarleton library, however I think the plans as they stand will leave many needs of the community unmet.

I have tried to structure my thoughts using questions/subheadings. I hope this is useful.

What we used to have:

Booking in with the midwife was held at the Children's Centre, to introduce new mums to the building at an early stage. After the baby was born, Children's Centre staff would visit the mum at home and introduce them to the services, support, information and groups available at the centre. If breastfeeding they would offer the loan of a breast pump and then visit the mum again to go over its use. They could also do additional visits to the mum to offer breastfeeding support if needed. When mum went along to baby weighing clinic in the Health Centre there would frequently be a member of Children's Centre staff there, who the mum would probably have met previously on a home visit. This member of staff could chat with the mum, reinforcing the information and advice already given, and remind the mum about the services and encourage them to come along to the Thursday morning baby group. This whole picture led to the mums feeling comfortable with that staff member, and gave them the confidence to come along to the baby group, knowing there'd be a friendly and welcoming face there.

On a Thursday the centre ran three groups: newborns, 6 months to one year olds, and children over one (also for mums with an older child and a baby) in the afternoon. The groups carried an optional donation of £1 and included a healthy snack and a drink, and age appropriate activities for mums and babies to participate in.

The staff at the groups were excellent and ensured that everyone felt welcome and included. They would arrange for professionals from other sectors to visit and there were lots of opportunities for health promotion advice to be informally given to mums. A lady from the dental service came regularly and offered advice about teeth brushing, diet, drinks and weaning. The health visiting team offered sessions such as safer sleep, stop smoking, healthy weaning etc.

As a brand new mum I found these sessions invaluable. If we had had a sleepless night, or my baby was so unsettled we'd struggled to get dressed that morning, it was great to know that if we could just get ourselves out of the house, there was

somewhere to go, with supportive staff, full of other mums in the same position as myself. It didn't even matter if I'd not managed to have any breakfast yet as there was a piece of toast and a drink on offer there. We did lovely activities that many new mums might not think to do at home, such as making Mother's Day cards with baby's footprints on, or sand and water play, or sensory sessions. We sang nursery rhymes and read stories to the babies. All such valuable things in terms of a baby's development and promoting bonding between mum and baby.

I also did a course in baby massage at the centre which carried a minimal charge and was run by the health visiting team.

When I had my second baby, the afternoon session was invaluable. There was no other group in the area where a toddler was welcome and had activities specifically for them, but also with a safe area with stimulating activities for a new baby as well. This group was so popular that it frequently was full, with the maximum capacity of the children's centre reached and families being turned away, such was the demand for this service.

The mums I met in these groups have remained my friends, and with babies of the same age we've truly gone on a journey together and been able to support each other through some challenges and share great times together also. We frequently met outside of the group, arranging visits to the park, picnics, play dates at each other's houses etc.

Whilst attending baby groups at the centre I asked whether a breastfeeding group could be established. With the support of the Children's Centre and the health visitors we got a group up and running. We meet at the centre every Tuesday afternoon and numbers are increasing all the time. This week we had ten mums attend, with babies ranging from new born to 1.5 years. This is an opportunity for new mums to seek out advice and support from like-minded mums who understand what it's like to be in their shoes. Again, through this group mums get to meet others from their local area, who in many cases become friends who see each other outside of the group and who support each other in many ways as their babies develop and grow.

Currently however the Thursday baby groups have stopped running, despite the obvious need and demand for them.

What we will have after the proposed changes:

We will potentially have a space within the new neighbourhood centre at Tarleton library, but as I understand it no member of staff would be available to reinstate and facilitate sessions such as the ones described above.

The breastfeeding group is currently volunteer led, and with support hopefully this could continue to run, however further input from the Children's Centre is required. See below.

What else is there in the villages in place of these services?

There is an excellent privately ran group called PEEP which runs at the local Christian centre. They hold classes for babies of all ages up to school age. However there is a considerable charge for this, as well as a termly registration fee. In total this comes to around £40-50 per term. This is not inclusive as many families could not afford this, certainly as in my case where a family has more than one child to pay for. This is term time only.

Two of the local primary schools, as well as one local church hall, hold weekly toddler groups. There is a baby area within each. Again these are term time only. These carry a small weekly charge also. None of these hold a specific baby group. I think a mum with a new born baby would feel that this was not the place for them, as they are obviously full of older children, quite noisy and not very appealing to a mum with her first baby. They can also be quite daunting places to walk into as they are usually held in large halls, whereas the children's centre has such a small intimate feeling which makes it more friendly and accessible.

All of the groups mentioned above are term time only. This leave long stretches of time where these families have nowhere to go, which was one of the huge positives with the Children's Centre groups as they ran year round. For many these groups are the focus of their whole week so to go for up to six weeks without a group is an awfully long time.

Another independent business offers sing and sign and baby massage classes in the village. She currently rents the Children's Centre as her base. I am not aware of what her charges are but again I suspect that the cost associated with these classes would make them hard for many families to access.

The alternative to our Children's Centre is for mums to use the Grove Children's Centre at Burscough. For a mum from Hesketh Bank who didn't drive, or who was unable to drive following a caesarean etc, getting to Burscough would involve two buses, leaving Hesketh Bank at 08.40 and arriving home at 12.51 after another two buses home, to attend a 10-11.30 group. This is extremely unrealistic for a new mum, with a pram and a new baby. So this completely excludes these parents from being able to attend a baby group.

So whilst we are lucky that we have lots of activities available to us in the community, none of these meet the needs of all parents in the way that the Children's Centre has previously been able to do.

What needs are there locally?

Whilst the villages of Hesketh Bank and Tarleton are relatively affluent, I don't believe this means there are less needs in our community, just different needs.

Social isolation is a big issue facing families with young children around here. Most new mums in our area will have been working prior to the birth of their baby. Often this means they do not know their neighbours very well, and may not know other young people with families of their own. Many younger couples are new to the area, with lots of new housing being built in recent years. So when working full time many have not had the opportunity to engage with the local community very much. When their partners return to work a couple of weeks after the birth of their baby, mums can often feel very alone and may go for long periods of time without adult interaction.

Also with good employment rates, even if they were more local and perhaps had parents living in the area, they may well (like myself) have two parents still working full time, again leaving a gap in the support that these new mums could need. In an area where less people were in work they might actually find they have more support available to them on a day to day basis for this reason. Families with lower incomes would also get more help with childcare at a younger age. Whilst mums like myself who wish to return to work face childcare costs that might actually mean they are

less financially well-off be going to work. This might lead to the mother giving up her employment, thus increasing the isolation already discussed.

This issue of isolation is increased by the rural community we live in. Bus links are poor and whilst mums who drive and own a car might access various groups in neighbouring villages, mums without a car would find many of these impossible to get to on public transport, and the infrequency and cost of buses makes this yet harder to access.

Maternal mental health is key to ensuring that the family functions properly and that children are well cared for and thus develop to their full potential. The provision of a baby group accessible to all would go a long way towards enhancing the lives of these families.

Are needs being met currently?

I do not believe that the current provision, with all baby groups already having closed at the Children's Centre, is meeting the needs of all of the families in our community.

In fact the only services offered now at our Children's Centre in Hesketh Bank are the midwives booking-in service, and the volunteer led breastfeeding group. Other than that it is used by the school for before and after school club, and by a lady offering privately run baby massage classes.

What would help going forward?

In line with the new buildings proposals, if we did get a space allocated within Tarleton Library I don't think any of the issues above would be resolved without dedicating the time of a member of staff to reinstating some of the services we've already lost, namely the baby groups.

I understand there will be staff based there, but not with a view to actually running any sessions there. Also I have been told that the member of staff will still attend baby clinic regularly. But to promote what? When there will be no groups or facilities to tell mums about, except for Burscough, and potentially the breastfeeding group, if a suitable alternative venue can be found, and if volunteers are given adequate support to enable it to continue.

If one member of staff had just one day a week set aside to run activities in our area, they could meet all of the needs discussed above.

There could be age specific baby groups held at different times throughout the day. If these were in the original format with 1.5 hour sessions, then a breastfeeding group could also be facilitated on the same day.

I really feel that with the allocation of this amount of staff time the needs of the community would be being met to a far greater extent than under the current proposals.

In terms of ensuring that the breastfeeding group is able to continue to run successfully, as stated above I feel that there are areas that could be improved/further supported. To sustain the group and ensure that the support given is of a high standard some additional input/training for the volunteers would be a great, as the "group leader" I have no formal breastfeeding training, and this is something that would certainly help to develop the group. Also, there is currently no effective way to ensure that new mums in the area are made aware of our group. The midwives are not being consistent in telling new mums in the area about the

group and by the time the health visitors get out to see the family, and in turn pass on their details to the Children's Centre, several weeks have passed since the baby's birth, and the mum has potentially gone without support in the most difficult first few weeks of feeding her baby. Although they get referred to FAB (families and babies) by the hospital, they often receive only telephone support from them, and again they are not consistent in telling the local mums about our group, so face to face support is not always given to these mums. FAB seem reluctant to visit mums in our area as we lie on the periphery of their area, and I think this contributes to the fact that often only telephone support is given to many mums. Some work around these issues is needed, with information/literature held by midwives, the local children's ward etc all needing to be updated so that any mum in our area is given the correct information regarding groups and other sources of support, to ensure they are fully supported and given the best opportunity to be successful in breastfeeding their baby. Again, if volunteers like myself were given some more formal role, we could take on more responsibility for helping to make contact with some of these new mums, for example a text message inviting them to group or asking if they have any issues. But whilst I am "just another mum" within the group there is obviously no way that I can be given the personal information of new mums. Currently we use a Facebook group that I set up to promote the group to local mums. This group is very well used and many mums who can't make it to group seek support via the Facebook group instead. Again I worry that without any formality to this, there are some issues around accountability and whether the support being offered is in line with current recommendations etc, and this is something we should definitely look at further to take the group forward.

I hope that my views are put forward, and I would be very keen to offer any further information that may be required, and also to support the new services in whatever format they take.

Thank you

Nicola Royds

Facilitation for the Property Strategy Consultation for the District of Wyre

Venue: Flakefleet Children's Centre, Northfleet Avenue, Fleetwood, FY7 7ND

Name of Facilitators: Victoria Clifford and Roger Wells

Date: 15th July 2016

Background Information

Venue: Flakefleet Children's Centre – proposed to continue to deliver LCC services (school site)

Centres across Wyre that are proposed to **continue** to deliver services:

- West View Children's Centre
- Garstang Library
- Thornton Children's Centre

Centres across Wyre that are proposed to **no longer** deliver services:

- Cleveleys Library and Children's Centre
- Fleetwood Children's Centre (designated)
- Over Wyre Children's Centre (Hambleton satellite)
- Over Wyre Children's Centre (Preesall satellite)
- Poulton-le-Fylde Children's Centre
- Rural Wyre Children's Centre (Garstang) (designated)

There were five participants at the Wyre focus group. The group was made up of females. One participant was from the district of Fylde. The other four members of the group used a mix of Centres staying open and some that were due to close.

Using the Current Children's Centre

The group used a wide range of services currently offered by the Children's Centres in the district of Wyre. They believed the drop-in sessions were crucial for parents who could not afford other types of Early Years provision. The sensory room at Kemp Street was felt to be a real asset. Breastfeeding support was also cited by a number of participants as a vital service enabling parents to give their children the best start in life.

By using the Children's Centres, the group felt that they were stopping themselves becoming socially isolated. Regardless of background and social status, it was believed that new parents are vulnerable and through social interaction with other adults they were able to cope. The group felt comfortable being in the company of other like-minded people.

One member of the group stated that it was essential that Children's Centres were within walking distance as people couldn't always access services without a car or on public transport (e.g. when recovering from a C section). The group also discussed the need for provision to take place in smaller settings. This enabled the child to build in confidence and this was invaluable to ensure school readiness.

The group had already experienced a reduction in provision and said that there were waiting lists in place for many classes.

If any improvements could be made to the Children's Centre offer this could include more parenting classes before the baby arrives, to ensure parents are ready. There was also a call for more breastfeeding areas that parents could use ad hoc, as some found it daunting to breastfeed in public.

Proposals to Make Changes to the County Council's Buildings

There was a low response when asked if participants had seen the Property Strategy.

Concerns were raised over the closure of Kemp Street. Participants were worried about what would happen to the resources (such as the sensory room). It was felt that Kemp Street and Cleveleys were easily accessible due to tram links. It was also felt that the Cleveleys Centre worked well alongside the library setting.

The participant from Fylde cited Freckleton as a concern. It was felt this community would be losing all facilities and would become socially isolated.

Children's Centres – Access and Impact

The group believed that closures to the Children's Centres in Wyre could result in a rise of mental illness, social isolation and mean that children will not be school ready. This would affect the whole community and all age ranges.

There was a fear about some communities losing all services, such as Cleveleys. It was felt that for some children not at nursery, the loss of groups will take away their social development. One member stated that some children would not have any interaction with peers until school.

The participants were fearful of losing their support networks. The support was felt to be non-judgmental and improved their confidence.

It was believed that the goals of Children's Centres was different to other facilities, such as church play groups and free play, and that Centres provided wrap-around support which couldn't be accessed elsewhere.

One participant stated that it felt as though her choices were being removed. She wanted to be the key person raising her child, with gentle support, but felt she was being pushed into a 'nanny state'.

Kemp Street was raised as an issue if it was to close. It was felt that other Centres were not as accessible for Fleetwood residents, parking was frequently an issue at other sites and that it could put service users off from going to baby weigh or seeing the Health Visitor.

One member of the group, who was a stay at home mum, felt that if the Chatter Group at Cleveleys was to go, she would feel quite housebound. She believed that there was nothing else on offer for her that was easily accessible. The group felt that going to the groups was sometimes the only adult interaction they had all day.

The participants were also concerned that for the Centres remaining open, they could become too crowded and provision would be difficult to access. There was also fears about different age groups mixing and how this would work practically.

The group wondered if the Children's Centres could make themselves more available and open, income generate and pull classes and services together in order to try to keep themselves open.

Neighbourhood Centres

The group generally felt uncomfortable about the Neighbourhood Centre approach. They stated that they wouldn't want their young children around certain members of the community in a single building.

The group wanted to understand how the Centres would be managed. For example, they couldn't understand how a room could cater for a young baby and a teenager. They also wanted to understand how the creation of Neighbourhood Centres would affect the offer.

On a positive note, participants thought it would be good to bring some services together, like the Sure Start model. This could be a one stop shop including doctors, nurses, dentists and speech therapy.

Breastfeeding mums felt they would be uncomfortable in a centre feeding their babies around teenagers, and thought that teenagers would feel awkward around this too.

The group struggled to understand how a 0-19 age range would come together and would welcome further information around this, including safeguarding measures.

Overall Comments

Participants felt that the decision makers needed to see the Children's Centres for themselves before they made a decision on the Property Strategy. They stated it was easy to make a decision whilst they remained detached and would welcome talking to County Councillors to discuss the impact the service had had on their lives.

The group believed that the Property Proposals were hitting both ends of the spectrum with the possibility of social isolation (e.g. would an older person who may use the library for social contact be happy sharing the facility with babies and teenagers).

Again, income generation was discussed and the group thought that a Centre could pay for itself if it opened up to more users, like a church hall does.

The group spoke passionately about how they felt Lancashire County Council was taking away vital resources and stripping away communities. It was believed that support would be shifted to further along in a child's life, from preventative support to crisis intervention.

Additional Information handed to the Research Team at the Wyre Focus Group

Dear Sir or Madam

This is a letter of concern for the proposal of the Children's Centre closing in the Lancashire area. I can't help but feel as a woman all our services and benefits to our wellbeing are being cut. The majority of us take maternity leave to nurture and bond with our babies from birth but the Government seems to be massively discouraging this. It is vital that I inform you of the effects you are going to create for our future generations if you cut the funding to our much needed Centres.

It has been well researched that children's brains develop at a rapid rate from birth to two years of age. Yet the services being cut directly affect the children in this age group. Baby groups offer young babies a chance to start interacting with others, explore new environments and experience healthier activities. As a parent I have already learnt a great deal about my child, her development and met people who I can approach if I have worries or concerns about my child's development which is critical at this early stage. It has also kept me going on those tired days when I just needed a bit of a chat and to get out of the house on a rainy day.

Money is being spent in all areas of children's development in primary and high school. However it has been proved that the earlier the intervention on development concerns and issues there is a higher success rate for children being ready for school and completing a decent education. The groups give parents an opportunity to discuss our concerns in an informal setting without feeling judged. Practitioners can guide us to the correct services which can often be difficult enough. So far I have met numerous professional who I wouldn't have known existed. I don't want to sit at home on social media or Google to talk about issues I may have concerns with, I want to talk to a real person and want my child to learn this skill as well.

As a first time mum I have accessed Bump, Birth and Beyond and that provided me with a lot of information I needed for the arrival of my little girl. By accessing this early class I have also accessed the Baby Massage group and the Mother and Baby groups. Having a C section it was a while until I could access these services. They have provided me with information to continue with breastfeeding (another service being cut due to Government funding), moral support and has given me information on ways to help my child when upset through colic and other childhood issues (injections, teething and bonding).

I feel these centres offer parents ways of teaching their children to be sociable that should improve how many children access speech and language. Are we going to have to wait until our children reach school age to access speech and language therapy?

I feel the Centre has also helped with my relationship with my husband. It can be very hard being at home with a young child and maternity pay is not a lot to live off. The groups offer a method for women to communicate and socialise. I'm sure this also lowers postnatal depression as we don't feel so isolated and can share those tough experiences like sleepless nights and long sessions of crying (the babies, not us).

If centres cannot be saved could today have been put together with community members to decide on how to use the Centres better? For example why do other

Mother and Baby groups use premises that are not Children's Centres? Why cannot they use centres that are located just around the corner?

I don't want to live in a society where we are limited to our choices when on maternity leave. I'm not ready to return to work and send Isla to nursery but I still need to meet other parents and find out information about how to offer the best to my child. Why are mainly women being targeted with cuts to the services they access? It could be interpreted that we encourage skin to skin to bond with our children but not have choices and support with breastfeeding, for nurseries to take responsibility for our children whilst we return to work. To be honest this is not the vision I have – I want to bond with my child, aid her development and offer her different experiences and cultures by meeting other families and enjoy her early years before she goes to school. Why is this so taboo?

Please consider the services you are cutting! Please can we find a way to save them for the sake of our community?

Thanks

Jennifer Banner

Summary of Key Points from the Focus Groups

Using the Current Children's Centre

It was felt that;

- The Children's Centres are an invaluable resource of support and help and participants accessed a range of resources on offer and this was important, regardless of background or social status of the parents
- The Centres are a key way of stopping social isolation at a time where most parents are feeling vulnerable and alone
- Children's Centres are a vital part of child development, including getting children school ready
- There was little trust in Social Care and it was felt that Children's Centre outreach worked well in ensuring vulnerable families remained engaged and together
- Courses offered by the Children's Centre were crucial in upskilling, building confidence and self-esteem
- The current Children's Centre offer, on the whole, was felt to be adequate for parents' and children's needs, although if possible it would be useful to have counselling, access to a medical practitioner, exercise sessions, more emotional wellbeing support, Citizens Advice Bureau, family law, breastfeeding spaces, parenting classes before baby arrives and support integrating SEN children and parents. A call for 'more of the same' was discussed as sessions were often oversubscribed

Proposals to Make Changes to the County Council's Buildings

- There was a mixed response in regards to what was known about the property strategy. Where participants were actively involved (e.g. through volunteering), they felt they understood the proposals. Most service users did not fully understand how the closures would impact the offer made
- Although participants understood the need to make cuts, they felt these should be directed away from Children's Centres. There was an understanding that the money had to be saved from somewhere and that another service area would suffer, but felt that Children's Centres provided essential help for some of the most vulnerable members of Lancashire's society
- Accessing the property strategy was not felt to be service user friendly. Participants were confused by jargon, broken links and unclear information

Children's Centres – Access and Impact

- There was concern raised over the distance some parents would have to travel in order to access their nearest centre. Participants felt that distance

could be a barrier to using the centres – the expense to get there, time for travelling alongside other commitments (such as school drop-offs), crossing busy city centres – and this could impact on the more vulnerable users who would not be able to financially commit to attending. Alongside this was the worry for new mums/heavily pregnant mums who may not physically be able to make the journey

- There was some concern about how the Property Strategy could affect the capacity and offer made by the Children's Centres. Participants were interested in how the timetable/number of sessions etc. would look, especially if being accessed by more users
- It was felt important that Centres had a local focus and this could be lost if properties closed. There were also concerns for minority communities – if some Centres were closed, it was questioned if parents would access the service elsewhere
- Concerns were raised around moving from prevention to crisis – with crisis seen as a more costly outcome in the long run
- Questions were raised around income generation, or how money spent elsewhere with the County Council could be moved to Children's Centres' budgets to keep buildings open
- In some areas there was a lack of representation from Centres proposed to close. The groups wondered if this was indicative of their use of Children's Centres in the future, as families probably hadn't made the sessions due to transport, money and time commitments

Neighbourhood Centres

- Most participants felt the Neighbourhood Centre approach was a positive one. However;
 - Concerns were raised about which other services could be located alongside a Children's Centre. This included the Youth Offending Team, which parents felt would put them off using the service as they would fear for safeguarding and the impact of young offenders around their young children
 - Some buildings were questioned in relation to safeguarding and confidentiality
 - Housing different generations in one place was felt to be off-putting for vulnerable members of society (e.g. teenagers could put off elderly people from using services)
 - The approach was felt to be a gamble, with vulnerable people possibly suffering if it failed
 - There was concern raised over different generations using the same facilities (e.g. parents with young children would not want to use a room which had sexual health posters on the walls)

- Concerns were raised over cramming too many services in one Centre which could make using services too stressful and lead to social isolation

Overall Comments

- The continuation of Children's Centres were seen as vital, as they provide support and advice for a whole spectrum of service users, including very vulnerable parents and children. Some participants felt passionately that without support from their Children's Centre, they would not be a family unit today. This linked in with a distrust of Social Care and the need for a softer, less fear provoking support network provided by the Children's Centres
- It was suggested that Lancashire County Council should have asked for public opinion before the proposals were drawn up
- It was felt that in the future it will be important to ensure that there are the right number of employees who are motivated to ensure the success of Children's Centres
- There was confusion around Children's Centres with nurseries attached and what would happen if these Centres closed
- There was a request from several Centres for the County Councillors to visit Children's Centres to get a feel of the impact the service had before making any decisions to close buildings
- There was a real fear that by closing Children's Centres there could be a rise in social isolation for vulnerable service users
- Questions were raised about income generation as an alternative to closing Centres down and how money was being spent elsewhere with the County Council, which should be directed to more vulnerable families
- How the cuts and possible closures affected courses accessed by service users was a concern. It was felt that courses had positively affected many participants
- There were concerns about a lack of continuity of provision/offer whilst decisions were being made about the future of Children's Centres

Soundbites from the Property Strategy Consultation Focus Groups

“The distance for some families to travel to their nearest Centre will put off those who can't afford public transport and who do not have a car.”

“I can understand there is a need to save money, but the Children's Centres should be protected.”

“This strategy is going to affect vulnerable families in our area.”

“Through the help given by my Children's Centre I have been able to keep my family together – without this Centre, which is due to close, Social Services would have been involved.”

“I really don't trust Social Services, that's why I access help here. It's a safe environment for me to improve myself.”

“Accessing the courses has positively changed my life. I had no qualifications before here, now I'm at university. I've grown in confidence and self-belief.”

“I can't see that some minority communities will move to a new Centre... there are too many obstacles in their way.”

“Surely this approach is going to cost more in the long run? Crisis intervention will be more costly than prevention measures.”

“Why fix what isn't broken? LCC are taking a gamble with vulnerable lives!”

“It feels like my choices are being removed. This is impacting mainly on women and young mums – we are looking to a future in a nanny culture. I need support, but want to be the key person my child develops with. The Children's Centres allow me to do this.”

“I didn't know anybody in my area, but through attending my local Children's Centre, I found out I wasn't alone. I'm not sure I would have coped without the support.”

Wellbeing, Prevention and Early Help Services - Premises Consultation with young people

The consultation was carried out with 64 young people in four groups:

- Youth Council
- Burnley Zone
- The Zone Wyre
- The Zone South Ribble

The questions were adapted from the parent consultation. It was not possible to get through all the questions with all the groups. The varied nature of the groups and their understanding of the issues affected the amount of time it took to get through the session. For some young people it became too long. There was a difference in responses between those young people where the centres were remaining open and those where they are closing. Another point that came up was querying why the politicians hadn't come out to conduct the consultation.

The young people clearly value their centres and they offer them a lot of services. There is some variation in what is on offer with some appearing to have a largely recreational offer and some offering more specific services and activities. This is mirrored in how young people use them. For some it is a valued space for leisure and recreation, others use centres for specific groups, i.e. girl's groups, boy's group, LGBT, support for special need young people, contraception. The importance of the relationship with youth workers came across from young people.

Young people value the centres for the safe environment they offer and for the opportunities they provide to try new things and to learn.

There were things young people wanted to happen in the centre, the most frequently mentioned being:

- More money
- Trips
- Support for unemployed young people, disabled young people
- Life skills

Good cleaners were of concern to young people in discussion and there was an awareness of the state of the buildings and the cleanliness of them. There was a great deal of upset and in some cases anger over the closure of the buildings, particularly and unsurprisingly in those buildings proposed for closure. For some it felt like a betrayal of young people. They have an attachment to their own building and although they are aware of other initiatives, i.e. Onside Youth Zones, they singled them out for criticism for being sport focused.

Where young people attend centres for very specific reasons they were concerned they would not find alternative buildings nearby that had the same offer. In Chorley young people felt that those with an interest in the arts would lose out. Chorley was also described as a very 'hostile environment'.

They were concerned over the lack of transport to alternatives, the cost of travel and were seemingly unaware of the alternatives. Where buildings were staying open they felt they might be affected by more people using the centres but thought that could be positive as it may lead to more resources being available.

Lack of a trusted adult to talk to was a common theme and worries about what they would do if they had problems. They felt very strongly young people are being targeted, especially the more vulnerable and expressed a view it was a false economy. Some of the consequences they identified are:

- Fewer facilities and opportunities for SEND young people
- Increase in crime and lack of support for young offenders
- Lack of safety
- Lack of support for them as young people
- People will lose their jobs

Their message to the Leader of the Council was to think again. Young people contribute to society but now feel abandoned. They ask the Leader to put themselves in young people's shoes and see the closures as impacting on their development leading to generational damage. A question that came up is 'where is the money going?'

Their ideas on how the council could save money:

- Cut how many nights it is open/join other councillors/spend less money on other things
- More equal split of how money is saved
- Invest money to raise money
- Combine with other councils and combine services
- Stop tax evasion
- Let young people fundraise
- Stop building pointless buildings.

Summary:

- Young people value the offer available and the relationship they have with youth workers
- They are concerned about support being removed
- Lack of affordable transport is an issue
- They want clean facilities
- They don't seem aware of alternatives
- Lack of specific groups, i.e. SEND, LGBT, gender specific groups concerns them
- Generational damage was a theme
- There is a lack of understanding of the council's position, priorities and money available

Stakeholder Meeting

Group 1

Capacity in buildings is a main concern from health colleagues.

Challenges and Opportunities with the proposals –

- engagement with 12-19 young people through Neighbourhood Centre's feel that there is a better opportunity for this.
- Feel that there would be better integrated working opportunities and there may be opportunities for partnership working through other outlets.
- *NHS ICT link in Neighbourhood Centre's needs to be maintained.

Need to ensure service provision can be maintained – particularly for health provision. There would be a real challenge if Health couldn't deliver from the neighbourhood centres. It felt that there would be consequences for families if midwife and health visitor clinics can't be delivered. It is felt that there would also have consequences on Health Visiting/Midwifery/School Nurse delivery.

Discussion about "names" of services. It was felt that the loss of branded names eg. "Appletree children's centre" may be an issue and therefore branding is very important and needs to be considered.

Staff bases and hot desking – NHS have experienced difficulties with this internally. How will LCC look at this for their own staff and multi-agency staff?

Discussion about "reach" where centres are closing how will the service ensure that the centres can meet their reach requirements.

Feedback was that conferencing facilities are already limited – problem feels like getting worse now. Conferencing needs discussion and working from non LCC/Health Buildings eg. Church Hall. Concerns about how this may work in practice.

Schools – stretched to host meetings on site. Discussion about the possibility of use of community rooms at supermarkets for delivery.

Cost implications for service users to access buildings where they are having travel as they are further away. Also there were concerns about access 30 minutes walking with a pushchair.

Parents with Children with Disabilities and access to provision and centres was raised as an issue.

Partners wanted clarification about how many staff would be designated to deliver outreach.

It was felt that we needed to ensure that there was knowledge, based around local community needs and how we retain local area knowledge where there is not a base within that community. NHS shared experiences around challenges of travel, time planning of staff resource.

Concerns were raised about skills mix within staffing to be able to work across 0-19 age range.

Health raised concerns about School Nurse and Health visitors ability to deliver support across the whole of the Continuum of Need as Child Protection and Child in Need work has more than doubled recently.

Is there the opportunity to co-locate services from multi-disciplinary partners rather than just LCC services in Neighbourhood Centres.

Risk Sensible model was discussed and how this would be used in the service.

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Stakeholder Meeting

Group 2 – Consultation

- Designated Buildings. This is confusion about who is responsible when it comes to Ofsted inspections of Children's centre provision. Department for Education number currently sits with governing body on school based CCs and this needs to be addressed.
- Health and Safety part of building – who is responsible for locking up and meeting and greeting. Particularly when we are wanting to use a school/ nursery site for a neighbourhood centre.
- Bear in mind any duplication of tasks – in invoice paying/contracts.
- Universal provision is a gateway to identifying families. Less universal access will have an impact.
- Early Notification Forms – all families are visited within some of the school based centres. This has drawn children into early education. If this contact disappears will have a huge impact. Will still need to evidence all children under 5 – need to look to work with partners. Need to be able to evaluate.
Will be hard to signpost to services in the area as other services have reduced.
- Local knowledge is valuable – working in the community is key. If any capacity is available in the recruitment process to keep workers in areas where they have relationships with families.
- If all work is targeted, this would cause some problems.
- Working together – separate entrances/office bases become a divide.
- Professionals are concerned that families suspecting there is change, they will stop coming. Feedback numbers falling in a building that proposed to close.
- Important to get feedback from young people/families.
- At what point do we stop taking on new cases/pieces of work?
What would be transition arrangements for these families?
Would need to work with partners to share these transition plans including the schools and school based centres.
- In structure proposals – worried number of cases managers to case workers to supervise are huge. (Safeguarding risk)
Feels like – what can we afford rather than who we working with at moment.
- Burnley came out quite well. Other areas have more issues.
Hyndburn – number of buildings not a problem due to locations.
- Concerns are the premises costs? What do we do with all the equipment bought with centre money. Apportionment between Children Centre and Schools finances, details available with estates team.
- Lots of good will that costs nothing will be lost with changing the working arrangements.
- Flagged up – how do we manage health & safety.
What are arrangements to come out of buildings.

[Type here]

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- Nursery schools have good outdoor areas – contact visits with parents after school often take place in these.
Not part of core services WPEHS offer to supervise contact visits.
- Costs for others service make the finances complicated. More information we have about what is delivered will help. Meetings rooms bookings – don't change if its core business – ad hoc hard to capture.
- Will groups (health) be charged – universal services. Not currently charged. Part of care offer.
- Are we retaining any phase 3 buildings?
- Few parents' feedback would be not happy to bring young children to venue where older young people are. Similar feedback from older young people.
- Opportunity to how do we keep these families engaged in services and it is all about perception eg. Wouldn't want to come into a building where there is a CSC sign or where they feel it is a targeted service. May loose this.
- Will need to look at the "Brand"!
- Early excellence since then – lots of research, on the grand learning that could be utilised – no need to start all this from scratch. Wealth of opportunities to look at how other authorities have delivered services or made changes.
- Gaps in the Furth Education. Some of the adult learners will be WPEHS families. Local based college buildings may be able to fill the gap for outreach and working with children and young people and families.
- Not many people know that other work is being undertaken with adults in families, not just the 16-19 years – these are not the largest cohort.
- Make sure Troubled Families Unit lead professional's link with FE colleges.
- Query how Early Action fits in this – Pilot in Preston

A strategy for Lancashire's libraries 2016-21

Making a difference through reading, learning and information

Foreword from the Cabinet member for Environment, Planning and Cultural Services

The strategy for the Lancashire Library service outlines our promises as a public library authority, the priorities we will focus on and the outcomes we aim to deliver for the people who live and work in Lancashire.

The strategy outlines our commitment to the continuing delivery and development of a flexible and accessible public library service in Lancashire, building on a strong tradition and celebration of our past and continuing achievements. We have a clear direction for the future and have firm ambitions which link in with those of the Society of Chief Librarians: reading, information, digital, health, learning and culture offers.

It is a strategy that directly responds to the emerging needs of our communities, placing them at the heart of service development, and outlines how we will work with other organisations to deliver a comprehensive, responsive, modern and value for money Lancashire Library service.

A cornerstone of this modern and flexible service will be our digital offer, recognising that, although financial pressures are real and continue to build, we will also have opportunities to exploit emerging digital technologies. By exploiting these technologies for the benefit of the communities we serve we will aim to equip people with the learning and skills needed to succeed in an ever more competitive and fast changing world.

Lancashire has a justifiably proud record of working with all members of our communities and we will work even harder to make sure services are relevant and reflect the cultural diversity of the people we serve. We will challenge established thinking and ways of working in a constructive and creative way to enable us to deliver an innovative and value for money service which is able to adapt and thrive in this uncertain economic climate.

The ambition of the strategy reflects proven outcomes that library services can deliver for their communities – raising aspirations, increasing pride, stimulating the enjoyment of culture, and helping people to live independent lives. It aligns our service priorities to the County Council's draft Corporate Strategy, "that every child born today in Lancashire, and every citizen will grow up and live in a community and an environment that enables them to live healthier for longer, have a job when they leave education and achieve their full potential throughout life."

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Background

This strategy has been informed by and supports the message and ambitions of the following three key documents:

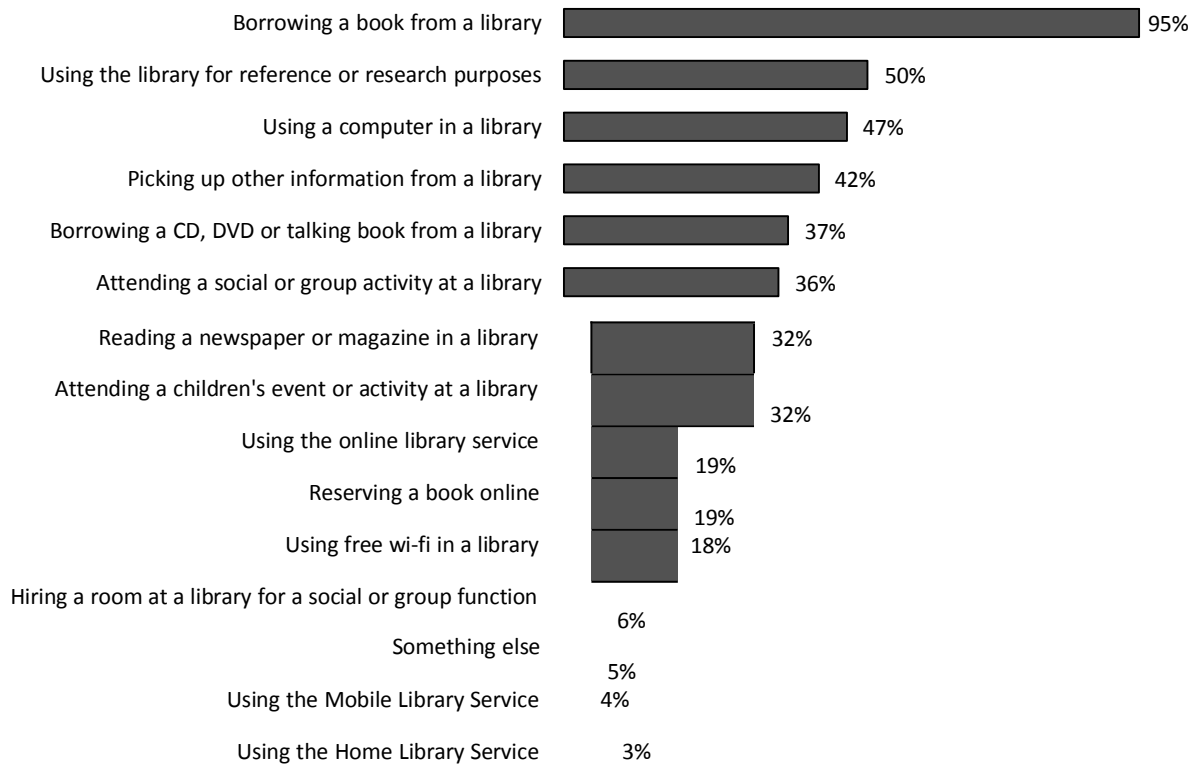
- Lancashire County Council's Draft Corporate Strategy <http://www.lancashire.gov.uk/council/strategies-policies-plans/corporate/corporate-strategy.aspx>.
- The society of Chief Librarians Universal offers of Reading, Information, Digital, Health and Learning: [Society of Chief Librarians \(SCL\) Universal Offers](#)
- The Department for Culture, Media and Sports paper [Libraries Deliver: Ambition for Public Libraries in England in 2016 – 21](#).
- The Lancashire Library Service Planning and Needs Assessment.

In setting out our own strategy for the Lancashire Library Service we will make reference to and be guided by the above documents but we also understand that in order to achieve our highest ambitions we must have an in depth understanding of our communities. We have always sought to be guided by the people we serve and draw our inspiration from them in setting our goals and detailing our ambitions. This strategy therefore is a result of listening to what our citizens deem important and reflecting that in this document but more importantly embedding this in the way we deliver our services.

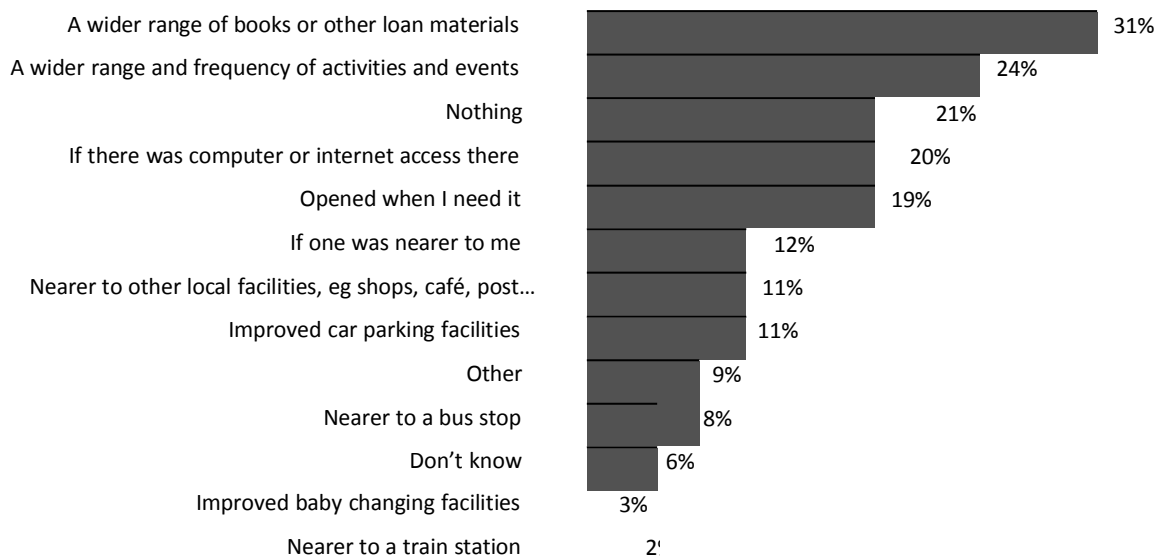
To ensure we can do this in a meaningful way we have found out how people feel we are doing in living up to our promises and how far our ambitions for the service match the aspirations of the people who live and work in Lancashire. We did this by carrying out a wide ranging consultation on service design, need and use between the 4 and 31 January 2016.

Overall 86% of respondents to our consultation were very satisfied with the library service in Lancashire with a further 11% fairly satisfied.

As part of the January 2016 survey we asked which of the following library services people considered to be the most important. The results are detailed below:



Respondents to the consultation also told us that the following would encourage them to use the libraries in Lancashire more:



We will use this feedback to carefully consider where we can improve and where we should focus our investment as well as reviewing and refreshing our approach to the continued development of the strategy.

We are committed to providing comprehensive access to library services for people unable to attend a library building in person. This will form part of our core offer detailed later on in this strategy.

Lancashire County Council's draft Corporate Strategy (December 2015) was produced in some of the most challenging circumstances in the history of local government. In future the Council's community presence will take the form of neighbourhood centres. These will be community focussed, multi-functional buildings delivering a mix of universal and targeted services tailored to the area they are located in.

Neighbourhood centres will be the base for the provision of services currently delivered through:

- Children's centres,
- Youth Zones
- Libraries
- Child and parenting support centres
- Adult disability centres.

Our strategy is based on regular consultation and feedback with our customers and we intend to take advantage of proposed opportunities to work with partners and the community neighbourhood centres in delivering the best possible services.

A further consultation on the County Council's Property Strategy, which included proposals on where we should site building based library services took place between May and August 2016. The volume of feedback that we received through the consultation, as well as petitions and correspondence, indicates that people in Lancashire are concerned about reductions in library service provision and the potential loss of community assets. The results of the consultation have now been analysed and have informed our proposals on the future provision of building based library services.

The consultation feedback will also inform the future delivery of the library service. The library service will be delivered through 4 library levels; from library level 1 to level 4. These levels will reflect as far as possible the current library opening hours. It is envisaged that, throughout the next 5 years of the strategy, this framework of levels will allow us to develop a flexible and dynamic service which will address local need, as we continue to review and develop the service. This is the practice we have adopted in the past and we will continue to regularly consult with our communities on opening times and service delivery.

Our vision and strategic objectives

"A library service which is embedded and flourishing at the heart of Lancashire communities and community life and which makes a difference through reading, learning and information".

The Library service has set out its strategic objectives are to:

- Provide helpful and knowledgeable staff
- Encourage people to enjoy reading
- Provide spaces to enjoy culture and learning
- Provide easy to use online services
- Help people reach their potential and live independent lives
- Support our communities to stay healthy
- Provide opportunities for volunteers to help in our libraries.

We have checked these objectives with our customers, asking respondents what they thought the Lancashire County Library Service should provide, in line with the service's strategic objectives.

93% strongly agreed we should provide helpful and knowledgeable staff and 91% said we should encourage people to enjoy reading. 71% strongly agreed we should provide spaces to enjoy culture and learning, 64% easy to use online services and help people reach their potential and live independent lives. 59% said support for communities to stay healthy and 48% strongly agreed that there should be opportunities for volunteers to help in libraries.

These strategic objectives link in with and will enable us to deliver the seven key strands set out in the Department for Culture, Media and Sport document *Libraries Deliver: Ambition for Public Libraries in England 2016-2021* as follows:

- economic change through learning and digital literacy
- promoting reading and literacy
- 24/7 virtual offer
- buildings that provide cultural and learning experiences
- opportunities for volunteers
- health and wellbeing
- development of the library workforce.

We will ensure that Lancashire Libraries deliver a high quality library service that is sustainable and remains relevant to the people of Lancashire. We will work in close partnership with local communities, invest in the digital future and provide access to reading, information and wellbeing.

To achieve this, we will:

- **Inspire** people to enjoy books and reading
- **Stimulate** new ideas and new ways of thinking through access to learning, information and local heritage
- **Engage** with communities to encourage cultural and creative activities
- **Deliver** excellent and inclusive customer services for all

Proud of our past, ambitious for the future

Lancashire's libraries play an important role in the lives of individuals and communities. The profile of our customers across the county closely matches the profile of Lancashire's population and more than 42% of all Lancashire residents hold a library card. With more than 93,500 visits to our libraries each week, library visits represent the largest regular voluntary interaction the County Council enjoys with individual members of the community.

Every year, more than 374,700 information enquiries are answered, 4.9 million items are loaned, 5491 cultural, learning, reading and community events are delivered.

In addition there have been 70,174 visits to the Online Reference Library, 316,946 visits to the eBook and e-Audiobook download library as well as 1,473,938 website visits and 832,682 sessions taking place on public library computers.

In 2015/16 39,066 children attended baby bounce and rhyme sessions and 910 people attended 24 health promotion events. Over the same period we trained 20 staff as dementia champions and 428 as dementia friends.

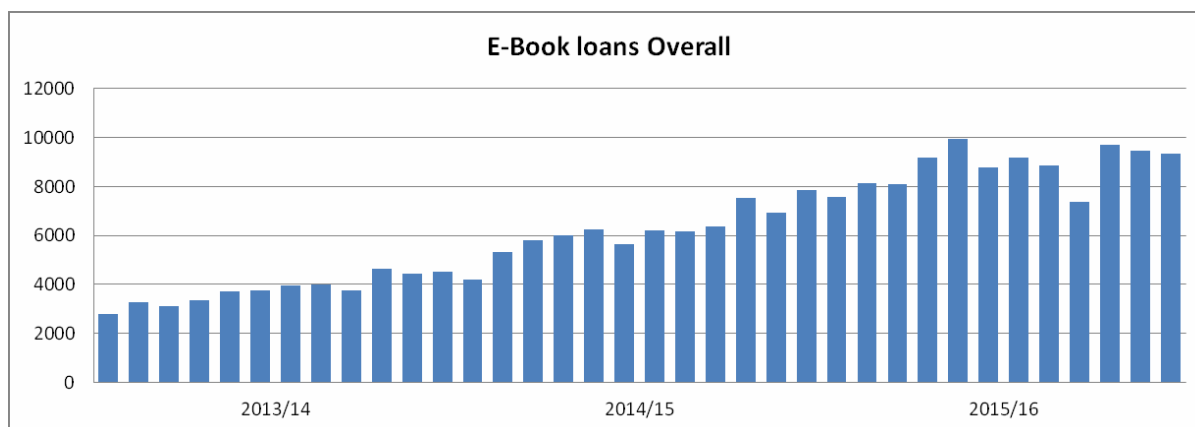
Our Home Library Service provides a service to approximately 1,000 people who are not able to attend at a static library. These customers are vulnerable and/or housebound.

The mobile library service currently stops at almost 800 places across Lancashire. Predominantly these 'stops' are 3 miles or more from any static library.

Lancashire hasn't escaped the effects of a national downward trend in physical visits to libraries and the corresponding reduction in the number of traditional materials borrowed.

In contrast we are seeing an increase in virtual visits to our website over the past 3 years from 12,486 in 2013/14 to 48,322 in 14/15 and 69,886 in 15/16 representing year on year increases of 287% and 44.6%.

Loans of e-books are also rising year on year as illustrated in the chart below:



The Service is also connected to many organisations, both large and small, from providing meeting rooms to being commissioned to deliver specific services.

The attraction of working with libraries for many organisations lies in their ability to connect with their communities on a local level. The service is neutral and engenders trust in people. Libraries are uniquely positioned in terms of the amount of customer interaction they have within their immediate community and sometimes far beyond.

The County Council has a statutory duty enshrined in the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient library service for all people working, living or in full time education within the library area of the Council.

It is important that we consider this duty in line with the County Council's vision, and also within the context of recent national developments, to ensure that Lancashire's library service remains effective, innovative and fit for purpose.

The following quote is taken from William Sieghart & Panel, [Independent Library Report for England](#) DCMS, 2014 which informed the work being undertaken by the Library taskforce whose report is one of the key references for this strategy: Department for Culture, Media and Sports paper [Libraries Deliver: Ambition for Public Libraries in England in 2016 – 21](#).

“Libraries are, let us not forget, a golden thread throughout our lives... The library does more than simply loan books. It underpins every community. It is not just a place for self-improvement, but the supplier of an infrastructure for life and learning, from babies to old age, offering support, help, education, and encouraging a love of reading. Whether you wish to apply for a job, or seek housing benefit, or understand your pension rights or the health solutions available to you, or learn to read, the library can assist.”

Libraries across Lancashire assist people in all the ways mentioned above and we know that good libraries play an important part in shaping how the local authority is perceived by the people living and working in a given area. The library service, for the majority of County Council service users in any given year, will be the only contact they have with County Council employees.

We know, however, that people want even more than this and 36% of our customers tell us that attending a social or group activity at a library is the **most** important service a library can provide. We don't know how many of our customers would have limited or no social contact without their library but we do know the vital importance the library can play in helping to maintain the independence and enhance the self-worth of the most deprived people living in Lancashire today.

The following quote from The Department for Culture, Media and Sports paper [Libraries Deliver: Ambition for Public Libraries in England in 2016 – 21](#) expands on this point.

"Libraries are cultural hubs within our local communities and are places for inspiration, research, creativity, education, economic prosperity and enjoyment. They help people gain a sense of place and take pride in their neighbourhoods and communities..."

Libraries also provide access and signposting to wider cultural activities, objects, knowledge and sites. They encourage people to explore their own culture and creativity, and offer the deep wealth of resources that creative people use for inspiration."

As part of this commitment and in recognition of the value such partnerships can offer we have launched a co-design project with colleagues at Lancaster University's Imagination laboratory. This project will draw on the expertise of colleagues at Lancaster University to work with the library service, children's centre staff and property professionals to design and develop creative and innovative shared spaces which will maximise staff and community involvement in finding new ways of working and delivering services.

As we move forward we will expand and build on the innovative and collaborative work with Lancaster University. We will also take the learning from Camden's work with the University for the Creative Arts, which has created different ways of managing library services within reduced budgets, and aim to be at the cutting edge of working in physical and virtual environments.

Our evidence base

We will provide services based upon sound evidence of need and in a way that is proportionate to the needs of our communities. A 'Planning and Needs' assessment has been undertaken providing us with not just demographic information but a wide range of information including such matters as broadband coverage.

Also, in developing the proposals for buildings based library services, consulted on between June and August 2016 we have used evidence based service planning material such as the 2015 English Indices of Multiple Deprivation as well as other considerations such as:

- Accessibility of buildings in terms of location
- Financial efficiency of buildings

- The practicalities of vacating buildings including those where we may already be in discussions about vacating such as where rental agreements are due to expire
- Use of larger premises to deliver multiple services
- Looking at which buildings are more suited to flexible delivery of different services
- Local feedback from communities, councillors and partners such as district councils or health authorities

The Planning and Needs Assessment that has informed the proposals for the future model of library service provision, including buildings based library services, and has been based on the following factors:

- The population of Lancashire including age profiles, ethnicity, gender and disability
- Information about neighbourhoods such as population density, community cohesion, social isolation and digital accessibility
- Gaps in outcomes based on the index of multiple deprivation and educational attainment
- The County Council's draft Corporate Strategy and financial position
- Information about service users and consultation feedback

We have also considered a comprehensive and ongoing equality impact assessment, accessibility to library buildings and mobile library services and taken account of feedback and ongoing dialogue with stakeholders including elected members, partners and service users.

Having considered the broad needs of Lancashire's population, feedback from the Library Service and Property Strategy consultations, and in the context of the financial challenges facing the Council, it is proposed that we will deliver a fully staffed and resourced library service from 39 neighbourhood centres. The neighbourhood centres will be our public facing buildings and in many instances a number of County Council services will be co-located in one place. In addition to this we will also deliver:

- An additional 5 satellite* services from neighbourhood centres
- A comprehensive mobile library service providing access for people living in more rural areas of Lancashire
- A home library service to meet the needs of the most vulnerable people in Lancashire who are unable to access a library building (currently delivering to over 1,000 customers)
- A virtual library service, building on our investment in broadband infrastructure and skills development, consisting of e-books, e-audiobooks and online reference and enquiry service
- A schools and prisons library service across the county.

*a satellite library service is an unstaffed library facility within a shared County Council building with other services being delivered from the same building.

The service will have book stock and self-service technology as well as computer provision and customers will be able to request items in the same way that they can at other libraries. A member of library staff will attend the library each week for a limited time to meet with customers, check that the book stock and other equipment is in order and deal with any other issues which may have arisen in the past week.

Our customers and core offer

Our libraries will offer:

- Safe and welcoming spaces
- Advice and guidance from knowledgeable and trained staff on a range of subjects from recommending reading materials to help getting online and signposting to local services.
- Creative and neutral spaces
- Free access to the internet
- Free 24/7 access to services
- Support for children and families, through actively promoting health, learning and wellbeing initiatives.
- A range of books, digital resources, eBooks and other materials.
- Cultural activities and events
- Free Wi-Fi

Our Home Library Service will:

- Offer full access to the whole of the library services books and audio visual material.
- Provide a request service
- Be provided free of charge if you are unable to get to a library building because of your age, disability or ill health.

Our Mobile Library Service will provide:

- A service which serves Lancashire's more isolated communities
- Full access to the whole of the library service collections including stock suitable for all ages.
- A request service
- Fully accessible vehicles

Our satellite libraries will offer:

- Book stock and self-service technology
- Public network (PNET) computers.
- A library staff member on hand each week for a limited time to meet with customers, check that the book stock and other equipment is in order and deal with any other issues which may have arisen in the past week.

Universal Offers

Lancashire library staff are committed to and trained to deliver the universal offers set out by the Society of Chief Librarians and partners including The Arts Council and the Reading Agency in order to keep our services relevant and accessible. Together these three organisations have identified five key areas of service which today's users regard as integral to public libraries and developed a shared strategy for the future.

The Universal Offers cover the five key areas of service which our customers and our stakeholders see as essential to a 21st century library service.

They are:

- Reading Offer: Providing a modern reading service within a local community
- Information Offer: Supporting people to access information and services online in life-critical areas
- Digital Offer: Providing free internet access, clear and accessible online information about library services and staff who are trained to help customers access digital information
- Health Offer: Providing and promoting Public health information, sign posting and referrals as well as creative and social reading activity
- Learning Offer: Developing and promoting our role and contribution to lifelong-learning

This strategy has been developed to build on the success of the past, and to enable the service to respond to the future challenges and opportunities facing the people of Lancashire.

Looking to the future

Public libraries across the country have been placed in the spotlight as councils deal with significant financial constraints. Although we recognise that we will have to live within our means we still have a service which we can be proud of with staff who are passionate about delivering the very best they can for our customers.

Within the resources we have available we will continue to provide a variety of options to access library resources through physical spaces, mobile libraries, digital services, the School Library Service, Home Library Service and Prison service.

Our creative and collaborative approach and our continued commitment to invest in a wide range of library services will allow us to maximise our extensive network of libraries and customer contacts. We will continue to be a key part of the County Council's offer to citizens in Lancashire and will use the opportunity to influence the design of neighbourhood centres and develop closer links with partners and colleagues from other services. In this way we will improve the customer experience through innovative and joined up ways of working which can open our libraries up to whole new audiences.

Appendix 1

Library service outcomes

The priorities which the library service has identified are guided by the vision and values outlined in Lancashire's draft Corporate Strategy below:

- *A child born in Lancashire today has the potential to live for over 100 years. Whilst our strategy looks up to twenty years ahead, every year we will have citizens aged from 0 to over 100. We will work for all of them to do all we can within our resources to achieve our vision.*
- *To be fair, trustworthy, ambitious and have belief in people.*

The Library service will, in promoting these as well as its own vision and values, work towards meeting the needs of all the people who live and work in Lancashire including the most vulnerable members of our society. We will recognise and celebrate the wide range of cultures which make Lancashire such a unique, vibrant and diverse county.

The way in which the service will meet its objectives and how these link in with the overall objectives of the Council, and the universal offers set out by the Society of Chief Librarians, are detailed as follows:

To Live a Healthy life

- Promoting the love of reading among the community
- Libraries meeting the needs and wellbeing of our communities

Strategic Outcome – Corporate	Lancashire Libraries Vision	Strategic Outcome – Libraries	Action; Lancashire Libraries will:-
To Live a Healthy life	Promoting a love of reading among the community Delivering against the Society of Chief Librarians reading, learning & health offers	To enable the people of Lancashire to enjoy reading for pleasure and improve their life chances	<ul style="list-style-type: none"> • Support a lifelong reading journey • Provide an excellent range of quality books, digital resources, eBooks and other materials • Provide library activities to improve literacy • Develop a love of reading to benefit health and well being

			<ul style="list-style-type: none"> • Provide reading friends
To Live a Healthy Life	<p>Libraries meeting the needs and wellbeing of our communities</p> <p>Delivering against the Society of Chief Librarians health and information offers</p>	Supporting our communities to be self-reliant and to stay well	<ul style="list-style-type: none"> • Be a place for the community to come together • Be the link between technology and information to help people keep well • Promote awareness and access to online health and well-being information • Support people to create a healthier, happier and more knowledgeable community

To live in a decent home in a good environment:-

- Libraries serving your needs 24/7
- Libraries as cultural and learning venues
- Ensuring a highly skilled, motivated and flexible workforce

Strategic Outcome – Corporate	Lancashire Libraries Vision	Strategic Outcome – Libraries	Action; Lancashire Libraries will:-
To live in a decent home in a good environment	<p>Libraries serving your needs 24/7</p> <p>Delivering against the Society of Chief Librarians digital learning and information offers</p>	Provide an easy to use physical and virtual service	<ul style="list-style-type: none"> • Enable our communities to engage with the digital world • Provide easy access to validated and trusted information • Provide access to a consistently high quality service 24/7
To live in a decent home in a good environment	Libraries as cultural and learning venues	Provide flexible spaces to enjoy and explore	<ul style="list-style-type: none"> • Provide opportunities to enjoy and explore cultural

	Delivering against the Society of Chief Librarians learning offer	culture and learning	<p>activities and events</p> <ul style="list-style-type: none"> • Provide flexible, bookable spaces for our communities • Offer a wealth of learning opportunities
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To have employment that provides an income that allows full participation in society

- Ensuring a highly skilled, motivated and flexible workforce
- Driving economic change through re-skilling, learning and digital literacy
 - Libraries working with volunteers

Strategic Outcome – Corporate	Lancashire Libraries Vision	Strategic Outcome – Libraries	Action; Lancashire Libraries will:-
To have employment that provides an income that allows full participation in society	<p>Ensuring a highly skilled, motivated and flexible workforce</p> <p>Delivering against all of the Society of Chief Librarians Universal offers</p>	Well trained, friendly staff, able to help people find what they want either independently or with support	<ul style="list-style-type: none"> • Provide learning and development opportunities • Hold recognition events to celebrate achievements • Provide staff with opportunities to voice their opinions • Keep staff well informed and supported • Develop a flexible and inclusive culture that attracts and retains the people with the right skills and attitudes.

<p>To have employment that provides an income that allows full participation in society</p>	<p>Driving economic change through re-skilling, learning and digital literacy</p> <p>Delivering against the Society of Chief Librarians digital and information offers</p>	<p>To enable the people of Lancashire to fulfil their aspirations and live independent lives</p>	<ul style="list-style-type: none"> • Provide opportunities to enhance their skills through digital literacy and learning programmes • Work with partners to deliver and signpost to learning opportunities • Provide free access to digital resources to enable people to improve and increase employability skills
<p>To have employment that provides an income that allows full participation in society</p>	<p>Libraries working with volunteers</p> <p>Delivering against the Society of Chief Librarians learning and health offers</p>	<p>Provide opportunities for volunteers to use their skills and knowledge to extend our offer and support their own wellbeing and employability</p>	<ul style="list-style-type: none"> • Have an effective recruitment process • Provide a range of opportunities for volunteers to contribute to their communities • Offer training and personal development • Provide recognition

<i>Library Planning and Needs Assessment</i>	
<i>Date last updated</i>	22 August 2016
<i>Commissioning Lead</i>	Dave Carr, Head of Service, Policy, Information and Commissioning (Start Well)

Introduction

The Planning and Needs Assessment provides an evidence base which will help to inform the future model for the provision of library services in Lancashire.

The assessment draws information, largely from existing data sources such as Lancashire Insight, to build a picture of needs of neighbourhoods across Lancashire. The assessment takes account of:

- population data such as age, population projections, ethnicity, gender and disability
- information about neighbourhoods such as population density, community cohesion, social isolation and digital accessibility
- gaps in outcomes based on the index of multiple deprivation and educational attainment
- national guidance
- the county council's draft Corporate Strategy and financial position
- information about service users and consultation feedback.

The key issues arising from the assessment are identified throughout and brought together in a closing summary. The summary sets out how our proposed offer will take account of those issues.

The offer on which we have consulted is considered to meet the needs of communities across Lancashire, ensuring that a proportionately greater level of service is available to those communities with higher levels of need but that a universal standard is available, supported by a digital, mobile, home, school and prison library service offer throughout Lancashire.

The assessment has highlighted some issues which should be considered prior to finalising our proposals. These include:

- A commitment to refresh our mobile library service routes to ensure continued locally delivered lending services to those more isolated communities who will no longer have a building based library service
- Investment in our mobile library fleet. Our proposals for the future delivery of library services in Lancashire have recognised that the mobile library service has an important role to play in ensuring that we continue to reach more rural areas of Lancashire, where people may otherwise have difficulty in accessing static library provision. Given this, it is proposed that we begin a programme of replacing the existing mobile library fleet to ensure that we are able to continue to maintain services to rural communities but to take the opportunity to invest in a fleet which will give the potential for wider community based services, such as offering public internet access from the vehicle

- Support for communities who wish to progress a building asset transfer and who also wish to establish independent community library provision.

No major issues have been identified in respect of the proposed building based provision. However, in considering final proposals we should consider the rationale for satellite service as opposed to a full library service provision in Morecambe, one of our most densely populated and deprived communities. Given the characteristics of the community around Bacup, and potential for easier reach to the south of the Rossendale District, we should consider offering a full library service provision in Bacup.

Planning and Needs Assessment		
Question ref	Question for consideration	Response
1	What is the geographical or service area that you are focusing on?	Library Service provision within the Lancashire County Council Administrative area
2	Who is your target group? <i>NB start at a wide a population as possible e.g. children 0-19 in the area or all young women aged 12- 19</i>	Under the 1964 Public Libraries and Museums Act, local authorities in England have a statutory duty to provide a comprehensive and efficient library service for all people working, living or studying full-time in the area that want to make use of it. In providing this service, local authorities must, among other things: <ul style="list-style-type: none"> • have regard to encouraging both adults and children to make full use of the library service • lend books and other printed material free of charge for those who live, work or study in the area
3	What does the local data tell you about the needs of people in your target group? How do the needs of the targeted people vary when broken down into the categories below? <i>(e.g. age, race, gender, sexual orientation, religion, learning difficulties, disabilities, looked after status, risk of criminality, geographical location, access to services)</i>	The Lancashire Population The usual resident population of the Lancashire County Council area in the 2011 Census was 1,171,339. Mid-year population estimates for 2015 indicate a population of 1,191,691. By 2039 the population of Lancashire is expected to reach 1,254,503. Age In total, there were estimated to be: 275,890 children and young people aged 0-19 361,382 adults aged 20-44 316,982 adults aged 45 to 64 237,437 adults aged 65 and over 61,000 are aged 80 and over. Areas where pensioners are most likely to live alone are generally those major centres of population in Lancashire, such as Preston, Burnley and Lancaster. However, the Barnoldswick Service

Planning and Needs Assessment		
Question ref	Question for consideration	Response
	<p>Check out the corporate Research and Consultation Database: http://lccintranet2/corporate/consultation/responses/responses.asp?siteid=5140&pageid=29003&e=e</p> <p>Living in Lancashire: http://lccintranet2/corporate/web/view.asp?siteid=2660&pageid=3544&e=e</p> <p>Social and Economic Intelligence: http://www.lancashire.gov.uk/corporate/web/?siteid=6232&pageid=36384&e=e</p> <p>JSNA: http://www.lancashire.gov.uk/corporate/web/?siteid=6101&pageid=35157&e=e</p> <p>NB: Refer to the data sources for commissioners</p>	<p>Planning Area was a notable exception identified in the Baseline Needs Assessment.</p> <p>Across Lancashire there were over 13,000 births in 2014. The highest total fertility rates (TFR) were in Pendle and Hyndburn amongst the highest rates in England and Wales. Conversely, the TFRs in Fylde and Ribble Valley of just 1.67 were among the lowest in the country.</p> <p>Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx</p> <p>Of the population aged 65 and over, almost 30,000 are aged 80 and over.</p> <p>The proportion of older people aged 65+ is highest in the following areas:</p> <ul style="list-style-type: none"> • Lytham and St Annes • Rural Wyre including towns and villages such as Garstang, Knott End and Pilling • Carnforth and the surrounding coastal area • Poulton-le Fylde and Thornton and Cleveleys • Ormskirk. <p>Although there are lower proportions of older people, areas where pensioners are most likely to live alone are generally those major centres of population in Lancashire, such as Preston, Burnley and Lancaster. However, the Barnoldswick Service Planning Area was a notable exception identified in the Baseline Needs Assessment.</p> <p>Population projections 2014 to 2039.</p> <p>The latest population projections cover the period from 2014 to 2039.</p> <p>For the county council area, the percentage increase is projected to be 5.8%, with the number expected to reach 1.253 million. The estimated increase is lower than the average for the North West (8.2%) as a whole, and well below the expected increase for England of 16.5%.</p> <p>At the district level, Hyndburn and Burnley are actually predicted to see small population decreases between 2014</p>

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	<i>document (hyperlink to be inserted)</i>	<p>and 2039, whilst Chorley is the only Lancashire authorities with a projected increase in excess of 10%.</p> <p>Analysis by age for the Lancashire area reveals that decreases between 2014 and 2039 are predicted in 11 of the 13 age-groups between 0 and 64 years. From 65 onwards in contrast, there are substantial increases that become greater as the age range increases. This culminates in the oldest age group (90+) being predicted to rise by 229% in the county council area over the 25-year period.</p> <p>There is a decline in 0-9 year olds but an increase for the next ten years in the 10-14 age group, which will carry on forward through the population. It is clear that not only is the population ageing but that the proportion in the older age groups (70+) is forecast to increase at a faster rate than those in younger age groups in both the short, medium and long-term. In 2014, 20% of the Lancashire-12 population are aged 65+, by 2024, that is predicted to rise to 22% and by 2039 it is predicted to rise to 27%.</p> <p>The indications (particularly from the first set of data) are that Libraries are particularly visited by children and older people. 36% of 5-9 year olds are active library users in Lancashire. There is a tapering off in users between the ages of 16 to 34 before the numbers gradually increase again towards an "adult high point" in the 65-74 age range. 17% of over 65s are active users in the county. The service also had almost 5000 active users who are over the age of 85. Although libraries are used across the range of ages, children and early teenagers and older people may be disproportionately affected by any changes/reductions to the Service.</p> <p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • expected growth in the children and young people's population aged 10-14 • expected growth in the older people's population • higher proportions of older people in areas including Lytham and St Annes, Rural Wyre (including towns and villages such as Garstang, Knott End and Pilling), Carnforth and the surrounding coastal area, Poulton-le-Fylde, Thornton and Cleveleys and Ormskirk • higher proportions of older people living alone in Lancashire's major population centres such as Preston, Burnley and Lancaster. Analysis of Service Planning Areas also highlighted Barnoldswick as having higher proportions of pensioners living alone • Higher Total Fertility Rates in Pendle and Hyndburn (amongst the highest rates in England and Wales).

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		<p>Lower Total Fertility Rates in Fylde and Ribble Valley (among the lowest in the country)</p> <ul style="list-style-type: none"> • Projected population increases in Chorley (higher than the North West or England average). <p>Ethnicity</p> <p>The largest ethnic group identified in the 2011 Census was white (92%). The black and minority ethnic (BME) group made up 8% of the population. Numerically, there were over 90,000 black and minority ethnic people in the county.</p> <p>The 2011 Census indicated that within Lancashire, Pendle and Preston had one in five people (20%) who were black and minority ethnic. In Burnley and Hyndburn the rate was 12%. In Rossendale, whilst the percentage of BME was lower than in these four districts, it was still above the rate of other districts at 6%. Similarly in Lancaster the BME population was just over 4%.</p> <p>The numbers of people who are black or minority ethnic were by far the greatest in Preston, where there were almost 28,000. In Pendle there was a BME population of 18,000. A further 11,000 and 10,000 BME people live in Burnley and Hyndburn respectively. Numbers were lower, but remain of note, in Lancaster (6,000) and Rossendale (4,200). Chorley and South Ribble had just over 3,000 BME people each.</p> <p>Together there were almost 67,000 BME people in Preston, Pendle, Burnley and Hyndburn. These 67,000 people were three-quarters of the Lancashire-12 area's BME population, whereas the total population of these districts makes-up a third of the total Lancashire population.</p> <p>Asian/Asian British was the largest minority ethnic group in Lancashire and just over 71,000 in Lancashire. It should be noted that this group now includes Chinese people, whereas in 2001 they were in the "other" ethnic group. The second largest minority ethnic group was mixed race. There were almost 13,000 mixed race people lived in Lancashire. The black/black British population numbered just over 4,000 in Lancashire.</p> <p>Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households/population-and-households-2011-census/population-by-ethnicity.aspx</p>

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		<p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • Three quarters of Lancashire's BME community live within Preston, Pendle, Burnley and Hyndburn. <p>Gender</p> <p>Mid-year population estimates for 2015 suggest a population of 587,774 males (49%) and 603,917 females (51%). The gender balance is relatively even other than the population aged 80 and over, where the percentage who are female increases significantly.</p> <p>Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx</p> <p>222,689 registered users are female (55%) and 175,303 are male (45%).</p> <p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • No significant implications. <p>Disability</p> <p>In 2012 there were an estimated 74,743 adults living with a moderate or serious physical disability in Lancashire. This figure is predicted to rise by around 1.2% to 75,621 by 2030. Healthy or disability-free life expectancy (where health is described as good) was 61.1 years for males and 63.1 years for women in 2012-14. Life expectancy for males was 78.5 years and for females 82.1 years in the same period. Disability-free life expectancy for males is significantly worse than the England average.</p> <p>The mean percentage of disabled children in English local authorities has been estimated to be between 3.0 percent and 5.4 percent. If applied to the population of Lancashire this would equate to between 6,908 and 12,434 children experiencing some form of disability.</p>

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Question ref	Question for consideration	Response																										
		<p>Data source: http://www.lancashire.gov.uk/lancashire-insight/health-and-care/disability.aspx</p> <p>10,467 registered library users have declared they have a disability (2.6% of total users).</p> <p>The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield.</p> <p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • A significant number of Lancashire's population, including children and young people, will experience some form of disability • The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield. <p>Population Density</p> <p>At a District level, the most densely populated area of Lancashire is Hyndburn with a population density in excess of 1,000 people per square kilometer, followed by Preston and South Ribble with population densities of just under 1000 people per square kilometer. Ribble Valley, with 100 people per square kilometre, was by far the least densely populated authority in the county.</p> <table border="1"> <thead> <tr> <th>Area and population density, 2014</th> <th>Area (km2)</th> <th>Population (thousands of people)</th> <th>Population density (people per km2)</th> </tr> </thead> <tbody> <tr> <td>Area</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Burnley</td> <td>111</td> <td>87,291</td> <td>786</td> </tr> <tr> <td>Chorley</td> <td>203</td> <td>111,607</td> <td>550</td> </tr> <tr> <td>Fylde</td> <td>166</td> <td>77,042</td> <td>464</td> </tr> <tr> <td>Hyndburn</td> <td>73</td> <td>80,208</td> <td>1,099</td> </tr> </tbody> </table>			Area and population density, 2014	Area (km2)	Population (thousands of people)	Population density (people per km2)	Area				Burnley	111	87,291	786	Chorley	203	111,607	550	Fylde	166	77,042	464	Hyndburn	73	80,208	1,099
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		Lancaster	576	141,277	245
		Pendle	169	89,840	532
		Preston	142	140,452	989
		Ribble Valley	583	58,091	100
		Rossendale	138	69,168	501
		South Ribble	113	109,077	965
		West	347	111,940	323
		Lancashire			
		Wyre	283	108,742	384
		Lancashire	2,903	1,184,735	408
		Data source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx			
		At MSOA Level, the most densely populated areas of Lancashire are within the Districts of Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor).			
		Data source: https://data.gov.uk/dataset/population_density			
		79% of Lancashire's population live in an urban area as defined by ONS. http://www.lancashire.gov.uk/lancashire-insight/environment/urban-and-rural-definitions.aspx			
		There are significant geographical areas of Lancashire which are characterised by rurality including:			
		<ul style="list-style-type: none"> • Bowland including villages such as Slaidburn and Dunsop Bridge • Rural Fylde including villages such as Inskip and Elswick • Rural Lancaster including villages such as Quernmore, Borwick, Claughton, Hornby, Arkholme, Tunstall and Ireby • Rural West Lancashire including villages such Burscough and Scarisbrick 			

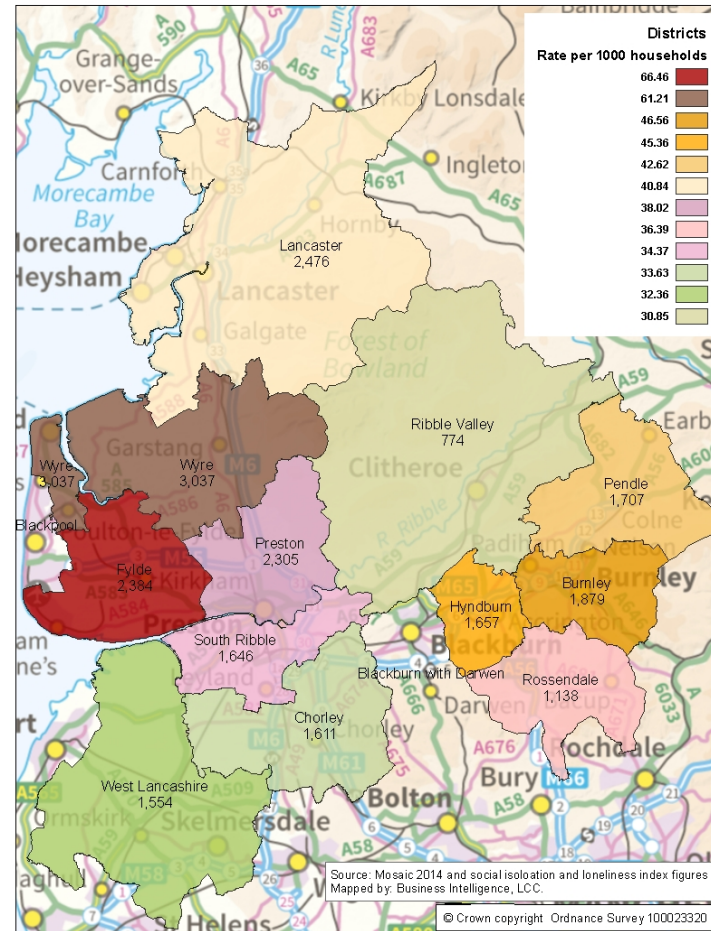
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		<ul style="list-style-type: none"> Rural Wyre including villages such as Hambleton, Knot end and Calder Vale <p>Data Source Geographic Barriers to Housing and Services http://dashboards.instantatlas.com/viewer/report?appid=03fe06dc7fe54861b3c0c62830c80332&authid=qP0131OBCPrK4F1N</p> <p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> Within the resources available it will not be possible to have a building based library service which is easily accessible to all people within Lancashire The most densely populated areas of Lancashire are Hyndburn, Preston and South Ribble. Ribble Valley was by far the least densely populated authority in the County. At MSOA level the most densely populated areas of Lancashire are Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor) Significant areas of Lancashire a characterised by rurality. <p>Community Cohesion</p> <p>There is limited data on community cohesion within Lancashire. Poverty can be and often is, a causal factor in diminishing opportunities for people (access to training / jobs / services etc). This has the potential for resentments to build up especially if a community believes services are skewed to another group. Poor community cohesion can also be a causal factor in social isolation.</p> <p>In urban parts of Nelson and Hyndburn the risks associated with perceptions of Central Government initiatives such as the Prevent agenda and the Out of School Settings consultation, which the Muslim community feel is targeted at them, are leading to increasing tensions and concerns that may further isolate the Muslim community (leading to "parallel lives" and less integration).</p> <p>In parts of Burnley there is an ongoing reality of 'parallel lives'. One expression of this is the continuing trend</p>

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		<p>towards increased segregation in the school rolls, which, in part, is linked to the differential make up of different wards in terms of ethnicity.</p> <p>One measure of community cohesion is numbers of recorded hate crimes. In 2014/15 there were 881 hate crimes in the Lancashire-14 area, 69% were due to race, 7% religion, 13% sexual orientation, 10% disability and 2% transgender. Preston records the highest number of hate crimes in the county. http://www.lancashire.gov.uk/lancashire-insight/community-safety/overview.aspx</p> <p>A living in Lancashire survey conducted in 2014 found that around three-fifths of respondents (61%) agreed that people from different backgrounds integrate well with each other in their local area. Nearly nine out of ten respondents (89%) agreed that they personally feel part of British society. 14% of respondents said that either they or someone close to them had been hate-related verbally abused and 2% physically abused in the past two years. This figure goes up for BME respondents (39% verbally abused), those who live in Burnley (30% verbally abused) and those in socio-economic group DE (7% physically abused). http://www3.lancashire.gov.uk/corporate/consultation/responses/response.asp?ID=238</p> <p>In the context of the EU referendum outcome, there are ongoing risks associated with poor community cohesion in many parts of Lancashire.</p> <p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • There are risks of poor community cohesion across Lancashire but potentially greater in urban areas of Nelson, Hyndburn and Burnley and Preston. <p>Social Isolation</p> <p>The county council has undertaken work to estimate the number of households with a high likelihood of socially isolated occupants. To calculate the relative risk each household was given a relative score based on their Mosaic type. The values were developed based on 14 risk factors. There are estimated to be 22,166 households in Lancashire with the highest risk of being socially isolated, or 4.6% of all households (based on Mosaic 2014). The highest estimated number of socially isolated households at relative risk are found in Fylde and the highest rate</p>

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		per 1,000 households are found in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley.

Question ref	Question for consideration	Response
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Social Isolation index (Mosaic 2014) - Districts
Number of households at risk per 1,000 households
Labels are district name and estimated number of households



Planning and Needs Assessment		
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		<p>Key considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> The highest estimated rate per 1,000 socially isolated households is in Fylde. The highest estimated number of socially isolated households at relative risk are in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley. <p>Digital Accessibility</p> <p>People who do not have the internet at home were asked why in the Ofcom Communications Consumer Panel in 2012.</p> <p>Most give reasons relating to a lack of interest. The next most likely reason for not intending to get internet access relates to cost, followed by reasons relating to ownership / availability, typically that they do not have a computer, with some saying that they do not have a landline telephone. Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer.</p> <p>Members of Lancashire County Council residents' panel, Living in Lancashire, were asked whether that had access to the internet at home. There are currently around 2,500 members of the panel. All members are asked this question when they join.</p> <p>In 2013 almost three-quarters of panel members had internet access at home and a quarter did not. Rates were closer to just two-thirds of panel members in Pendle, Hyndburn, Preston and Burnley.</p> <p>Younger people aged 16 – 24 were more likely to have it than people aged 60+ (nine in ten compared to less than six in ten). Similarly, higher socio-economic groups (A and B) were more likely than lower groups (D and E) to have internet access at home (nine in ten compared to less than six in ten).</p> <p>Eight in ten owner occupiers had internet access at home compared to just four in ten social housing tenants. People in work were also much more likely than others to have access at home (nine in ten compared to less than six in ten).</p>

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		<p>Differences between the genders and white and other ethnic groups were minimal. It is however noticeable that people with a disability are less likely than those without to have internet access at home (57% compared to 85%).</p> <p>Broadband coverage</p> <p>Phase 2 of the superfast broadband programme will ensure that around 95% of Lancashire premises will have access to Superfast Broadband (based upon commercial programme delivering to target) by March 2016, ahead of the national target.</p> <p>By the end of Phase 2 Lancashire Superfast rollout it is envisaged that approximately 99% of premises in Lancashire will have access to Superfast Broadband services (again taking into account commercial delivery). This will be ahead of the national target of 97% by end 2017.</p> <p>Lancashire County Council in conjunction with Broadband Delivery UK (BDUK), are delivering a Satellite Broadband Subsidy Scheme, for those premises who cannot access an affordable broadband service (min 2mbps) and are unlikely to benefit from the Superfast programme as currently planned.</p> <p>Broadband coverage should not be a significant barrier to digital access in Lancashire.</p> <p>The 2015 Go ON UK Digital Exclusion Heatmap has been developed with support from the BBC as part of their Make It Digital and wider digital literacy initiatives, the Local Government Association and The London School of Economics and Political Science, using fresh insight into Basic Digital Skills in association with Lloyds Banking Group. - See more at: https://doteveryone.org.uk/resources/heatmap/undefined/resources/heatmap/undefined/resources/heatmap/undefined/resources/heatmap/?area=Sefton&metric=access#sthash.MMVLaOQz.dpuf</p>

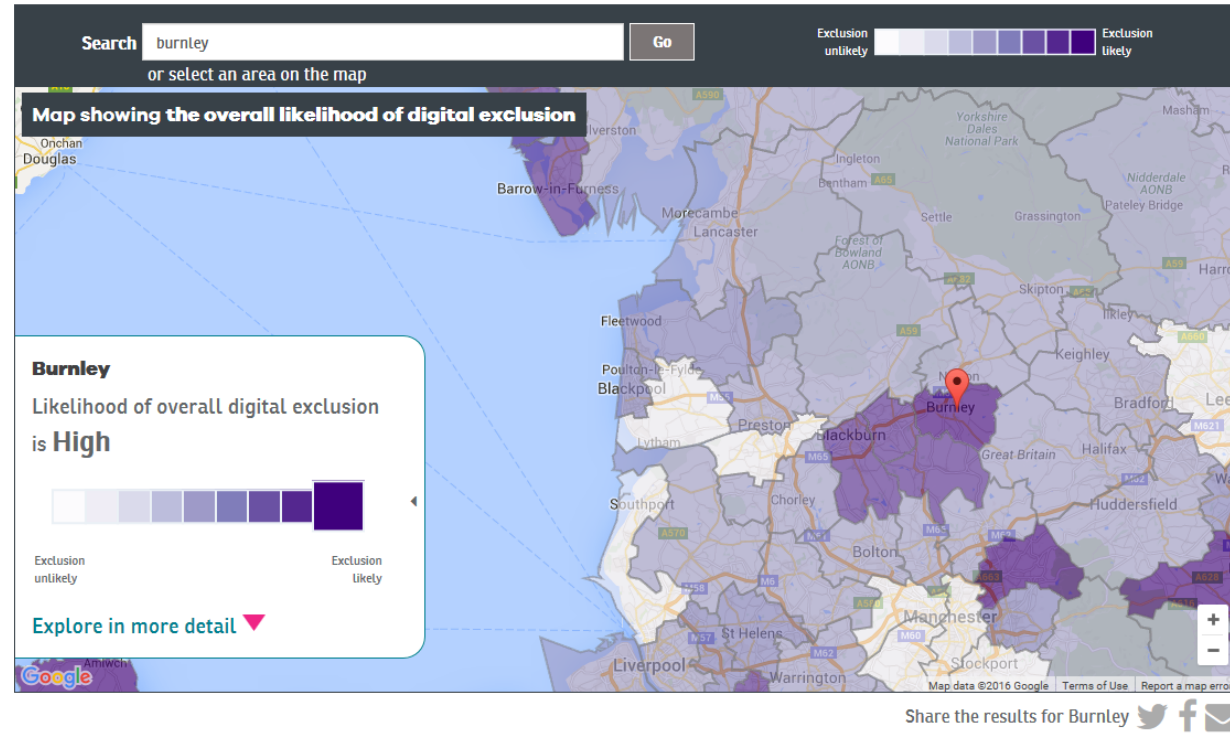
Question ref

Question for consideration

Response

Digital Exclusion Heatmap

Exploring exclusion from a digital United Kingdom



The risk of digital exclusion is considered to be medium to low across most parts of Lancashire. The notable exception is Burnley, where the risk is considered to be high.

Key considerations for a comprehensive and efficient library service

- In most areas of Lancashire, people are not generally at high risk of digital exclusion.

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		<p>The vast majority of people in Lancashire have access to broadband infrastructure</p> <ul style="list-style-type: none"> • Burnley is highlighted as a neighbourhood with a high risk of digital exclusion, primarily because of the relatively low level of digital skills • People at risk of exclusion (older people, people with disabilities, people in social housing) are less likely to have access to the internet at home • People from lower socio-economic groups are less likely to have broadband access at home • People without jobs are less likely to have broadband access at home • Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer.
4	<p>Are there any recent socio-economic trends that may not yet be revealed in the data available that you need to consider? (e.g. large scale job losses in the locality affecting families)</p>	No
5	<p>How do you compare with your geographical and statistical neighbours?</p>	<p>Comparisons focus on the level of spend and accessibility indicators.</p> <p>Spending</p> <p>The national LG Futures financial intelligence report 2015 provides the most recently available benchmarking data set out below.</p>

Question ref	Question for consideration	Response																																				
		<p>Cultural and Related Services</p> <p>Nearest Neighbour Comparison</p> <p>For Cultural and Related Services, Lancashire's unit costs were 8.1% higher than the nearest neighbour average, and ranked 5th highest in the group.</p> <p>Chart 16 - Unit Costs for Cultural and Related Services (NN Group)</p> <table border="1"> <caption>Data for Chart 16 - Unit Costs for Cultural and Related Services (NN Group)</caption> <thead> <tr> <th>County</th> <th>Unit Cost (£ per resident)</th> </tr> </thead> <tbody> <tr><td>Lincolnshire</td><td>22.0</td></tr> <tr><td>Worcestershire</td><td>21.0</td></tr> <tr><td>Kent</td><td>19.5</td></tr> <tr><td>Norfolk</td><td>18.5</td></tr> <tr><td>Lancashire</td><td>17.5</td></tr> <tr><td>Staffordshire</td><td>17.0</td></tr> <tr><td>Nottinghamshire</td><td>16.5</td></tr> <tr><td>North Yorkshire</td><td>16.0</td></tr> <tr><td>Derbyshire</td><td>15.5</td></tr> <tr><td>Suffolk</td><td>15.5</td></tr> <tr><td>Cumbria</td><td>15.5</td></tr> <tr><td>Devon</td><td>14.5</td></tr> <tr><td>Essex</td><td>14.5</td></tr> <tr><td>Northamptonshire</td><td>13.5</td></tr> <tr><td>Warwickshire</td><td>10.5</td></tr> <tr><td>Gloucestershire</td><td>9.0</td></tr> <tr><td>NN Average</td><td>16.0</td></tr> </tbody> </table>	County	Unit Cost (£ per resident)	Lincolnshire	22.0	Worcestershire	21.0	Kent	19.5	Norfolk	18.5	Lancashire	17.5	Staffordshire	17.0	Nottinghamshire	16.5	North Yorkshire	16.0	Derbyshire	15.5	Suffolk	15.5	Cumbria	15.5	Devon	14.5	Essex	14.5	Northamptonshire	13.5	Warwickshire	10.5	Gloucestershire	9.0	NN Average	16.0
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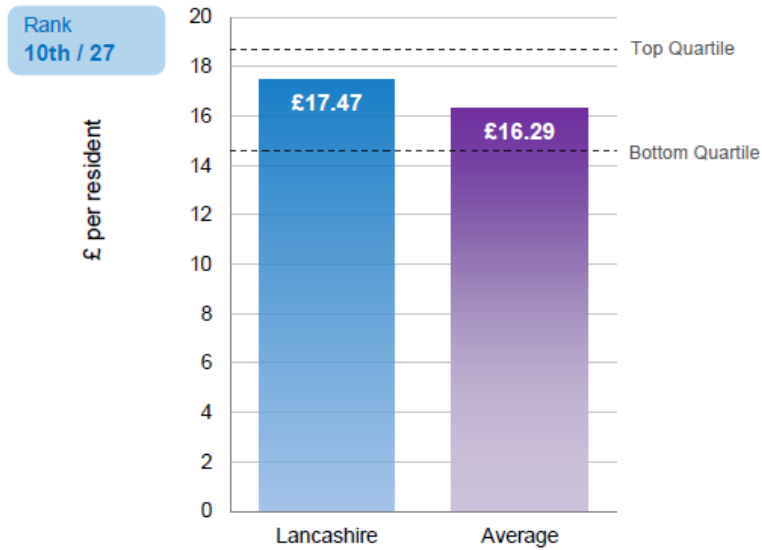
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		<p>A detailed breakdown of unit costs relative to the nearest neighbour average, is provided in the table below.</p> <p style="text-align: center;">Table 13 - Unit Costs for Cultural and Related Services (NN Group)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="background-color: #0070C0; color: white;">Service Area</th> <th rowspan="2" style="background-color: #0070C0; color: white;">Budget 2015/16 (£m)</th> <th colspan="2" style="background-color: #0070C0; color: white;">Unit cost</th> <th colspan="2" style="background-color: #0070C0; color: white;">Difference from average</th> <th rowspan="2" style="background-color: #0070C0; color: white;">Rank (1=high)</th> <th rowspan="2" style="background-color: #0070C0; color: white;">Units</th> </tr> <tr> <th style="background-color: #0070C0; color: white;">Your authority (£ per unit)</th> <th style="background-color: #0070C0; color: white;">Group average (£ per unit)</th> <th style="background-color: #0070C0; color: white;">(%)</th> <th style="background-color: #0070C0; color: white;">(std. dev.)</th> </tr> </thead> <tbody> <tr> <td>Culture and Heritage</td> <td style="text-align: right;">4.083</td> <td style="text-align: right;">3.45</td> <td style="text-align: right;">1.64</td> <td style="text-align: right;">110.3%</td> <td style="text-align: right;">+1.12</td> <td style="text-align: center;">●</td> <td>4th / 16 Residents (all)</td> </tr> <tr> <td>Library Service</td> <td style="text-align: right;">14.226</td> <td style="text-align: right;">12.01</td> <td style="text-align: right;">11.32</td> <td style="text-align: right;">6.1%</td> <td style="text-align: right;">+0.31</td> <td style="text-align: center;">●</td> <td>6th / 16 Residents (all)</td> </tr> <tr> <td>Open Spaces</td> <td style="text-align: right;">1.591</td> <td style="text-align: right;">5.48</td> <td style="text-align: right;">4.61</td> <td style="text-align: right;">18.8%</td> <td style="text-align: right;">+0.25</td> <td style="text-align: center;">●</td> <td>7th / 16 LA Area (Hectares)</td> </tr> <tr> <td>Recreation and Sport</td> <td style="text-align: right;">0.000</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">0.43</td> <td style="text-align: right;">-100.0%</td> <td style="text-align: right;">-0.80</td> <td style="text-align: center;">●</td> <td>12th= / 16 Residents (all)</td> </tr> <tr> <td>Other Cultural and Related Services</td> <td style="text-align: right;">0.786</td> <td style="text-align: right;">0.66</td> <td style="text-align: right;">1.15</td> <td style="text-align: right;">-42.3%</td> <td style="text-align: right;">-0.81</td> <td style="text-align: center;">●</td> <td>14th / 16 Residents (all)</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">20.686</td> <td style="text-align: right;">17.47</td> <td style="text-align: right;">16.16</td> <td style="text-align: right;">8.1%</td> <td style="text-align: right;">+0.40</td> <td style="text-align: center;">●</td> <td>5th / 16 Residents (all)</td> </tr> </tbody> </table>	Service Area	Budget 2015/16 (£m)	Unit cost		Difference from average		Rank (1=high)	Units	Your authority (£ per unit)	Group average (£ per unit)	(%)	(std. dev.)	Culture and Heritage	4.083	3.45	1.64	110.3%	+1.12	●	4th / 16 Residents (all)	Library Service	14.226	12.01	11.32	6.1%	+0.31	●	6th / 16 Residents (all)	Open Spaces	1.591	5.48	4.61	18.8%	+0.25	●	7th / 16 LA Area (Hectares)	Recreation and Sport	0.000	0.00	0.43	-100.0%	-0.80	●	12th= / 16 Residents (all)	Other Cultural and Related Services	0.786	0.66	1.15	-42.3%	-0.81	●	14th / 16 Residents (all)	Total	20.686	17.47	16.16	8.1%	+0.40	●	5th / 16 Residents (all)
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England Comparison

Compared to other authorities across England, Lancashire's unit costs were 7.3% higher than average. Overall, its unit costs were ranked 10th highest out of 27 comparable authorities, as illustrated in the accompanying chart.

Chart 17 - Unit Costs for Cultural and Related Services (All Comparable Authorities)



Source: LG Futures Financial Intelligence Report 2015/16

Planning and Needs Assessment		
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		<p>Key considerations for a comprehensive and efficient library service</p> <ul style="list-style-type: none"> • LG Futures benchmarking indicates the budget for Library Services in 2015/16 was 6.1% higher than the average for comparator authorities • LG Futures benchmarking indicates bottom quartile spend for cultural services is around 80% of the 2015/16 cultural services budget <p>Accessibility</p> <p>Although there is no definition of an acceptable level of reach for library services in England, the national standards set by the Welsh Government provide a useful basis for comparison.</p> <p>The Welsh standards are set out below:</p>

Planning and Needs Assessment														
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		<table border="1"> <thead> <tr> <th>Population density</th> <th>% of households</th> <th>Distance from library</th> </tr> </thead> <tbody> <tr> <td>20 or more persons per hectare:</td> <td>At least 95%</td> <td>within 2 miles of a static service point</td> </tr> <tr> <td>Between 1.1 and 19.9 persons per hectare:</td> <td>At least 75%</td> <td>within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop</td> </tr> <tr> <td>1.0 person or fewer per hectare:</td> <td>At least 70%</td> <td>within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop</td> </tr> </tbody> </table> <p>It would be wrong to conclude that the above reach constitutes a minimum standard for Lancashire but does provide some useful context against which proposed provision can be considered. Lancashire's proposed configuration which is being consulted upon meets this level of reach.</p> <ul style="list-style-type: none"> • at least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre library or satellite service (a static service point) • at least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop. • at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop. 	Population density	% of households	Distance from library	20 or more persons per hectare:	At least 95%	within 2 miles of a static service point	Between 1.1 and 19.9 persons per hectare:	At least 75%	within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	1.0 person or fewer per hectare:	At least 70%	within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop
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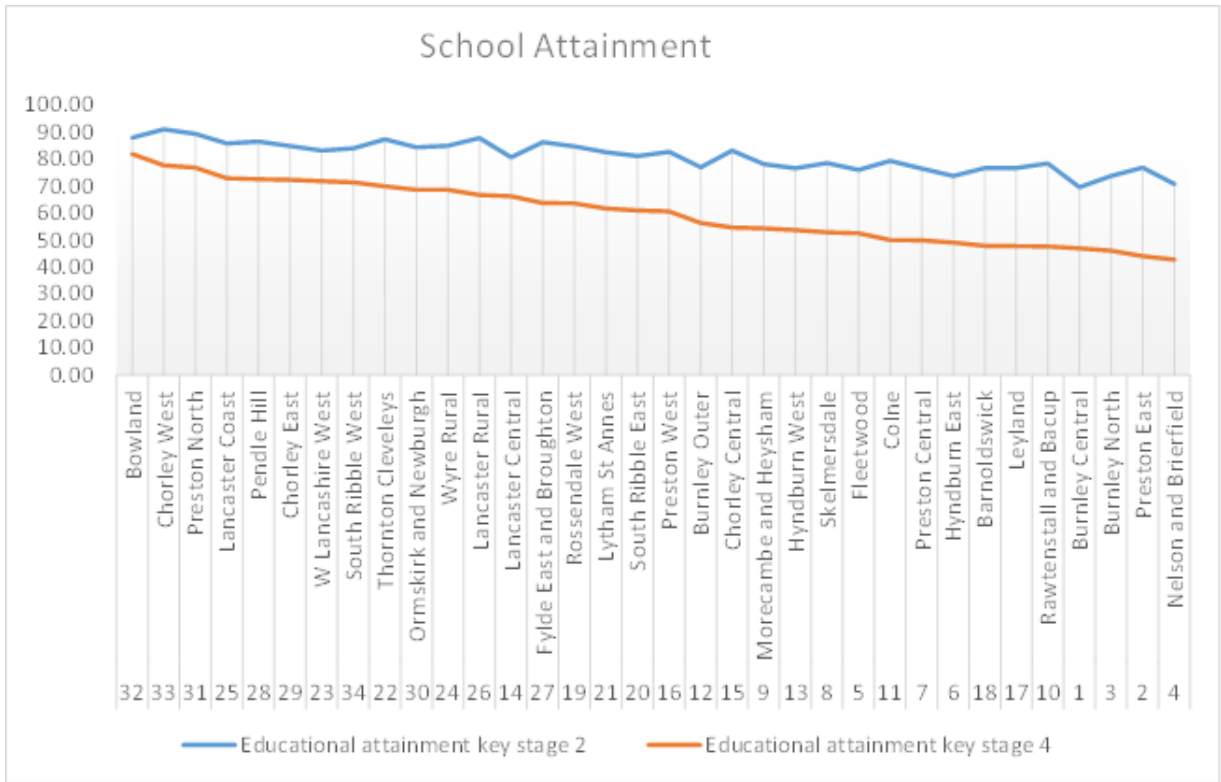
Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<p>Considerations for a comprehensive and efficient library service</p> <ul style="list-style-type: none"> • A comprehensive service does not mean that every resident lives close to a library • Comprehensive means delivering a service that is accessible to all residents using reasonable means, including digital technologies. • An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources. • Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the County • Lancashire's proposed provision currently being consulted on exceeds the Welsh Government Standards.
6	What are the gaps in outcomes for your target group compared with the population in Lancashire and/ or in England?	<p>Index of Multiple Deprivation</p> <p>There are wide variations in levels of income, wealth and health across the county. In more rural areas social exclusion exists side-by-side with affluence and a high quality of life. Several districts have small pockets of deprivation, but there are also larger areas of deprivation, particularly in East Lancashire, Morecambe, Skelmersdale and parts of Preston.</p> <p>Lancashire is ranked 87, out of 152 upper tier local authorities which puts the county in the middle ground (3rd quintile, 57%), where one is the most deprived. The lowest ranking for the domains is 46 for health and disability and highest is 136 for barriers to housing and services. This hasn't changed significantly from the 2010 IMD.</p> <p>Burnley is the most deprived district within Lancashire, with a rank of average rank of 17, where one is the most deprived and 326 is the least. Hyndburn (28th) and Pendle (42nd) are also in the top 20% most deprived authority areas in the country. Ribble Valley (290th) is the only district within the top 20% least deprived authority areas in the country. Health deprivation and disability is an area in which the county does particularly poorly. Burnley is ranked six and Hyndburn seventh most deprived on this indicator.</p> <p>The most deprived communities, based on a review of Service Planning Areas within Lancashire are:</p>

Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<ul style="list-style-type: none"> • Burnley Central • Preston East • Burnley North • Nelson and Brierfield • Fleetwood • Hyndburn East • Preston Central • Skelmersdale • Morecambe and Heysham • Rawtenstall and Bacup • Colne • Burnley Outer • Hyndburn West <p>The geographical areas covered by these service planning areas includes the majority of wards within Lancashire that are in the 10% most deprived nationally with the exception of Broadfield in Leyland and Skerton in Lancaster.</p> <p>Data Source: http://dashboards.instantatlas.com/viewer/report?appid=716ba78f337c487ba22e8d0844951280&authid=VYwLbCvm6BZNHlur</p> <p>Considerations for a comprehensive and efficient library service</p> <ul style="list-style-type: none"> • Library services must provide appropriate library services to help reduce health inequalities in the most deprived communities in Lancashire ie Burnley, Preston, Nelson and Brierfield, Fleetwood, Accrington and Oswaldtwistle, Skelmersdale, Morecambe and Heysham, Rawstenstall and Bacup, Colne, Leyland and Lancaster.

Question ref	Question for consideration	Response
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Educational attainment

This graph shows that the gap between performance at Key Stage 2 and performance at Key Stage 4 widens significantly in the worst performing communities compared to the best performing communities. A priority for the County Council is to narrow this gap.



Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<p>Considerations for a comprehensive and efficient library service</p> <ul style="list-style-type: none"> • Library services must provide appropriate library services to help narrow the education attainment gap, focussed on communities including: <ul style="list-style-type: none"> ○ Nelson and Brierfield ○ Preston East ○ Burnley North ○ Burnley Central ○ Rawtensall and Bacup ○ Leyland ○ Barnoldswick
7	<p>What legislation/ guidance/ strategies/ plans are guiding you? <i>(list all relevant)</i></p> <p>What must be done to adhere with this legislation/ guidance/ strategies/ plans?</p>	<p>Legislation</p> <p>Public libraries in England are a statutory service. Under the 1964 Public Libraries and Museums Act, local authorities in England have a statutory duty to provide a comprehensive and efficient library service for all people working, living or studying full-time in the area that want to make use of it. Local authorities have the power to offer wider library services beyond the statutory service to other user groups.</p> <p>In providing this service, local authorities must, among other things:</p> <ul style="list-style-type: none"> • have regard to encouraging both adults and children to make full use of the library service • lend books and other printed material free of charge for those who live, work or study in the area <p>Other legal obligations to consider include:</p> <ul style="list-style-type: none"> • Equality Act 2010 and section 149: Public Sector Equality Duty • Best Value Duty 2011 guidance

Planning and Needs Assessment		
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		<ul style="list-style-type: none"> • Localism Act 2011 • Judicial Reviews <p>National guidance</p> <p>More information on the legislative framework and points to consider if a library service is being reviewed, including factors that will be considered by the Secretary of State in deciding whether to order an inquiry, can be found in the guidance, Libraries as a statutory service, that was published alongside the Taskforce's Libraries shaping the future: good practice toolkit. The information contained in that guidance is not a statement of government policy but provided to help guide local authorities and others.</p> <p>Other helpful guidance includes the Society of Chief Librarian (SCL) Universal Offers</p> <p>County Council Draft Corporate Strategy</p> <p>Corporate Strategy outcomes;</p> <ul style="list-style-type: none"> • Strategic outcome - To have employment that provides an income that allows full participation in society • Strategic outcome - To live in a decent home in a good environment • Strategic outcome - To live a healthy life <p>Budget</p> <p>The county council continues to face an unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services.</p> <p>Based on current spending and forecast demand for services, the council will not have sufficient financial</p>

Planning and Needs Assessment		
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		<p>resources to meet its statutory obligations by April 2018, even if we no longer continue to deliver any of the non-statutory services. The council will need to rely heavily on reserves in order to set a balanced budget for 2016/17 and 2017/18.</p> <p>Lancashire County Council will continue to provide a library service for the communities of Lancashire. Our vision of the library service for Lancashire is a place for people across generations to use for personal and community wellbeing, which offers flexible, physical, virtual, creative, spaces for the community. They will promote access to and use of the resources needed to encourage personal development, learning and community engagement.</p> <p>These spaces will be developed in response to individual community need. We are passionate about creating opportunities which give people the potential to develop in areas they choose themselves. These physical flexible spaces will be used to promote learning, arts, performance, social activity, digital inclusion, families, heritage and wellbeing. The spaces we aim to provide will enable our communities to enjoy an environment which has been tuned to their needs. The spaces need to be safe for everyone and comfortable.</p> <p>Alongside our review of Library Services, in November 2015, the council's Cabinet agreed a new Property Strategy, which identified a list of all of the buildings the council currently delivers services from. We then began a review to see how the council could reduce the amount of money it spends on providing services from so many different places, with the aim of identifying which buildings should continue to be used in the future. The proposals we will be consulting on are as a result of that review and mean that all of the services above will still be available, but at fewer locations than they are now.</p> <p>Considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • in determining whether to order an inquiry, the Secretary of State gives consideration to a number of factors, including: <ul style="list-style-type: none"> ○ whether there is any serious doubt or uncertainty as to whether the local authority is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service ○ whether the local authority appears to be acting in a careless or unreasonable way ○ whether the decision is or may be outside the proper bounds of the local authority's discretion,

Planning and Needs Assessment		
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		<p>such as a capricious decision to stop serving a particularly vulnerable group in the local community</p> <ul style="list-style-type: none"> ○ whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals ○ whether the local authority has failed to explain, analyse or properly justify its proposals ○ whether the local proposals are likely to lead to a breach of national library policy ○ the advantages of local decision making by expert and democratically accountable local representatives ○ whether there is any further good reason why a local inquiry should be ordered <ul style="list-style-type: none"> ● Feedback from the current consultation must be considered prior to any decision about either library service provision or the properties from which buildings based library services are considered.
8	What do we know about current service users?	<p>Lancashire's libraries play an important role in the lives of individuals and communities. With more than 93,500 visits to our libraries each week, library visits represent the largest regular voluntary interaction the County Council enjoys with individual members of the community. Every year:</p> <ul style="list-style-type: none"> ● more 374,700 information enquiries are answered ● 4.9 million items are loaned ● 5491 cultural, learning, reading and community events are delivered ● 832,682 sessions on public library computer ● 70,174 visits to the Online Reference Library ● 316,946 visits to the eBook and eAudiobook download library ● 1,473,938 website visits. <p>The service is also connected to many organisations, both big and small, and in many ways - from providing</p>

Planning and Needs Assessment																																												
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		<p>meeting rooms to being commissioned to deliver specific services.</p> <p>The attraction of working with libraries for many organisations lies in their wide local reach, the neutrality and trust people place in the service, and the sheer quantity of face-to-face contacts libraries enjoy with the whole community.</p> <p>The profile of our customers across the county closely matches the profile of Lancashire's population. More than 42% of all Lancashire residents hold a library card.</p> <p>Service information has been identified relating to the protected characteristics of age, disability, gender and ethnicity of library users.</p> <p>Age</p> <p>The age data comes from information on active library users (ie those who had visited or obtained material from a library) for the 2014/15 period). It is as follows:</p> <table border="1"> <thead> <tr> <th>Age (years)</th> <th>2015 MYE Population of Lancashire 12</th> <th>Library users</th> <th>Proportion</th> </tr> </thead> <tbody> <tr> <td>0-4</td> <td>68,947</td> <td>8,981</td> <td>13%</td> </tr> <tr> <td>5-9</td> <td>70,551</td> <td>25,665</td> <td>36%</td> </tr> <tr> <td>10-15</td> <td>78,191</td> <td>21,741</td> <td>28%</td> </tr> <tr> <td>16-24</td> <td>138,273</td> <td>8,886</td> <td>6%</td> </tr> <tr> <td>25-34</td> <td>140,541</td> <td>10,640</td> <td>8%</td> </tr> <tr> <td>35-44</td> <td>140,769</td> <td>13,254</td> <td>9%</td> </tr> <tr> <td>45-54</td> <td>171,833</td> <td>13,983</td> <td>8%</td> </tr> <tr> <td>55-64</td> <td>145,149</td> <td>16,062</td> <td>11%</td> </tr> <tr> <td>65-74</td> <td>131,949</td> <td>21,858</td> <td>17%</td> </tr> </tbody> </table>			Age (years)	2015 MYE Population of Lancashire 12	Library users	Proportion	0-4	68,947	8,981	13%	5-9	70,551	25,665	36%	10-15	78,191	21,741	28%	16-24	138,273	8,886	6%	25-34	140,541	10,640	8%	35-44	140,769	13,254	9%	45-54	171,833	13,983	8%	55-64	145,149	16,062	11%	65-74	131,949	21,858	17%
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		Total		164,248												
		<p>A separate active borrowers data which uses fewer categories and may indicate transactions as it relates mainly to exemptions for loans and other charges provides an age profile of:</p> <table> <tr> <td>Junior under 12</td> <td>406,429</td> </tr> <tr> <td>Junior 12-14</td> <td>74,106</td> </tr> <tr> <td>Junior 15</td> <td>12,660</td> </tr> <tr> <td>Adult 16-17</td> <td>18,607</td> </tr> <tr> <td>Adults 18 and over</td> <td>474,058</td> </tr> <tr> <td>Adults 65 and over</td> <td>327,264</td> </tr> </table> <p>The indications (particularly from the first set of data) are that Libraries are particularly visited by children and older people. 36% of 5-9 year olds are active library users in Lancashire. There is a tapering off in users between the ages of 16 to 34 before the numbers gradually increase again towards an "adult high point" in the 65-74 age range. 17% of over 65s are active users in the county. The service also had almost 5000 active users who are over the age of 85. Although libraries are used across the range of ages, children and early teenagers and older people may be disproportionately affected by any changes/reductions to the Service.</p> <p>The figures for gender, disability and ethnicity are based on 397,992 registered public users of the library service – there are 495,418 people registered but information is not given by almost 20% of those registered.</p> <p>Gender</p> <p>222,689 registered users are female and 175,303 are male.</p> <p>Disability</p>			Junior under 12	406,429	Junior 12-14	74,106	Junior 15	12,660	Adult 16-17	18,607	Adults 18 and over	474,058	Adults 65 and over	327,264
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		<p>There is data available for both active borrowers and registered public users of the library service. In this area, people may appear both in terms of having a disability and again in particular impairment categories which are used – ie a visually impaired person may be counted as both being visually impaired and as being a disabled person but it is unclear in how many instances this happens, if at all. The information does give an indication of usage by the disability protected characteristic which is of use. The active borrowers information identifies</p> <table> <tr> <td>16-17 year old borrower/transactions with a disability</td> <td>27</td> </tr> <tr> <td>disabled borrowers/transactions aged over 18</td> <td>16,386</td> </tr> </table> <p>It separately categorises:</p> <table> <tr> <td>Blind children under 12</td> <td>21</td> </tr> <tr> <td>Blind 12-14 year olds</td> <td>19</td> </tr> <tr> <td>Blind 16-17 year olds</td> <td>24</td> </tr> <tr> <td>Blind borrowers or transactions for those over 18</td> <td>5,099</td> </tr> </table> <p>In terms of the registered public users of the library there is more detailed information including:</p> <table> <tr> <td>Deaf/deafened borrowers</td> <td>681</td> </tr> <tr> <td>Hard of Hearing borrowers</td> <td>5</td> </tr> <tr> <td>Disability Yes</td> <td>10,467</td> </tr> <tr> <td>Borrowers with a Learning Disability</td> <td>2,897</td> </tr> <tr> <td>Borrowers with Mental Health Difficulties</td> <td>1,501</td> </tr> <tr> <td>Borrowers with Physical Disabilities</td> <td>5,829</td> </tr> <tr> <td>Borrowers with a Visual Impairment</td> <td>1,480</td> </tr> </table> <p>This gives an indication of the range of disabled people who use the library service. Given that libraries often have materials which are of particular use to people with some disabilities (eg spoken word recordings, large print materials), are seen as a safe and welcoming space and host a number of exhibitions and awareness raising or community events related to disability or health conditions, any changes or reductions in service could disproportionately impact this group and the impact may be greater than for some other groups.</p>	16-17 year old borrower/transactions with a disability	27	disabled borrowers/transactions aged over 18	16,386	Blind children under 12	21	Blind 12-14 year olds	19	Blind 16-17 year olds	24	Blind borrowers or transactions for those over 18	5,099	Deaf/deafened borrowers	681	Hard of Hearing borrowers	5	Disability Yes	10,467	Borrowers with a Learning Disability	2,897	Borrowers with Mental Health Difficulties	1,501	Borrowers with Physical Disabilities	5,829	Borrowers with a Visual Impairment	1,480
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Borrowers with Physical Disabilities	5,829																											
Borrowers with a Visual Impairment	1,480																											

Question ref	Question for consideration	Response
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Ethnicity

Where known, ethnicity data includes over 80 nationalities which can be summarised using the main Census categories as:

Ethnicity	Census 2011 population	Library users	Proportion
White; English/Welsh/Scottish/Northern Irish/British	1,050,340	202,831	19%
White; Irish	7,125	1,931	27%
White; Gypsy or Irish Traveller	821	365	44%
White; Other White	22,401	6,308	28%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	4,573	624	14%
Mixed/Multiple Ethnic Groups; White and Black African	1,279	265	21%
Mixed/Multiple Ethnic Groups; White and Asian	4,571	599	13%
Mixed/Multiple Ethnic Groups; Other Mixed	2,301	581	25%
Asian/Asian British; Indian	19,212	3,962	21%
Asian/Asian British; Pakistani	36,103	10,118	28%
Asian/Asian British; Bangladeshi	5,811	802	14%
Asian/Asian British; Chinese	4,811	659	14%
Asian/Asian British; Other Asian	5,117	864	17%
Black/African/Caribbean/Black British; African	1,891	668	35%
Black/African/Caribbean/Black British; Caribbean	1,789	393	22%
Black/African/Caribbean/Black British; Other Black	418	234	56%

White; Other White can be further broken down into:

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Question ref	Question for consideration	Response																																																
		<table border="1"> <thead> <tr> <th data-bbox="660 336 1402 371">Ethnicity</th> <th data-bbox="1402 336 1659 371">Library users</th> </tr> </thead> <tbody> <tr> <td data-bbox="660 371 1402 411">Polish</td> <td data-bbox="1402 371 1659 411">3,082</td> </tr> <tr> <td data-bbox="660 411 1402 451">Latvian</td> <td data-bbox="1402 411 1659 451">748</td> </tr> <tr> <td data-bbox="660 451 1402 491">Lithuanian</td> <td data-bbox="1402 451 1659 491">535</td> </tr> <tr> <td data-bbox="660 491 1402 531">Italian</td> <td data-bbox="1402 491 1659 531">516</td> </tr> <tr> <td data-bbox="660 531 1402 571">Hungarian</td> <td data-bbox="1402 531 1659 571">514</td> </tr> <tr> <td data-bbox="660 571 1402 611">American</td> <td data-bbox="1402 571 1659 611">473</td> </tr> <tr> <td data-bbox="660 611 1402 659">Spanish</td> <td data-bbox="1402 611 1659 659">440</td> </tr> </tbody> </table> <p data-bbox="660 699 784 730">Ethnicity</p> <p data-bbox="660 767 2116 799">The ethnicity data includes over 80 nationalities which can be summarised using the main Census categories as:</p> <table border="1"> <tbody> <tr> <td data-bbox="660 836 1344 868">Asian or Asian British – any other Asian background</td> <td data-bbox="1344 836 1456 868">864</td> </tr> <tr> <td data-bbox="660 868 1344 900">Asian or Asian British – Indian</td> <td data-bbox="1344 868 1456 900">3,962</td> </tr> <tr> <td data-bbox="660 900 1344 932">Asian or Asian British – Pakistani</td> <td data-bbox="1344 900 1456 932">10,118</td> </tr> <tr> <td data-bbox="660 932 1344 963">Asian or Asian British – Bangladeshi</td> <td data-bbox="1344 932 1456 963">802</td> </tr> <tr> <td data-bbox="660 963 1344 995">Black or Black British – African</td> <td data-bbox="1344 963 1456 995">668</td> </tr> <tr> <td data-bbox="660 995 1344 1027">Black or Black British – any other black background</td> <td data-bbox="1344 995 1456 1027">234</td> </tr> <tr> <td data-bbox="660 1027 1344 1059">Black or Black British – Caribbean</td> <td data-bbox="1344 1027 1456 1059">393</td> </tr> <tr> <td data-bbox="660 1059 1344 1091">Chinese</td> <td data-bbox="1344 1059 1456 1091">659</td> </tr> <tr> <td data-bbox="660 1091 1344 1123">Mixed – any other mixed background</td> <td data-bbox="1344 1091 1456 1123">581</td> </tr> <tr> <td data-bbox="660 1123 1344 1155">Mixed - White and Asian</td> <td data-bbox="1344 1123 1456 1155">599</td> </tr> <tr> <td data-bbox="660 1155 1344 1187">Mixed – White and Black African</td> <td data-bbox="1344 1155 1456 1187">265</td> </tr> <tr> <td data-bbox="660 1187 1344 1219">Mixed – White and Black Caribbean</td> <td data-bbox="1344 1187 1456 1219">624</td> </tr> <tr> <td data-bbox="660 1219 1344 1251">Other ethnic group, e.g. Traveller, Romany</td> <td data-bbox="1344 1219 1456 1251">365</td> </tr> <tr> <td data-bbox="660 1251 1344 1283">Polish</td> <td data-bbox="1344 1251 1456 1283">3,082</td> </tr> <tr> <td data-bbox="660 1283 1344 1315">White British</td> <td data-bbox="1344 1283 1456 1315">195,250</td> </tr> <tr> <td data-bbox="660 1315 1344 1347">English</td> <td data-bbox="1344 1315 1456 1347">7,012</td> </tr> </tbody> </table>	Ethnicity	Library users	Polish	3,082	Latvian	748	Lithuanian	535	Italian	516	Hungarian	514	American	473	Spanish	440	Asian or Asian British – any other Asian background	864	Asian or Asian British – Indian	3,962	Asian or Asian British – Pakistani	10,118	Asian or Asian British – Bangladeshi	802	Black or Black British – African	668	Black or Black British – any other black background	234	Black or Black British – Caribbean	393	Chinese	659	Mixed – any other mixed background	581	Mixed - White and Asian	599	Mixed – White and Black African	265	Mixed – White and Black Caribbean	624	Other ethnic group, e.g. Traveller, Romany	365	Polish	3,082	White British	195,250	English	7,012
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		<p>Scottish 346 Welsh 122 White Northern Irish 101 White Irish 1,931</p> <p>Other nationalities with over 500 registered public users are Latvian 748 Lithuanian 535 Italian 516 Hungarian 514 American 473 Spanish 440</p> <p>Considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • Information on service users has informed comment on needs of the population
9	What do people in the target group want?	<p>Consultation feedback</p> <p>Feedback from consultation reported to Cabinet in February 2016</p> <p>The library services that were most important to respondents are:</p> <ul style="list-style-type: none"> • borrowing a book (95%) • the use for reference or research (50%) • using a computer (47%) • picking up other information (42%) • borrowing a CD,DVD or talking book (37%) • attending a social or group activity (36%) • attending a children's event or activity (32%)

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		<ul style="list-style-type: none"> • reading a newspaper or magazine (32%) • using the online library service (10%) • reserving a book online (19%) and using the free Wi-Fi (18%). <p>The questionnaire asked respondents what they thought the Lancashire County Library Service should provide, in line with the service's strategic objectives. 93% strongly agreed it should provide helpful and knowledgeable staff, 91% said encourage people to enjoy reading, 71% strongly agreed it should provide spaces to enjoy culture and learning, 64% easy to use online services, 64% help people reach their potential and live independent lives, 59% support for communities to stay healthy and 48% strongly agreed that there should be opportunities for volunteers to help in libraries.</p> <p>Those responding were asked when they would be most likely to visit the library if the opening times were available. During weekdays, 10am-11:59am (60%) and 2pm-3:59pm (51%) were the most cited times. For Saturdays respondents were most likely to indicate 10am-11:59am (56%) and 12-13:59pm (32%), and on Sundays it was 10am-11:59am (21%) and 2pm-3:59pm (18%).</p> <p>Respondents were asked to provide any suggestions or other comments about the Lancashire County Library Service. Of those completing the question, two fifths (39%) stated their library should remain open, a third (31%) said libraries were vital for individual wellbeing and community cohesion, a quarter were positive about the staff, commented on libraries as community hubs and meeting places or as vital or important, (27%, 24% and 24% respectively) or made a general positive comment (23%) or were positive about being able to borrow books and improving literacy (22%).</p> <p>Considerations for a comprehensive and efficient library service:</p> <ul style="list-style-type: none"> • Services that are most important to people are: <ul style="list-style-type: none"> ○ borrowing a book (95%) ○ the use for reference or research (50%) ○ using a computer (47%) ○ picking up other information (42%) ○ borrowing a CD,DVD or talking book (37%)

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		<ul style="list-style-type: none"> ○ <i>attending a social or group activity (36%)</i> ○ <i>attending a children's event or activity (32%)</i> ○ <i>reading a newspaper or magazine (32%)</i> ○ <i>using the online library service (10%)</i> ○ <i>reserving a book online (19%) and using the free Wi-Fi (18%).</i> <p>Feedback received through the Property Strategy consultation May to August 2016</p> <p><i>Considerations for a comprehensive and efficient library service:</i></p> <ul style="list-style-type: none"> • There were almost 7,000 responses to the Property Strategy consultation. The county council has received a number of petitions and e-petitions about the Property Strategy and for specific properties. As at 17 August 2016 there had been 11,685 signatures received via e-petitions and 26,642 signatures received via other petitions. The county council had also received 92 items of correspondence relating to the property strategy. • The top five indications that respondents have used a property delivering library services in the last three years that is proposed to no longer to deliver services were Ansdell Library (436), Whalley Library and Spring Wood Children's Centre (395), Lytham Library and Registration Office (370), Bacup library (363) and Thornton Library (281) • The general themes from all the responses when respondents were asked an open question about the impact of the proposals were: <ul style="list-style-type: none"> ○ inconvenience/difficulty/cost/distance to access the service in future; ○ the loss of the service impacting on wellbeing, employment, education, opportunities; ○ the loss of resources, information, sessions, classes and events; ○ the loss of a community asset; ○ the loss of access to computers/internet; and ○ loss of social opportunities leading to isolation, loss of help/support. • The general themes from all the responses, when respondents were asked an open question about

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		<p>their reasons for a property continuing to deliver services, (which was proposed to no longer deliver services) were:</p> <ul style="list-style-type: none"> ○ the properties are a community asset/social hub; ○ the properties provide services, (eg access to information, education, computers/internet, books); ○ the properties provide classes, events, meeting spaces; ○ difficult/longer journeys to access other properties; and ○ no viable alternative in the local area.
	What are the main issues arising from the analysis of needs?	<p>Expected growth in the children and young people's population</p> <p>We will provide services to meet the needs of children and young people through an offer of digital, mobile and buildings based services including:</p> <ul style="list-style-type: none"> ○ an excellent range of quality books, digital resources, eBooks and other materials ○ ICT facilities and to help children and young people to engage with the digital world ○ activities which will support children, young people and their parents/carers to improve literacy ○ spaces in which people can come together ○ a school library service for schools that choose to buy it <p>Expected growth in the older people's population</p> <p>We will provide services to meet the needs of older people through an offer of digital, mobile and buildings based services including:</p> <ul style="list-style-type: none"> ○ an excellent range of quality books, digital resources, eBooks and other materials ○ ICT facilities and help to enable older to engage with the digital world ○ spaces in which people can come together ○ promoting awareness and access to online health and well-being information ○ supporting people to create a healthier, happier and more knowledgeable community

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		<p>Higher proportions of older people in areas including Lytham and St Annes, Rural Wyre (including towns and villages such as Garstang, Knott End and Pilling), Carnforth and the surrounding coastal area, Poulton-le-Fylde, Thornton and Cleveleys and Ormskirk</p> <p>We propose to meet these needs through:</p> <ul style="list-style-type: none"> ○ A digital lending service accessible 24/7 to all Lancashire residents ○ A building based library service delivered through: <ul style="list-style-type: none"> ○ continued library service provision from the existing St Annes Library building ○ continued library service provision from the existing Knott End Library and Garstang Library buildings ○ delivering building based library services from the Carnforth Hub building ○ continuing library service provision from the Poulton-le-Fylde library building ○ continuing to delivery building based library services from the existing Ormskirk Library building <p>Closures of existing library services have the potential to impact on the older people's population in Thornton and Cleveleys and Silverdale. Poulton library is considered to be a reasonable alternative destination for most people who would have visited Thornton library. Provision at Silverdale will need to be considered as part of our mobile library service, although we do propose to retain a service in Carnforth.</p> <p>Higher proportions of older people living alone in Lancashire's major population centres such as Preston, Burnley and Lancaster. Analysis of Service Planning Areas also highlighted Barnoldswick as having higher proportions of pensioners living alone</p> <p>We propose to meet these needs through:</p> <ul style="list-style-type: none"> ○ a digital lending service accessible 24/7 to all Lancashire residents ○ a building based library service delivered through: <ul style="list-style-type: none"> ○ continued library service provision from existing library buildings across Preston including, Savick, Ingol, Sharoe Green, Ribbleton Library and the Harris Library buildings ○ continued library service provision from existing library buildings in Burnley including Coal Clough and Burnley Library ○ continued library service provision from the existing Lancaster Central Library building

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		<ul style="list-style-type: none"> ○ continued library service provision from the existing Barnoldswick library building <p>Higher Total Fertility Rates in Pendle and Hyndburn (amongst the highest rates in England and Wales). Lower Total Fertility Rates in Fylde and Ribble Valley (among the lowest in the country)</p> <p>We propose to meet these needs through:</p> <ul style="list-style-type: none"> ○ a digital lending service accessible 24/7 to all Lancashire residents ○ a building based library service delivered through: <ul style="list-style-type: none"> ○ a satellite library service delivered from Family Tree Childrens centre in Brierfield ○ continued library service provision from the existing Nelson and Colne library buildings ○ continued library service provision from Accrington library <p>Projected population increases in Chorley (higher than the North West or England average)</p> <p>We propose to meet these needs through:</p> <ul style="list-style-type: none"> ○ a digital lending service accessible 24/7 to all Lancashire residents ○ a building based library service delivered through: <ul style="list-style-type: none"> ○ continued library service provision from Chorley library. ○ continued library services from the existing Euxton Library and Leyland Library buildings, providing services which are also accessible to the growing Buckshaw Village. <p>Three quarters of Lancashire's BME community live within Preston, Pendle, Burnley and Hyndburn.</p> <p>We propose to meet these needs through:</p> <ul style="list-style-type: none"> ○ a digital lending service accessible 24/7 to all Lancashire residents ○ a building based library service delivered through: <ul style="list-style-type: none"> ○ continued library service provision from existing library buildings across Preston including, Savick, Ingol, Sharoe Green, Ribbleton Library and the Harris Library buildings ○ a satellite library service delivered from Family Tree Childrens centre in Brierfield ○ continued library service provision from the existing Nelson and Colne library buildings ○ continued library service provision from existing library buildings in Burnley including Coal Clough

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		<p>and Burnley Library</p> <ul style="list-style-type: none"> ○ continued library service provision from Accrington library <p>A significant number of Lancashire's population, including children and young people, will experience some form of disability.</p> <p>We propose to meet the needs of people with disabilities through:</p> <ul style="list-style-type: none"> ○ a digital lending service accessible 24/7 ○ ensuring that our library buildings are accessible to people with disabilities ○ providing stock and resources which are accessible to people with disabilities ○ providing a home library service which will help to ensure that people who are unable to visit a library due to ill health or disability are able to access lending services <p>The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield.</p> <p>Our proposed building based library service will offer continued services from:</p> <ul style="list-style-type: none"> ○ the existing Fleetwood library building ○ a satellite library service from the existing Morecambe and a full library service from the Heysham library building, the existing Coal Clough and Burnley Library buildings, ○ the existing Accrington Library building ○ the existing Nelson Library building ○ a satellite library service delivered from Family Tree Childrens centre in Brierfield <p>Within the resources available it will not be possible to have a building based library service which is easily accessible to all people within Lancashire. The most densely populated areas of Lancashire are Hyndburn, Preston and South Ribble. Ribble Valley was by far the least densely populated authority in the County. At MSOA level the most densely populated areas of Lancashire are Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor).</p>

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		<p>The following proposed building based services are located or in close proximity to the most densely populated MSOAs:</p> <ul style="list-style-type: none"> ○ Lancaster library ○ A satellite library in Morecambe ○ Nelson library ○ Preston Harris Library ○ Fleetwood Library ○ Accrington Library ○ Burnley Central Library ○ Coal Clough Library ○ Skelmersdale Library <p>There is no building based provision in Cleveleys but Fleetwood library is accessible via public transport (Tram or bus).</p> <p>There is no building based provision in Rose Grove but Burnley Central library is easily accessible via public transport.</p> <p>Significant areas of Lancashire a characterised by rurality.</p> <p>There are significant geographical areas of Lancashire which are characterised by rurality including:</p> <ul style="list-style-type: none"> ○ Bowland including villages such as Slaidburn and Dunsop Bridge ○ Rural Fylde including villages such as Inskip and Elswick ○ Rural Lancaster including villages such as Quernmore, Borwick, Claughton, Hornby, Arkholme, Tunstall and Ireby ○ Rural West Lancashire including towns and villages such Burscough and Scarisbrick ○ Rural Wyre including villages such as Hambleton, Knot end and Calder Vale. <p>It will not be possible to provide a building based library service which is easily accessible to everyone living in rural communities. However, we will meet needs of these communities through:</p>

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		<ul style="list-style-type: none"> ○ An expanding digital lending service available 24/7 ○ six mobile library units operating 68 routes and 792 stops across the county. ○ at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop. <p>Our current fleet of mobile libraries is aging and does not have any ICT provision. We need to consider future mobile provision and associated investment.</p> <p>There are risks of poor community cohesion across Lancashire but potentially greater in urban areas of Nelson, Hyndburn and Burnley and Preston</p> <p>We will maintain building based library services in all major centres of population across Lancashire including from the existing Nelson library building, Accrington Library building, Burnley Central library building and Preston Harris Library building. Within these buildings we will provide spaces for communities to come together and also promote activities which support community cohesion.</p> <p>The highest estimated rate per 1,000 socially isolated households is in Fylde. The highest estimated number of socially isolated households at relative risk are in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley.</p> <p>Our proposed building based services will ensure continued library service provision in Poulton, Fleetwood, Knott End and Garstang. Buildings based services from Cleveleys Library and Thornton Library are proposed to cease. Fleetwood library and Poulton library provide alternative buildings based services which are accessible via public transport.</p> <p>The coastal stretch including Lytham and St Annes is proposed to be served by a full library service at St Annes.</p> <p>In most areas of Lancashire, people are not generally at high risk of digital exclusion. The vast majority of people in Lancashire have access to broadband infrastructure. Burnley is highlighted as a neighbourhood</p>

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		<p>with a high risk of digital exclusion, primarily because of the relatively low level of digital skills.</p> <p>Our proposed building based provision will ensure continued library services from existing library buildings in Burnley including Coal Clough and Burnley Library.</p> <p>People at risk of exclusion (older people, people with disabilities, people in social housing) are less likely to have access to the internet at home</p> <p>Our proposed building based library service provision is located in areas which take account of these factors. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings.</p> <p>People from lower socio-economic groups are less likely to have broadband access at home</p> <p>Our proposed building based library service provision is located in areas which take account of deprivation. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings.</p> <p>People without jobs are less likely to have broadband access at home</p> <p>Our proposed building based library service provision is located in areas which take account of deprivation. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings.</p> <p>Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer</p> <p>Library staff and volunteers will continue to provide help and advice, including signposting to training opportunities, for those who don't know how to use a computer.</p> <p>LG Futures benchmarking indicates the budget for Library Services in 2015/16 was 6.1% higher than the average for comparator authorities.</p> <p>LG Futures benchmarking indicates bottom quartile spend for cultural services is around 80% of the 2015/16 cultural services budget</p>

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		<p>A comprehensive service cannot mean that every resident lives close to a library. Comprehensive means delivering a service that is accessible to all residents using reasonable means, including digital technologies.</p> <p>An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.</p> <p>Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the county.</p> <p>Lancashire's proposed provision currently being consulted on exceeds the Welsh Government Standards</p> <p>Feedback from the current consultation must be considered prior to any decision about either library service provision or the properties from which buildings based library services are considered</p> <p>It would be wrong to conclude that the above reach constitutes a minimum standard for Lancashire but does provide some useful context against which proposed provision can be considered. Lancashire's proposed building and mobile based configuration which is being consulted upon meets this level of reach.</p> <ul style="list-style-type: none"> • at least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre library or satellite service (a static service point) • at least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop. • at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop. <p>In addition to the building based and mobile provision, Lancashire will maintain and expand the digital lending offer. The current offer provides 24/7 access to a large but expanding range of ebooks and audiobooks.</p> <p>Library services must provide appropriate library services to help reduce health inequalities in the most deprived communities in Lancashire ie Burnley, Preston, Nelson and Brierfield, Fleetwood, Accrington</p>

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		<p>and Oswaldtwistle, Skelmersdale, Morecambe and Heysham, Rawstenstall and Bacup, Colne, Leyland and Lancaster.</p> <p>Proposed building based provision provides services which are generally accessible to people in these communities, either through a full or satellite building based service offer. Building based services are supplemented by the home library service and digital lending service.</p> <p>Library services must provide appropriate library services to help narrow the education attainment gap, focussed on communities including:</p> <ul style="list-style-type: none"> ○ Nelson and Brierfield ○ Preston East ○ Burnley North ○ Burnley Central ○ Rawtensall and Bacup ○ Leyland ○ Barnoldswick <p>Proposed building based provision provides services which are generally accessible to people in these communities, either through a full or satellite building based service offer. Building based services are supplemented by the home library service and digital lending service. In addition, the school library service (traded) is available for schools to purchase should they wish to do so.</p> <p>In determining whether to order an inquiry, the Secretary of State gives consideration to a number of factors, including:</p> <ul style="list-style-type: none"> ○ whether there is any serious doubt or uncertainty as to whether the local authority is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service ○ whether the local authority appears to be acting in a careless or unreasonable way ○ whether the decision is or may be outside the proper bounds of the local authority's discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local

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		<p>community</p> <ul style="list-style-type: none"> ○ whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals ○ whether the local authority has failed to explain, analyse or properly justify its proposals ○ whether the local proposals are likely to lead to a breach of national library policy ○ the advantages of local decision making by expert and democratically accountable local representatives ○ whether there is any further good reason why a local inquiry should be ordered <p>The planning and needs assessment provides evidence that the county council is not acting in a careless and unreasonable way and evidence to support our proposals for the future provision of library services across Lancashire.</p> <p>The Library Service consultation indicated the services that are most important to people are:</p> <ul style="list-style-type: none"> ○ borrowing a book (95%) ○ the use for reference or research (53%) ○ using a computer (50%) ○ attending a children's event or activity (37%) ○ picking up other information (37%) ○ borrowing a CD,DVD or talking book (36%) ○ attending a social or group activity (35%) ○ reading a newspaper or magazine (27%) ○ using the online library service (22%) ○ reserving a book online (21%) and using the free Wi-Fi (20%) <p>The proposed library service offer will continue to deliver these services. Although the building based offer is to be delivered from a reduced number of service points, it is supplemented by a strong digital, mobile and home library service offer.</p> <p>Feedback received through the Property Strategy consultation May to August 2016</p>

Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<p>There were over 5000 responses to the Property Strategy consultation. The county council has received a number of petitions and e-petitions about the Property Strategy and for specific properties. As at 17 August 2016 there had been 11,685 signatures received via e-petitions and 26,642 signatures received via other petitions. The county council had also received 92 items of correspondence relating to the property strategy.</p> <p>The high number of signatories to petitions, responses to the consultation and volume of correspondence</p> <p>The top five indications that respondents have used a property delivering library services in the last three years that is proposed to no longer to deliver services were Ansdell Library (436), Whalley Library and Spring Wood Children's Centre (395), Lytham Library and Registration Office (370), Bacup library (363) and Thornton Library (281).</p> <p>The general themes from all the responses when respondents were asked an open question about the impact of the proposals were:</p> <ul style="list-style-type: none"> ○ inconvenience/difficulty/cost/distance to access the service in future; ○ the loss of the service impacting on wellbeing, employment, education, opportunities; ○ the loss of resources, information, sessions, classes and events; ○ the loss of a community asset; ○ the loss of access to computers/internet; and ○ loss of social opportunities leading to isolation, loss of help/support. <p>The general themes from all the responses, when respondents were asked an open question about their reasons for a property continuing to deliver services, (which was proposed to no longer deliver services) were:</p> <ul style="list-style-type: none"> ○ the properties are a community asset/social hub; ○ the properties provide services, (eg access to information, education, computers/internet, books); ○ the properties provide classes, events, meeting spaces; ○ difficult/longer journeys to access other properties; and ○ no viable alternative in the local area. <p>Considerations for a comprehensive and efficient library service:</p>

Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<p>The number of responses received via petitions, correspondence and the consultation indicate the strength of feeling for library services within Lancashire and are reflective of concerns within communities about alternative options for them to be able to access the service, loss of facilities and more generally, the loss of a community asset and the social opportunities that arise.</p> <p>The library buildings which appear to have been most used by respondents to the consultation include: <i>Ansdell and Lytham libraries</i>. The local community in this area has a higher percentage of older people, for whom public transport may not be a viable option, and relatively high indicators of social isolation. Our proposals include a full library service at St Anne's, which is easily accessible for most people via public transport from Lytham and Ansdell. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation.</p> <p><i>Whalley library</i>. Consideration of information including population data and gaps in outcomes has not highlighted Whalley as a community with high levels of need. Our proposals include a full library service from Clitheroe. Public transport links between Whalley and Clitheroe are good and for car owners it is about a 10 minute drive. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation.</p> <p><i>Thornton Library</i>. The local community in this area has a higher percentage of older people, for whom public transport may not be a viable option, and relatively high indicators of social isolation. Our proposals include a full library service at Poulton, which is easily accessible for most people via public transport from Thornton, or alternatively from the proposed full library service at Fleetwood. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation.</p> <p><i>Bacup library</i>: The Planning and Needs assessment has highlighted Bacup as one of the more deprived communities in Lancashire and also gaps in our expectations regarding educational attainment. Our proposals have included provision of a satellite library service in Bacup. We may wish to consider full library service provision in Bacup, reflecting feedback from the consultation but also in support of our priorities to reduce inequalities across Lancashire.</p>

Planning and Needs Assessment		
Question ref	Question for consideration	Response
		<p>The general themes from all the responses when respondents were asked an open question on what else needs to be considered or done differently were:</p> <ul style="list-style-type: none"> o the proposal will impact on the most deprived communities, and community assets; o the loss of the service will impact on access to information, learning, help, support, development; o to generate revenue from the services, make cuts elsewhere; o to offer more services in a building, reduce opening hours, use volunteers; and o the community to be involved in the future, and take over services. <p>The Planning and Needs assessment has taken account of indices of deprivation. Our proposed provision will ensure that the most deprived communities continue to be able to access to building based library services, whilst also recognising the need for a proportionate universal service through Lancashire.</p> <p>The feedback that we have received indicates that many communities see their library buildings as community assets which are important in terms of a venue to meet, participate in activities and as a service delivery point. Our proposals have included opportunities for communities to put forward expressions of interest and subsequent bids to enable a community asset transfer, which would see buildings no longer needed by the county council transferring to community control and management. As part of our response to the feedback we have received, we may wish to consider some additional targeted investment to help communities who wish to take over the library building but who also then wish to establish some form of independent community library provision. This provision would sit outside of the county council's statutory provision, but would help to meet the aspirations of local communities who wish to maintain local provision.</p>
10	What might a comprehensive and efficient library service look like in Lancashire?	The draft library strategy (which will be included in the report to Cabinet) sets out our proposed approach to future library service provision.

Section 4

Equality Analysis Toolkit

County Library Service v4
For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

The provision of a future County Library Service.

What in summary is the proposal being considered?

The proposal is on the future composition of the Library Service in Lancashire. Currently the County Council has 74 Libraries which is felt not to be financially sustainable. It has been estimated that to provide a Service meeting statutory requirements having one Library in each of 12 Districts could be seen as sufficient whilst under the arrangements set out in the draft Corporate Strategy options for potentially 37 static libraries may be appropriate supported by 7 satellite/self service locations, 6 mobile library units operating 68 routes and 792 stops and across the county. It is also proposed to extend the virtual library which is becoming an increasing popular way to borrow books.

Transitional funding arrangements are to be made to ensure that no changes are made to the Library Service until the consultation has been completed, results analysed and the correct consultations procedures for staff and recognised Trade Unions have been completed.

This updated version of the Equality Analysis reflects the views/outcome of the initial Stakeholder Consultation from 10 December 2015 to 18 January 2016 and the final report of Stage 1 of the Library Consultation which took place from 4 – 31 January 2016. It also reflects the outcome of the Staff Consultation held between 13 May and 10 June 2016 and the Property Strategy public consultation held between 18 May and 14 August 2016.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

The decision will affect people across Lancashire but may have greater impact in some areas. Where libraries are closed, locations change, additional services are located in a library or where libraries become satellites the communities will be affected more than those whose Library is unchanged.

Satellite libraries are proposed to be in Coppull, Eccleston, Copper House Childrens Centre Rishton, Morecambe, Family Tree Childrens Centre Brierfield, The Maden Centre Bacup and The Gove Burscough. It is envisaged that these

libraries would be "self-service" and would not have a Library Service employee on site which would result in a very different model of service delivery.

The proposed re-configuration of the Library Service would mean that:

- At least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre, Library or satellite service;
- At least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre, Library or satellite service or 0.25 miles of a mobile library stop;
- At least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre, library or satellite service, or within 0.25 miles of a mobile library stop.

Data from Lancashire Insights

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Some information is available on the age profile of active library users 2014/15, numbers in categories of library users which includes age and disability amongst active borrowers categories; and the gender, disability status and ethnicity or nationality of 80% of registered public users of Lancashire's libraries (397,922 of 495,418 people registered).

The registered public user's information also provides a useful indication of the types of disability or particular nationalities of library users which gives some indication as to the possible impact of any changes to the Service.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted).

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

Service information has been identified relating to the protected characteristics of age, disability, gender and ethnicity of library users.

The Age data comes from information on active library users (i.e. those who had visited or obtained material from a library) for the 2014/15 period) It is as follows:

0-4 years old	8981 people
5-9 years old	25665 people
10-15 years old	21741 people
16-24 years old	8886 people
25-34 years old	10640 people
35-44 years old	13254 people
45-54 years old	13983 people

55-64 years old	16062 people
65-74 years old	21858 people
75-84 years old	13736 people
85-94 years old	4674 people
Over 95	358 people
Unknown	4446 people
Total	164248 people

A separate active borrowers data which uses fewer categories and may indicate transactions as it relates mainly to exemptions for loans and other charges provides an age profile of:

Junior under 12	406,429
Junior 12-14	74,106
Junior 15	12,660
Adult 16-17	18,607
Adults 18 and over	474,058
Adults 65 and over	327,264

The indications (particularly from the first set of data) are that Libraries are particularly visited by children and older people. There is a tapering off in users between the ages of 16 to 34 before the numbers gradually increase again towards an "adult high point" in the 65-74 age range. The Service also had almost 5000 active users who are over the age of 85. Although Libraries are used across the range of ages, children and early teenagers and older people may be disproportionately affected by any changes/reductions to the Service.

The figures for gender, disability and ethnicity are based on 397,992 registered public users of the library service – there are 495,418 people registered but information is not given by almost 20% of those registered.

Gender

222,689 registered users are female and 175,303 are male. This indicates that women are more likely to be registered library users than men so women may be disproportionately adversely affected by any reductions to the Service.

Disability

There is data available for both active borrowers and registered public users of the library service. In this area, people may appear both in terms of having a disability and again in particular impairment categories which are used – i.e. a visually impaired person may be counted as both being visually impaired and as being a disabled person but it is unclear in how many instances this happens, if at all. The information does give an indication of usage by the disability protected characteristic which is of use.

The active borrower's information identifies 27 16-17 year old borrower/transactions with a disability and 16,386 disabled borrowers/transactions aged over 18. It separately categorises: 21 blind children under 12; 19 blind 12-14 year olds; 24 blind 16-17 year olds and 5,099 blind borrowers or transactions for those over 18.

In terms of the registered public users of the library there is more detailed information including:

Deaf/deafened borrowers	681
Hard of Hearing borrowers	5
Borrowers with Disability	0467
Borrowers with a Learning Disability	2897
Borrowers with Mental Health Difficulties	1501
Borrowers with Physical Disabilities	5829
Borrowers with a Visual Impairment	1480

This gives an indication of the range of disabled people who use the library service. Given that libraries often have materials which are of particular use to people with some disabilities (e.g. spoken word recordings, large print materials), are seen as a safe and welcoming space and host a number of exhibitions and awareness raising or community events related to disability or health conditions, any changes or reductions in Service could disproportionately impact this group and the impact may be greater than for some other groups.

Ethnicity

The ethnicity data includes over 80 nationalities which can be summarised using the main Census categories as:

Asian or Asian British – any other Asian background	864 people
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Asian or Asian British – Indian	3962 people
Asian or Asian British – Pakistani	10118 people
Asian or Asian British – Bangladeshi	802 people
Black or Black British – African	668 people
Black or Black British – any other black background	234 people
Black or Black British – Caribbean	393 people
Chinese	659 people
Mixed – any other mixed background	581 people
Mixed - White and Asian	599 people
Mixed – White and Black African	265 people
Mixed – White and Black Caribbean	624 people
Other ethnic group, e.g. Traveller, Romany	365 people
Polish	3082 people
White British, 95,250 people and additionally 7012 people described as English, 346 as Scottish, 122 as Welsh	
White Northern Irish	101 people
White Irish	1931 people

Polish has been added due to the comparatively high number of registered users who identify as Polish.

Other nationalities with over 500 registered public users are Latvian (748), Lithuanian (535), Italian (516) and Hungarian (514) whilst there are 473 American registered users and 440 who are Spanish.

The Service does not collect data on other protected characteristics groups. However, regular sessions such as Baby Bounce and Rhyme are likely to attract people who are pregnant or on maternity leave. Events to mark LGBT History Month will attract members of the LGBT community and as a universal service Libraries are visited by people from all religions and those who are married or in a civil partnership.

Information is available from October 2015 which provides an indication of the employee equality profile of employees of the Library, Museums, Cultural and Registration Service at that time. At that time there were 718 employees and

details of their protected characteristics are as follows:

Gender – 556 employees (77.44%) are female which is slightly higher than the LCC percentage of female employees in December 2015 (nearest quarter to this) of 73%.

Ethnicity – there are 35 employees identified as BME employees (4.87%) which is higher than the LCC percentage at that time of 3.34%.

Disability – 14 employees identified as having a disability or being a Deaf person (1.9%) which is slightly lower than the LCC percentage of 2.13% at that time.

Age – 21 employees (2.92%) are aged between 16-24, (for LCC 4.46%), 132 employees (18.38%) are aged 25-39 (for LCC 23.3%), 547 employees (76.18%) are aged, 40-64 (for LCC 66.6%) and 18 employees (2.51%) are aged 65 and over (for LCC 4.4%).

Male employees, those aged under 39 or 65 and over are under-represented in the Service workforce compared to the County Council as a whole whilst women, BME employees and those aged 40-64 are over-represented in the workforce and may therefore be disproportionately adversely affected by any changes in locations of Library premises.

Information on the sexual orientation and religion or belief of employees is very incomplete and not of use to this analysis.

There is also information on the protected characteristics of volunteers under two schemes which could operate within Libraries:

Cultural Services volunteers (522 volunteers) – January 2016

Gender – 326 volunteers are female and 196 are male.

Ethnicity – Asian Bangladeshi 1; Asian Indian 4; Asian Pakistani 4; Black African 1; Mixed White and Asian 1; Mixed White and Black African 1; Mixed White and Black Caribbean 1; Polish 2; White British 432; White Irish 3; White Other 9; Unknown 63 volunteers.

Disability – 81 volunteers consider themselves to have a disability or to be a Deaf person.

Age – under 16s 5 volunteers; 16-17 10 volunteers; 18-21 14 volunteers; 21-25 13 volunteers; 26-60 107 volunteers; 61-74 79 volunteers 75+ 20 volunteers and unknown 274 volunteers.

Reading Hack Lancashire Libraries Volunteers Scheme (247 volunteers) – January 2016

Gender – 209 female and 36 male.

Ethnicity – Asian Bangladeshi 3; Asian Indian 12; Asian Other 2; Asian Pakistani 30; Chinese 2; Mixed White and Asian 1; Mixed White and Black African 3; White British 188; White Irish 1 and White Other 5 volunteers.

Disability – 14 volunteers consider themselves to have a disability or to be a Deaf person.

Age – under 16s 166 volunteers; 16-17 50 volunteers; 18-21 21 volunteers; 22-25 9 volunteers and 26-60 1 volunteer.

For both schemes volunteers are predominantly female but in terms of other protected characteristics the profile is diverse.

The information is provided by the County Council's volunteer hub which collects information on volunteers' age, ethnicity, disability and gender.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

A Stakeholder Consultation was carried out between 10 December 2015 and 18 January 2016 where an email letter from the Leader of the County Council outlining the County Council's financial position alongside a link to a full list of budget proposals and a further link to an on-line questionnaire was circulated to 334 partners and stakeholders and was also published on the Councils 'Have Your Say' webpage so that anyone could complete it. Email responses were also accepted as an alternative to using the on-line questionnaire. The questionnaire went to partners including:

- *Lancashire County Council Elected Members;*
- *The Office of the Police and Crime Commissioner;*
- *The Lancashire Combined Fire Authority;*
- *Recognised Trade Unions;*
- *Borough, City and Unitary Councils in Lancashire;*
- *Third Sector Lancashire;*
- *Lancashire Association of Local Councils (LALC);*
- *Lancashire Safeguarding Children and Adults Boards;*
- *Lancashire Care Association;*

- *Lancashire Parent Carer Forum;*
- *The Older People's Forum;*
- *The Chamber of Commerce;*
- *The Lancashire Enterprise Partnership;*
- *Healthwatch Lancashire;*
- *The Clinical Commissioning Groups;*
- *Young People's Engagement Forums;*
- *Members of Parliament in Lancashire;*
- *The Society of Local Council Clerks;*
- *Members of the European Parliament representing Lancashire/North West;*
- *NHS Hospital Trusts;*
- *Higher and Further Education establishments;*
- *Commissioners on the Lancashire Fairness Commission.*

There were 357 submissions to the on-line questionnaire, with 252 providing a response. 19 more responses were received by email. 765 comments and queries were also received by other channels and 173 of these responses particularly mentioned Libraries.

Whilst the Stakeholder Consultation related to the proposed budget as a whole, comments relating to Libraries were included in the Consultation Summary report presented to the Executive Scrutiny Committee on 19 January and County Council Cabinet on 21 January 2016. The summary of the responses generally raised concerns about the impact of library closures on local communities and because of this did not want libraries to close. Libraries were described as a community hub, providing a range of services (e.g. Workclub), access to on-line facilities and areas for community groups to meet. Mitigations suggested by respondents included reducing opening hours or number of days open, libraries remaining in urban areas and using volunteers/community groups.

A public consultation on Stage 1 of the Library Consultation which focussed on service design, need and use of libraries, began on 4 January 2016 for a 4-week period to 31 January 2016. This included hosting an on-line consultation on the Have Your Say webpage and hard copy consultations being available in all 74 libraries. This analysis has used the results from 10,566 respondents.

The consultation was available in hard copy format and also on line. In terms of responses 5959 were received on line and 4,607 were received in paper based format.

There were in terms of their protected characteristics:

69% of questionnaire respondents were female and 31% were male. There is a

disproportionately high percentage of females who completed the consultation in terms of the Lancashire population and the registered public user's information.

14% of questionnaire respondents considered themselves to have a disability or to be a Deaf person. This may be less than in the population overall but given the possible difficulties of completing an on-line questionnaire and the low numbers of some disability groups likely to engage in traditional types of consultation, it is a significant response. The percentage of participants identifying as having a disability has risen between the analyses carried out in February immediately after the consultation closed which suggests that a greater proportion on disabled respondents submitted their responses in paper format.

2% of participants also responded that there was a young person aged 20-25 in their household, and some responses may reflect the views or requirements of these young people.

The age groups do not exactly match the information available on registered library users or active borrowers. It is not surprising that under 19s are only 3% of respondents when they are a much greater proportion of library users – but their views and requirements may be reflected in other age groups. 9% of respondents were aged 20-34. 46% of respondents are in the 35-64 age range where library usage begins to increase again in other data and also where the on-line consultation method might be most popular whilst 27% of respondents were 65-74 and 16% were over 75. Between the February and April versions of the analysis – where the paper based responses had been incorporated – there were reductions in the percentages of respondents in the 20-34 and 35-64 age groups and a similar rise in the percentage of respondents in the 65-74 and particularly the 75+ age group.

To address the element of children using the library, use can be made of the questionnaire's question about the age of children in the respondents' household. 68% of respondents had no children or young people under 20 in the household (up from 62% in February), 12% had children aged under 5 and 12% had children aged 5-8, 9% had children in the 9-11 age group, 8% had children in the 12-16 age group and 5% had young people aged 17-19 in the household. 2% of respondents were pregnant and had no other children in their household at this time.

The ethnicity of consultation respondents was as follows:

White 98% (9855 people)

Asian or Asian British 1% (140 people)

Black or Black British 0% (16 people)

Mixed – e.g. White and Asian 0% (40 people)

Other 0% (37 people).

The questionnaire allowed respondents to disclose their religion or belief, sexual orientation, whether they were married or in a civil partnership and if they were transgender which would allow any impact or views to be assessed in terms of these protected characteristics although there is no information on registered public users or active borrowers for these protected characteristics.

Of those who responded to the religion question 73% identified as Christian, 24% as having no religion, 2% under "other religion" and 1% each as being Muslim or Buddhist. There were small numbers of respondents who identified as being Hindu (18 people), Jewish (20 people) or Sikh (3 people) but these were insufficient to record a percentage.

62% of respondents identified as married, 2% were in a civil partnership and 33% of those who responded to the question were "none of these". 4% preferred not to say.

89% of respondents who completed the sexual orientation question identified as Straight or Heterosexual, 1% of respondents identified in each of the Bisexual, Gay Man and Lesbian/Gay Woman categories. 9% preferred not to say and 42 people identified as "other".

1% of respondents identified themselves as Transgender which may be quite a significant percentage in terms of disclosure.

The questionnaire asked respondents about their library usage and frequency of visits, the reasons for visiting and not visiting, what they did on their last visit, their use of on-line library services, the importance of specific library services, future library service provision and usage times and any suggestions or comments about the service.

96% of respondents are current library users and 3% have used libraries, so any conclusions in terms of possible impact on protected characteristics groups are based on people who use the service and are familiar with it. 28% use a library more than once a week and 93% of respondents use the library at least once a month. 5% had used the mobile library in the last year and 6% had used the Home Library Service – it is likely that usage of older and disabled people will be disproportionately high for the Home Library Service.

The elements mentioned below are those which seem to have most relevance to the aims of the Public Sector Equality Duty and this analysis. The consultation report was able to identify some elements where the age or ethnicity responses differed significantly from the respondent profile as a whole.

28% of library users visit a library more than once a week, 68% visit once a week or more and 93% have visited a library within the last month. Although

15% of library users are aged over 65 and 10% are from black and minority ethnic groups the consultation indicated that older and black and minority ethnic respondents visited the library more frequently than other respondents, 83% of Asian respondents visited the library once a week or more (53% visited more than once a week) whilst 73% of 65-74 year old respondents visited the library once a week or more and 77% of over 75 year old respondents.

More than half of respondents (56%) had last visited a library alone, 27% visited with children or young people and 24% visited with other adults. 32% of women respondents visited the library with children and 16% of male respondents. Older respondents were more likely to visit alone – 67% of those aged 65-74 and 76% of respondents over 75 visited alone.

Respondents who hadn't visited a library in the last 12 months were asked why this was, 13% identified difficulty getting to the library (31% of those aged 75 or over) or that the library is too far away. This may be an indication of difficulties for some people in the age or disability protected characteristics groups. Those aged 75 or over were also more likely to say they did not find what they were looking for on their last visit as a reason for no longer visiting, 31% of those aged over 75 against 10% of all respondents to this.

A similar question on what might make people visit the library included 12% of people saying if a library was nearer to them, 6% if a library was nearer to a bus stop and 2% if there were baby changing facilities. These may again be indicators of particular concerns for people from protected characteristics groups. 24% said a wider range of activities might encourage them to visit the library more, but amongst those with pre-school age children this rose to 44%.

15% of respondents had attended a children's event in the last week and a further 15% in the last month. 33% of women respondents had attended a children's event in the last month and 20% of male respondents. Not surprisingly, people with pre-school children are most likely to have attended a children's event in the last month (54% of these respondents). 32% of respondents identified attending a children's event or activity as one of the services that were most important, with 44% of Asian respondents rating this as most important and more females (38%) than males (19%) of all respondents rating this as most important.

19% of respondents had attended a social or group activity at the library in the previous week and 36% attending a social and group activities as one of the most important services in the library service, 39% of females rated this as important compared with 27% of males. When asked what they thought the Library Service should provide 71% of respondents strongly agreed libraries should provide spaces to enjoy culture and learning while 22% tended to agree. In the "suggestions or other comments" question 24% of respondents

commented that libraries are a community hub/meeting place and 31% commented that libraries were vital for individual wellbeing and community cohesion – although 1% of respondents said wellbeing and community cohesion was not the role of libraries.

Using computers in the previous week was undertaken by 25% of library visitors and 68% and 69% of children and young people had done this whilst 40% of respondents aged 64-75 had used a computer in the library within the last month. 47% of respondents considered this an important element of the library service, 59% of children and 70% of young people considered this the most important feature contrasting with 42% of respondents aged 65-74 and 28% of respondents aged over 75. 18% also consider using the free Wi-Fi to be an important feature of the library service (again there is a difference in view in age terms with 32% of children responding and 40% of young people rating this a important compared to 16% of respondents aged 65-74 and 9% of respondents over 75. 21% of all respondents had used this in the previous week and 38% in the last month, 72% of respondents aged 16-19 used Wi-Fi contrasting with only 18% of respondents aged over 75. Similarly 19% of respondents had reserved a book on line in the previous week and 19% also considered this to be important. 28% had used an on-line library service in the previous week and 19% considered using this to be important. 64% of respondents strongly agreed that the library service should provide easy to use on-line services and help people reach their potential and live independent lives, 12% commented that access to computers and the internet is good although 1% said these facilities need improving. 74% of Asian respondents rated using a computer in a library as most important and using free Wi-Fi in a library was rated important by 37% of Asian respondents.

60% of respondents had borrowed a book from a library in the previous week and a further 25% in the last month. 95% of respondents identified borrowing a book as the most important library service. As the library contains materials in diverse languages, large print and wide range of subjects and genres this is perhaps not surprising. 91% of respondents also strongly agreed that the library service should encourage people to enjoy reading.

37% of respondents identified picking up a CD, DVD or talking book as a most important feature of the library service and 14% of respondents had done so in the previous week and 18% in the last month (combined 32%). This may indicate an issue of particular importance to some disabled or older respondents.

93% of respondents strongly agreed that helpful and knowledgeable staff is something the Library Service should provide. This can be of value to people with a wide range of protected characteristics but could be of particular

importance to those in the age and disability groups.

In equality terms it should be noted that a comment amongst the "do you have any other suggestions or comments about the Lancashire County Library Service" the comment "current location/physical access is good" attracted 7% respondents. Around 4% of respondents also commented that "accessing the next nearest library would be difficult" which may be a view prompted by concerns about possible impact on access or distance to travel for some protected characteristics groups.

A question was asked about whether respondents agreed that there should be opportunities for people to volunteer to help with library services – 48% of respondents strongly agreed, 31% tended to agree whilst 4% tended to disagree and 2% strongly disagreed whilst 15% had no view either way. There are mixed views about the use the service should make of volunteers in the comments section with 2% of respondents mentioning use of volunteers as positive whilst 1% people cautioned that the service should not use or rely on volunteers.

Questions were asked about when they would be more likely to visit a library. On weekdays the period from 10a.m.-11:59 a.m. was most popular (around three quarters of respondents aged 65-74 and over 75 indicated this option) followed by 2 p.m. to 3:59 p.m., lunchtimes and early evening were quite popular, the 4p.m. to 6 p.m. option was popular with 76% of children responding, 54% of young people and 41% of adults aged 20-64 but less so amongst 65-74 year olds (26%) and over 75s (16%). The 6p.m. to 8 p.m. was of interest to 25% of respondents but more so amongst young people (40%) and adults aged 20-34 (37%) but those aged 65-74 only 13% favoured this reducing to 7% of respondents aged over 75. 8 a.m. to 9:59 a.m. was less attractive which could be influenced by travel concessions not being available until 9:30 a.m. on buses and general travel congestion.

At weekends Saturday morning between 10 a.m. to 11:59 a.m. was favoured by over half of respondents. Lunchtime and early afternoon were popular with about a third of respondents whilst the early morning and late afternoon/evening slots attracted less than one fifth of respondents each. Generally Saturday opening options were more popular amongst children, young people and working age adults with lower responses from those aged over 65. The best time slot (again 10a.m. until 11:59 a.m.) on Sundays appealed to 21% of respondents and interest was highest amongst children and adults aged 20-34 and lowest amongst those 65 and over – views on Sunday opening may be affected by reductions in bus services in Lancashire which will impact younger, older and disabled people reliant on public transport disproportionately.

There have also been 29 e-petitions registered on the County council's website

along with other 11 other hard copy written petitions and/or collective letters about libraries, 254 comments/correspondence have been received via the Council's VIP mail system, enquiries have been made by contacting County Councillors, over 100 emails were received by the "Have Your Say mailbox and there were other contacts on social media or other general petition or LCC webpages. Other events were held to "save" libraries or highlight concerns about the proposal.

Public consultation on the proposed Property Strategy, which includes library premises, took place between 18 May and 14 August 2016. During this time consultation materials were available on the "Have Your Say" area of the County Council's website and responses could be submitted on line. Printed copies were also available at County Council service premises throughout the county including all libraries and completed responses could be returned to any of these locations. During the consultation a number of social media and other communications were issued to encourage people to take part in the consultation and there was considerable local media coverage about some of the library proposals which referenced the Property Strategy consultation.

The findings of the public consultation were on similar themes to those already included within this analysis. 6968 responses had been received of which 91% of respondents had visited a library within the last three years.

The largest number of respondents for libraries proposed to continue of deliver services were for Morecambe Library (600), Lancaster Central Library (524), Rawtenstall (348). St Anne's Library (339) and Heysham Library and Clitheroe Library (327 each).

For those libraries proposed to no longer deliver services the top five in terms of responses were Ansdell Library (436), Whalley Library and Spring Wood Childrens Centre (395), Lytham Library and Registration Office (370), Bacup Library (363) and Thornton Library (281).

A Library Service staff consultation began in the Libraries, Museums, Cultural and Registration Service on 13 May 2016 ending on 10 June 2016.

Respondents raised issues around the staffing/Service proposals such as:

- The minimum hours per week of posts available being proposed to be 14 hours per week;*
- Posts being clustered into areas and the proposed ring fences being based on this;*
- The selection of posts which have been allocated to be ring fenced and those allocated to be "direct appointments";*
- The nature of the ring fences being drawn as a 7,6,5 and 4,3 ring fences rather than using the "2 up 1 down" method of the LCC Phase 1*

restructure;

- *The future of Saturday only posts in the new Service;*
- *The future delivery and staffing of the Home Library Service;*
- *Concerns about the level of Apprenticeships proposed in the future and how they will be supervised;*
- *The practicalities of unstaffed satellite libraries for customers;*
- *The future of the Fiction Reserves which are currently useful to respond to requests for books from older people, for whom Amazon or e-books are less accessible;*
- *The original timescales for filling posts are too rushed;*
- *Inclusion of a requirement to lift 13kg for all posts is unnecessary and unreasonable;*
- *Concern that at some grades staffing is proposed to be part-time only;*
- *There may not be Grade 6 staff available at all times on Saturdays in a Level 1 Library leading to concerns about how emergency evacuations or discovery of suspicious packages in toilets, etc would be dealt with/who would be expected to take lead responsibility?*

They also raised concerns about issues more closely linked to the Property Strategy such as:

- *Job Centres signpost people to the Library because there are free computers to use for job search. How will the Service meet this demand in the future with fewer libraries?*
- *Morecambe Library should not become a satellite, it is being unfairly demoted and should remain staffed. It is used by jobseekers who would be unable to afford to get to Lancaster or Heysham to use PNETs instead. Morecambe Library is used by a number of ex-offenders, older people and non-English speakers who would struggle to use self-service, etc and need staff assistance. Morecambe is one of the busiest libraries in the county used by families with young children, disabled people, visually impaired people, older people many of whom already find it difficult to use the self-service machines without staff help. It is also used for learning disability groups, LGBT groups and adults with mental health issues, bounce and rhyme sessions, knit and natter groups, etc. Families use the library – it gets children excited about books. Without staff it will be difficult to continue groups and events which are of paramount importance to the lonely and vulnerable. Morecambe Library has always been a welcoming and non-threatening open space for everyone. Morecambe Library's location is ideal near a car park, bus stops, train station and shopping centre. It was suggested that Morecambe, Heysham and Bolton-le-Sands should all remain open and share staff as Bolton-le-Sands had been boosted by its recent refurbishment.*

- *The selection of Libraries to close as a budget saving is flawed as libraries are the heart of the community , combat social isolation and help both young and older people with ICT, reading, etc.*
- *Lostock Hall and Bamber Bridge libraries selection for closure is wrong as transport links to the alternative libraries is difficult, particularly for those who are mobility impaired, it is not an affluent area and there are not many community buildings nearby. It is a "safe haven" for older people, disabled people and children. Lostock Hall would be a good choice as a Neighbourhood Centre as it has parking space, etc;*
- *The selection of Fulwood Library was questioned as it is busier than many of those proposed to remain, has more activities including children's and teenage adults reading groups/events, awareness talks, is a place where the community comes together. It was said that people will not go to Sharoe Green particularly if they are older or have a disability as the route involves a hill and is a 40 minute walk. It is used by a lot of people who don't have anyone else to talk to and they feel part of the library's community but may not find that elsewhere. The library is heavily used by job seekers, "the mentally ill", people with dementia, older customers, and disabled customers. It also has Rhyme Time which is regularly attended by 40 people and computer groups;*
- *Concerns were raised about the proposal to relocate Kirkham Library to the Milbanke Centre – it was said the Centre would be too small and won't be used. There is no room for events or school visits, the security needed for Centre users would deter people and it is not suitable for young children. It was stated that Freckleton Library more suitable to be retained as it has space for school visits/community events, has parking close by and a bus stop and has two schools close by.*
- *Haslingden Library – concerns were raised about the Youth Service provision being re-located to other premises nearby and the difficulties this may present for the Library/its staff;*
- *It was commented that locating libraries with children's centre and youth centres seems to discriminate against older people;*
- *Similarly it was said that closing libraries and cutting bus routes just worsens social isolation in what is a rural county. It also increases digital isolation/exclusion which is a major problem;*
- *A respondent stated that some of the closures a long overdue but poor planning over a long period of time may now lead to changes being rushed with unfortunate results;*
- *Lytham and Ansdell Libraries being proposed for closure and St Anne's Library being retained generated comments. Their closures will affect older people and "mums with prams" who will be unable to walk to alternative libraries. There will be isolation and loneliness – new parents will miss peer support as it is difficult to take a pram on a bus, it was said.*

St Anne's Library was said to be "out on a limb" with limited public transport, limited parking and no community resources nearby and the size of the library is limited. This was contrasted with Ansdell Library which has a regular mother and baby group, lots of group use, is a modern accessible library. Its closure will isolate people who will lose a safe, non-judgmental space where services include mother and toddler, ICT, Blue Badge applications and signposting for carers and those with dementia;

- *There was a general concern that a reduced number of libraries will struggle to meet the demand for computer use;*
- *A question was posed "If satellites are unstaffed and in children's centres, who would protect the children from "undesirable" people?"*
- *There were comments about the stress, anxiety and depression staff have felt/experienced throughout this process.*

Whilst comments were made on a small number of specific libraries, they will be relevant to other locations across the county.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such

persons is disproportionately low? If not could it be developed or modified in order to do so?

- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

An initial analysis has revealed that this proposal could impact on many people but may have a disproportionate impact on young people/children, disabled people, older people and people from ethnic minorities because of the types of facilities available at Libraries and use made of them, depending on the final outcome of considerations about the service design, need and use of a future library service.

Libraries are used by a wide range of people in the county who come from all protected characteristics backgrounds. Many libraries are in accessible premises in terms of physical access with access budget resources being focussed on improving the physical access features of library branches over many years, this also assists older people and those who are pregnant or have young children. The Service has also prioritised providing a welcoming environment to a wide range of customers and having materials to meet the needs of a wide range of potential users including material in minority languages, large print and spoken word recordings, sensory storytelling sessions and reminiscence events which target a wide range of requirements for people with a range of protected characteristics – e.g. users who are pregnant or on maternity leave, children and young people, older people or those with disabilities such as people with learning disabilities, mental health issues, dementia or visually impaired people, etc.

The Stakeholder consultation has already identified that facilities such as WorkClub are available through libraries which if they were lost or reduced, could affect people, including those with protected characteristics, in applying for and obtaining skills to gain employment. Employee consultation often identified that Jobcentres signpost claimants to their local library to use the free computers for job searching and there are concerns about how this demand might be met in the future. This could affect people with a range of protected characteristics in terms of advancing their equality of opportunity for employment or to use other services which require contact digitally.

The individual consultation responses also underline this element given the high usage of computers and free Wi-Fi and the value placed on these services by respondents. Employees also indicated that younger and older library users might be increasingly digitally disadvantaged by proposals for satellites as they often need staff to support their use of computers, etc. Several respondents mentioned that they assisted older library users to keep in contact with families overseas

through email.

Activities and events for children and space for social and group events are both well used and rated as important features of the service by respondents and may contribute to advancing equality of opportunity, community cohesion and reducing social isolation or improving wellbeing. A number of the employee consultation responses included references to the groups which use their libraries – e.g. LGBT groups, learning disability groups, groups to support adults with mental health conditions, reminiscence groups for those with dementia and their carers, knit and natter groups, etc.

The community space available at libraries and events and exhibitions which are often held there contribute significantly to fostering good relations between communities/community cohesion – e.g. for LGBT History Month, Black History Month, Disability History Month, Chinese New Year, work to improve relations between generations such as the "Mind the Gap" project which encouraged older and younger people to exchange skills and information, events which promote awareness of disabilities and how to support people with various conditions such as Dementia Friends workshops etc. This range of activities assists in fostering good relations between groups with protected characteristics and those who do not share them and assists in better understanding between groups. A number of employee consultation respondents stated that libraries provide "a safe haven" or "safe space" for people from groups which may sometimes be the victims of hate crimes or hate incidents or general anti-social behaviour elsewhere such as those with mental health conditions or learning disabilities.

A number of events/campaigns to retain libraries proposed for closure – e.g. Whalley, Earby, Oswaldtwistle and Adlington – have emphasised the library as being "at the heart of the community" and that it is sometimes the only community space left in an area. The importance of this for people coming together has been emphasised alongside the value of people/children gaining a love of reading and books. A representative from the Dyslexia Association was quoted as saying that for children with dyslexia libraries had a range of materials that could assist with their reading or other developments and were invaluable.

The frequency of visits to the library and use made of the range of facilities available assists in advancing equality of opportunity for a range of people with protected characteristics and helps combat social isolation and improve wellbeing which are also key issues for the County Council. A number of employee consultation respondents have raised concerns that some older people who are current library users may become isolated and lonely if their library closes, that these are often people who don't speak to other people but feel part of their library's community and may find it hard to establish those links at a new location.

There are mixed views from the consultation about the reliance or use that the

Service should make of volunteers but their use may assist some protected characteristics groups to participate in public life and gain skills towards employment though this may be offset by whether people from protected characteristics groups - .e.g with various disabilities – would find volunteers with the skills and knowledge to assist them as library staff currently have. It is apparent that the Service currently does make use of a number of volunteers who are from diverse backgrounds but at present these volunteers have the support of employees at libraries when needed.

A different model of library service in the future could reduce the opportunities available for some of this work to be carried out in some local areas which may have particular impacts on particular groups with protected characteristics depending on the final outcome of this process. Comments on reasons why people had not visited a library have already included that the library is too far away or difficulties getting to the library which may be increased if the number of libraries reduces. This concern featured in the employee consultation responses where a number of employees raised concerns about the cost of travel to alternative libraries (e.g. Morecambe to Lancaster or Heysham) for jobseekers, whether alternative premises were in walking distance (Fulwood to Sharoe Green was said to be a 40 minute walk with hills en-route) for older and disabled customers or the difficulties of "getting a pram on public transport" in relation to Ansdell/St Anne's proposed provision.

Similarly, it is possible that the new model of Neighbourhood Centres and/or satellite libraries may have different opening hours to reflect the times when other services based there are needed. This could disadvantage some groups such as older or disabled people if, for example, there was reduced opening in mornings when people from these groups have indicated that they prefer to use the library. Some employee consultation respondents also stated that they felt older people would be less likely to visit a library which was combined with a children's centre or young people's service – although service models like this are already in place in some parts of the county, e.g. Leyland.

There are also concerns amongst employees that proposals for the new staff structure may disadvantage them. Over 77% of library staff are female. Concerns have been raised about the decision that 14 hours per week will be the minimum hours for most posts, about the availability of part time and full time post opportunities and about the application of ring fences based on grade and geographical area. All of these may impact on employees who have caring responsibilities for children and young people, disabled people or older people.

An issue was raised about who would take responsibility in a Level 1 Library on Saturdays if a Grade 6 employee was not present and an emergency evacuation, suspicious package or similar emergency occurred. This issue may have connections to fostering good relations/community cohesion as that handling of

such issues in a calm, sensitive but effective way can do much to deter tensions between different groups.

The decisions about which premises close, remain or change may impact on tensions between elements in the community. If one group or locality is perceived to be doing "better" or "worse" as a result of the Property strategy's impact on libraries tensions between some elements in the community may be affected. Employee consultation responses have already suggested that older library users in some locations may be unwilling to use alternative premises where a children's centre or youth service location is also placed. Others have raised safeguarding concerns about "undesirables" using satellite libraries in children's centres. There is the potential that such tensions might increase once the proposed changes begin to take effect. However, one of the factors in planning to host Kirkham Library in the Millbanke Centre is the hope from managers in both services that it will foster better relations between the community and the older people who currently use the Day Services provision there, building on models which operate elsewhere in Europe.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Depending on the final outcome of consultation on the service design, need and use of the library service, this may combine with other decisions around the provision of subsidised bus services to make it more difficult for some users to get to a Library. Other proposals affecting the Museums, Archives, Arts and Community Heritage Services may also increase the adverse impact of this proposal in terms of residents' and students access to cultural information and services within Lancashire, potentially more amongst the 50% of users who had used the library for reference or research in the last month or 50% who consider research and reference services to be the most important feature.

Recent budget proposals concerning the withdrawal of subsidies for bus services

may impact on the time and frequency of visits people make to their library. Had the original proposal been implemented over 100 bus routes could have ceased but the allocation of a £3 million fund to support some of these services and recommendations of a Cabinet Working Group on Bus Services resulted in 28 services continuing with County Council support and two services being supported jointly by the County Council and Chorley Borough Council. 40 other services were taken over by commercial operators. This has still resulted in over 40 services ceasing. This may affect the ease with which some people can travel to the library where a route or frequency of service has changed.

The increased reliance or expectation that people will use on-line methods of application for services within the County Council and more widely could increase the impact of the loss of these services in some areas if their local libraries are closed. It is clear that a significant number of people use computers and free Wi-Fi at libraries at present and that this is an important and valued facility, particularly amongst younger people and respondents who were Asian.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young	Proposed for future use by WPEH 0–19+ years	Proposed for future use by WPEH 0-19+	This will be a linked children's centre to The Chai Children's

People's Centre	(designated children's centre)	years.	Centre.
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Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11 years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-	Proposed for future use by Library Service, WPEH 0-11 years	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families

	11 years.	(outreach).	choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for

		site review of Carnforth Hub.	the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre).	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re- locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.

Building	Consultation Proposal (Main	Revised Proposal (Main	Rationale
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	service delivery)	service delivery)	
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service.	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide

			the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's	Proposed for future use by Older People's Daytime Support Service	This proposal will replicate the service model delivered at Vale

	Daytime Support Service.	subject to confirmation of arrangements with the premise owner.	View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating actions are in place or are in the process of being further developed and will be further informed by the findings of the consultation.

The 6 mobile libraries will remain but the outcome of the consultation may mean that their routes need to be revised/reviewed. It is envisaged that 68 routes will be operated with 792 stops serviced by the Mobile Libraries.

The Library Service already has in place a Home Library Service which is well established and may be available and appropriate for some users, particularly older and disabled people. Currently there are over 1,000 customers who have deliveries through the Home Library Service.

The Library Service had 1,473,938 visits to its website in 2015/16. The Library Service have also been developing virtual library services such as through the BorrowBox scheme where e-books and e-audiobooks can be downloaded free via an App available on smartphone and tablets for those registered with the Library Service. E-Books can also be downloaded free on to e-readers and computers. In 2015/16 105,673 e-book issues were made, a rise of 42% since 2014/15.

Both the Schools and Prison Library Services will continue and direct appointments have been made for posts in these Services to ensure continuity of service delivery.

There will continue to be full and part time posts available for staff.

For those current Library employees who work below 14 hours per week and wish/need to continue to do so and those who work on Saturdays only, opportunities for posts at Level 1 libraries as 7-hours Saturday employees will be available which may assist some employees in this position.

The County Council has been invited to work with the Leapfrog Team from the University of Lancaster who are investigating how neighbourhood centres could be designed to work successfully when bringing different services together. Frontline employees from Libraries and Wellbeing, Prevention and Early Help Services have

joined with colleagues from the Estates, Assets and Facilities Management Teams to discuss how these Services might be brought together successfully in the Neighbourhood Centres and gain a better understanding of each other's service to help the overall customer experience. It is hoped much of the good practice points will be identified and can be put in place when Neighbourhood Centres open.

The concern raised about who would take responsibility in a Level 1 library for dealing with an emergency evacuation or suspicious package if a Grade 6 is not on site has been addressed by information being provided to all employees in the Library Services amongst activities associated with the Prevent Duty. It is, however, important to ensure that awareness of this is maintained.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we will strive to minimise any negative impacts by developing as many mitigating

actions as possible including using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents. It is acknowledged that children and young people, disabled people, older people and some people from ethnic minority communities may be disproportionately negatively affected however we will strive to minimise any negative impacts by developing as many mitigating actions as possible, as identified in question 6, and by taking into account the views from the stages of the consultation.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0–19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.

45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.
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Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.

91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre).	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime	Proposed for future delivery by Older	To maintain a presence for Adult Disability Day Services in the Ribble Valley where

	Support Service.	People's Daytime Support Service and Disability Day Services Drop-In.	appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future	Not proposed for future use but to delay closure	A review of the requirements set out in

	use.	of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
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Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of arrangements with the premise owner.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range

			of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected – e.g. review of library issues and borrower registration information.

Equality Analysis Prepared By Jeanette Binns

Position/Role Equality & Cohesion Manager

Equality Analysis Endorsed by Julie Bell

Head of Libraries, Museums, Cultural and Registration Services

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund.

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Section 4

Equality

Analysis Toolkit

Wellbeing, Prevention and Early Help

Service only v6

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

The transformation of the Wellbeing, Prevention and Early Help Service (WPEHS) for children, young people and families in Lancashire.

What in summary is the proposal being considered?

The element of the proposal considered in this analysis relates only to the transformation of the Wellbeing Prevention and Early Help Service (WPEH) for children, young people and families in Lancashire.

The transformation is designed to bring together the Young People's Service, Children's Centres and Prevention and Early Help along with arrangements in Lancashire for responding to the National Troubled Families Programme. The WPEHS revised service model will continue to deliver the statutory Children's centre offer, working with children and their families and with young people aged 12-19+ (aged up to 25 where they have special educational needs or disabilities). The Service will identify as early as possible when a child, young person or family needs support, helping them to access services to meet their needs, working with them to ensure the support offered is right for them, offered in the right place at the right time.

The Service proposes to operate in three main ways:

- To groups whose needs meet the criteria at Level 2 of Lancashire's Continuum of Need via drop-in sessions or group sessions at neighbourhood centres;
- Through one-to-one support to those who meet the criteria at Level 2 of Lancashire's Continuum of Need from a key worker operating from a neighbourhood centre;
- Through one-to-one outreach and detached support to those who meet the criteria at Level 2 of Lancashire's Continuum of Need which might be delivered in a person's own home, local building or virtually through telephone, internet or mobile phone as appropriate.

The Service is envisaged to be accessible Monday-Friday during the day with some evening and weekend opening/availability.

The Service currently operates from 79 Children's centres, with 63 being designated Children's centres, and 53 youth centres. The locations of the current and future provision were not included in the WPEH 1st consultation as it was to be included in the Property Strategy which is the subject of separate consultation. This distinction was set out clearly in the report which was made available as part of the Wellbeing Prevention and Early Help Service public consultation.

A Stakeholder consultation has also taken place as part of the WPEH consultation.

The Property Strategy consultation took place between 18 May and 14 August 2016 proposing that the Wellbeing, Prevention and Early Help Service in some locations will cater for wider age groups than we have done previously. This would mean:

- Wellbeing, Prevention and Early Help Services would be located at a total of 72 sites. This would comprise 34 sites to support 0-11 year olds, 11 sites for 12-19 year olds (plus special educational needs young people up to 25) and 27 sites which will cover the entire age range.
- Of the 72 sites, 53 would be designated as main Children's Centres which will be registered with the DfE. This would be a reduction to the current 63 designated Children's Centres.
- Services are accommodated in a way which meets the diverse needs of children, young people and their families, including outreach services where appropriate.

Specifically in relation to Children's centres, the Property Strategy contributes to the statutory consultation but is supported by a document that has been produced outlining the County Council's proposals to re-designate its Children's centres and the basis on which this will be implemented, which is a statutory and OFSTED requirement. As part of this element of the proposal, a series of focus groups and drop in sessions were also held in June and July 2016 in 6 Districts of the county.

Initial consultation has also taken place with employees about the proposed staffing structure for the Wellbeing Prevention and Early Help Service. This took place during the same period as the public and stakeholder consultations – 9 February to 21 March 2016. Subsequently a further consultation has been held between 20 June and 15 July 2016 on a more detailed proposed structure.

As part of transformation to the new Wellbeing Prevention and Early Help Service, which also contributes to meeting the budgetary requirements going forward, the commissioning arrangements with 5 VCFS Children's centres will not be renewed. This is expected to result in no immediate changes to service delivery and will allow those employees at these Centres to be included in the Wellbeing Prevention and Early Help restructure under TUPE arrangements. It will contribute significantly to the savings the Service is required to make.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in

a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

The proposal will affect children, young people and families in all parts of Lancashire but the extent of impact may depend on their location and individual circumstances.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Yes. The nature of the service is that it is targeted at children, young people and their families. This means that the age protected characteristic (children and young people) and pregnancy and maternity protected characteristic group may be particularly affected. As the Service also provides specific support for disabled children and young people up to the age of 25 and disabled parents, the disability protected characteristic group may also be affected more than other people in that age group. Other protected characteristics – e.g. gender and ethnicity – may be affected given the location of proposed service points (ethnicity) and gender of parents/carers using the Service.

Whilst not explicitly mentioned in the report which accompanied the consultation, there were questions about domestic abuse support included in the consultation questions. This indicates that the Service includes support for domestic abuse victims and related issues amongst its activities and in light of this the gender

protected characteristic would also be of relevance.

Information provided by the Service has also indicated that it supports transgender young people, lesbian and gay service users, teenage parents, young parents and young carers.

The Service also has a long tradition of supporting young people and promoting a positive attitude towards inclusiveness across the range of protected characteristics.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

Yes

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

The following information has been compiled about the "reach" of the Young People's Service in 2015/16.

Young People Service Equality statistics.

2015-16 Reach Achieved

During 2015/16 the total 12-19 young people cohort was 104,338. The service provided services to 30,125 young people, 28.9% of the total cohort. This can be broken down by district as follows:

	No Individuals Reached	12-19 Cohort	% Reached
Burnley	3,802	8,554	44.4%
Chorley	2,899	9,341	31.0%
Fylde	1,433	5,585	25.7%
Hyndburn	2,288	8,185	28.0%
Lancaster	3,423	11,086	30.9%

Pendle	2,489	8,576	29.0%
Preston	3,921	12,881	30.4%
Ribble Valley	1,021	5,276	19.4%
Rossendale	1,254	6,564	19.1%
South Ribble	2,126	9,813	21.7%
West Lancs	2,701	9,719	27.8%
Wyre	2,768	8,758	31.6%
Total	30,125	104,338	28.9%

Gender

During 2015/16 the gender split between male and female service users is pretty balanced with 28.6% of service users being female and 29.2% of service users being male. The service had 5 people accessing services who identified as Trans Male, 2 in Chorley, 1 in Hyndburn, 1 in South Ribble and 1 in Wyre. One service user in Hyndburn identified as Trans Female.

Disability

During 2015/16 8% of service users had a disability or learning difficulty. This varied across districts from 5.2% in Burnley to 11.1% in Rossendale. The breakdown per district is illustrated in the table below:

	SEND	12-19 Cohort	% Reached
Burnley	196	3,802	5.2%
Chorley	194	2,899	6.7%
Fylde	145	1,433	10.1%
Hyndburn	152	2,288	6.6%
Lancaster	341	3,423	10.0%
Pendle	150	2,489	6.0%
Preston	351	3,921	9.0%
Ribble Valley	62	1,021	6.1%
Rossendale	139	1,254	11.1%
South Ribble	228	2,126	10.7%
West Lancs	239	2,701	8.8%
Wyre	224	2,768	8.1%
Total	2,421	30,125	8.0%

Ethnicity

During 2015/16 61.7% of young people who accessed the service were white. For 28.8% of the young people accessing the service no ethnicity is recorded whilst 7.1% Asian young people accessed the service. There are significant variances at district level, for example 22.22% of young people accessing the service in Pendle, 16.73% in Burnley and 14.64% in Hyndburn are from the Asian community.

	Arab	Asian	Black	Chinese	East Europe	Gypsy/Roma	Mixed	Not Known	White	Total
Total	7	2,133	65	35	6	63	564	8,674	18,578	30,125
12-19 Cohort	19	6,314	231	155	17	161	1,714	32,482	63,245	104,338
% total YP reached	0.0%	7.1%	0.2%	0.1%	0.0%	0.2%	1.9%	28.8%	61.7%	

Whilst 28.9% of the total age 12-19 population accessed the service during 2015/16 this was higher in some communities. For example 39.1% of the total Gypsy/Roma community accessed the service and 36.8% of the Arab community accessed young people's centres.

	Arab	Asian	Black	Chinese	East Europe	Gypsy/Roma	Mixed	Not Known	White	Total
Total	7	2,133	65	35	6	63	564	8,674	18,578	30,125
12-19 Cohort	19	6,314	231	155	17	161	1,714	32,482	63,245	104,338
% Reached	36.8%	33.8%	28.1%	22.6%	35.3%	39.1%	32.9%	26.7%	29.4%	28.9%

Children's Centre Equality Statistics for 2015/16 are as follows:

The Children's Centre data is only available at district level.

Gender

The gender statistics for 2015/16 have been broken down by parents/carers and children registered with the children's centres. County wide 64% of parents/carers registered were female and 36% male. The district profile is illustrated in the table below:

District	Total Parents/Carers	Female	% Female registered	Male	% Male Registered
Burnley	8540	5827	68%	2713	32%
Chorley	10182	6316	62%	3866	38%
Fylde	4878	2830	58%	2048	42%
Hyndburn	10373	6851	66%	3522	34%
Lancaster	12999	7987	61%	5012	39%
Pendle	8738	6116	70%	2622	30%
Preston	13124	7964	61%	5160	39%
Ribble Valley	3196	1980	62%	1216	38%
Rosendale	5254	3767	72%	1487	28%
South Ribble	8424	5372	64%	3052	36%
Unknown	2944	1701	58%	1243	42%
West	7729	5060	65%	2669	35%

Lancashire					
Wyre	6323	3951	62%	2372	38%
Grand Total	102,704	65722	64%	36982	36%

The number of children receiving services at a children's centre during 2015/16 was more or less equally split between male and female.

Gender - Children aged 0-5

District	Total Children	Female	% Female registered	Male	% Male Registered
Burnley	6623	3288	50%	3335	50%
Chorley	8586	4170	49%	4416	51%
Fylde	4094	2012	49%	2082	51%
Hyndburn	9461	4696	50%	4765	50%
Lancaster	10377	5018	48%	5359	52%
Pendle	6926	3347	48%	3579	52%
Preston	9327	4592	49%	4735	51%
Ribble Valley	2368	1164	49%	1204	51%
Rossendale	4520	2225	49%	2295	51%
South Ribble	6257	3012	48%	3245	52%
Unknown	1633	831	51%	802	49%
West Lancashire	5851	2839	49%	3012	51%
Wyre	5245	2492	48%	2753	52%
Grand Total	81268	39686	49%	41582	51%

Ethnicity

During 2015/16 15% of all parents and carers who registered to receive a service from a children's centre were from BME communities. Of those registered 44% attended their local centre. This varied across districts with 57% of all registered BME parents/carers in Rossendale attending a local centre whilst only 32% of registered BME parents/carers in Fylde attended a centre.

District	Total Parents/ Carers	BME Carers	% Registered	Number Attended	Of those BME - % Attended
Burnley	8542	1669	20%	902	54%
Chorley	10182	796	8%	384	48%
Fylde	4878	386	8%	125	32%
Hyndburn	10374	1749	17%	806	46%
Lancaster	12999	1304	10%	512	39%
Pendle	8742	3077	35%	1637	53%
Preston	13133	4549	35%	1686	37%

Ribble Valley	3196	166	5%	92	55%
Rossendale	5254	618	12%	355	57%
South Ribble	8424	397	5%	118	30%
Unknown	2946	247	8%	70	28%
West Lancashire	7777	682	9%	269	39%
Wyre	6323	289	5%	101	35%
Grand Total	102770	15929	15%	7057	44%

Disability

Disability statistics are available for both parents/carers and children. 2% of all parents/carers who were registered with the service during 2015/16 reported a disability or learning difficulty. Of those 48% attended a centre to receive services.

District	Total Carers	Carers with SEN	% Registered	Number Attended	Of those with SEN % Attended
Burnley	8542	152	2%	77	51%
Chorley	10182	151	1%	73	48%
Fylde	4878	64	1%	27	42%
Hyndburn	10374	146	1%	64	44%
Lancaster	12999	286	2%	134	47%
Pendle	8742	82	1%	43	52%
Preston	13133	181	1%	78	43%
Ribble Valley	3196	31	1%	19	61%
Rossendale	5254	99	2%	65	66%
South Ribble	8424	115	1%	51	44%
Unknown	2946	36	1%	9	25%
West Lancashire	7777	111	1%	55	50%
Wyre	6323	122	2%	63	52%
Grand Total	102770	1576	2%	758	48%

2% of all children registered with the children's centres during 2015/16 had a disability or learning difficulty. County wide 41% of those registered attended and received a service. There are notable differences at a district level, for example Rossendale, where 77% of those children with a disability or learning difficulty attended a centre to receive services.

Disability - Children

District	Total Children	Children with SEN	% Registered	Number Attended	Of those with SEN % Attended
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Burnley	6625	135	2%	47	35%
Chorley	8586	160	2%	67	42%
Fylde	4094	91	2%	39	43%
Hyndburn	9461	200	2%	87	44%
Lancaster	10377	301	3%	96	32%
Pendle	6926	115	2%	68	59%
Preston	9328	125	1%	45	36%
Ribble Valley	2368	54	2%	23	43%
Rosendale	4520	65	1%	50	77%
South Ribble	6257	134	2%	36	27%
Unknown	1652	39	2%	11	28%
West Lancashire	5851	138	2%	58	42%
Wyre	5245	135	3%	59	44%
Grand Total	81290	1692	2%	686	41%

In terms of employees, specific information about the Wellbeing Prevention and Early Help Service's equality profile is provided by material produced in October 2015. It is possible that the composition of the workforce has changed since then and that the information is not fully comprehensive but it provides indicative information:

Age – 3.47% of employees were aged 16-24, 36.13 % of employees were aged 25-39, 60% of employees were aged 40-65 and 1 employee was aged over 65. The corporate equality profile has a greater percentage of employees aged 16-24 and over 65, whilst the percentage of employees aged 25-39 is significantly higher in Wellbeing Prevention and Early Help and the percentage aged 40-64 is slightly less than corporately.

Ethnicity – 6.36% of employees were identified as Black and Minority Ethnic Employees and 4.88% of employees in senior posts were BME. Both these percentages are higher than for the corporate workforce equality profile.

Gender – 76.16% of employees in WPEHS are female with 23.84% being male – this is slightly higher than the corporate workforce gender profile in terms of female representation. At senior officer level (Scale Point 45 and above) the WPEHS profile is more female dominated – almost 83% of post holders are female, whereas for LCC as a whole it is around 60%.

Disability – 2.75% of employees in WPEHS have identified as having a disability and 4.88% employees in senior posts. Both percentages are higher than for the corporate workforce and senior posts profiles.

Religion or Belief – information on the religion or belief of WPEHS employees is very incomplete with information available for only about 30 employees. Of these 2 are Sikh, 3 are Muslim, 19 are Christian, 1 was "other religion or belief" and 1 "other spiritual belief", 3 identified as "none" and 2 "preferred not to say". The remainder are categorised as "unknown".

Sexual Orientation – similarly information in terms of employees' sexual orientation is very incomplete. Information was available specifically for 24 employees with the remainder being categorised as "unknown". Of those where information was available 22 identified as being Heterosexual/Straight and 2 as Gay/Lesbian.

No information is collected in relation to marriage or civil partnership status or pregnancy and maternity leave for equality data collection purposes. With the agreement of the Council's LGBT Employee Network it has also been decided not to collect information on whether employees identify as Trans people as at the levels to which information can be broken down, there is a risk of identifying individual employees which would be unacceptable.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

This proposal has been the subject of a range of consultations.

The County Council carried out a corporate stakeholder consultation on its budget proposals from 10 December 2015 to 18 January 2016. This involved sending a letter from the Leader of the County Council outlining the budget position to 334 partners which included a link to the budget proposals and a link to an on-line questionnaire. Stakeholders could email their response as an alternative to the on-line questionnaire. They were asked for views on the impact of the budget proposals and thoughts on actions that could be taken to mitigate the impact of the policy decisions and budget reductions proposed. These consultation documents were also available on the County Council's "Have Your Say" area on its website for members of the public to read and respond.

The 334 consultees who received the email letter included:

- Lancashire County Council Elected Members
- The Office of the Police and Crime Commissioner
- The Lancashire Combined Fire Authority
- Recognised Trade Unions
- Borough, City and Unitary Councils in Lancashire
- Third Sector Lancashire
- Lancashire Association of Local Councils (LALC)
- Lancashire safeguarding children and adults boards
- Lancashire Care Association
- Lancashire Parent Carer Forum

- The Older People's Forum
- The Chamber of Commerce
- The Lancashire Enterprise Partnership
- Healthwatch Lancashire
- The Clinical Commissioning Groups
- Young People's Engagement Forums
- Members of Parliament and Members of the European Parliament who represent Lancashire
- Society of Local Council Clerks
- NHS Hospital Trusts
- Higher Education and Further Education establishments
- Commissioners on the Lancashire Fairness Commission.

There were 357 submissions to the on-line questionnaire with 252 providing a response. A further 19 responses were received via the dedicated email address for the consultation. A section of the report produced for Executive Scrutiny Committee on 19 January and County Council Cabinet on 21 January 2016 summarised the comments in relation to health, wellbeing, prevention and early help as follows:

"A small number of respondents felt that the budget proposals for reducing some of the supportive and early help services were at odds with the need for early intervention to prevent people's need escalating or reaching a crisis in expensive service in the future."

A consultation specifically focussing on the Wellbeing Prevention and Early Help Service transformation began on 9 February 2016 running until 21 March 2016. The consultation was available on line or in hard copy format with responses accepted in either format. The consultation information included a short report explaining the proposed transformation. During this period drop-in sessions were also run at a number of centres where people could go along and talk to Service representatives about the proposed changes.

The narrative for the consultation explained: "This consultation focuses on proposals to transform the Wellbeing, Prevention and Early Help Service for children, young people and families in Lancashire. It describes the implementation plan of the service offer proposals presented to the County Council's Cabinet in February 2015 and agreed subject to consultation on 26 November 2015.

"It has been agreed that the proposed future service model will help deliver £7.4 million budget savings by 2017/18. The new Service will transform and integrate a range of services within Wellbeing Prevention and Early Help Services and will align existing core offers for children's centres, young people's provision, prevention and early help and Lancashire's response to the national Troubled

Families Unit programme.

"The new programme will ensure effective support for 0-19 year olds across Lancashire and support our strategic wellbeing, prevention and early help services, contributing to the delivery of public health responsibilities. It will also further align the ongoing re-procurement of public health services and consider the integration of other services like health visiting and school nursing services, alongside other Council services."

The report of the consultation stated that 2,331 completed questionnaires were received, of these 1,454 were paper based/hard copy responses and 877 were returned online. It is unusual and of note that hard copy/paper based responses have outnumbered on-line submissions to this consultation.

The consultation was available in both children's centres and youth centres. 97% of respondents were Lancashire residents. The majority of all respondents (83%) had used children's centres within the last 12 months and 64% of respondents had a child aged 0- 5. The consultation findings therefore significantly represent the views of this group.

In terms of protected characteristics of respondents, the following information was provided:

Gender – 82% of respondents were female and 18% were male. This is a significantly higher proportion of females to males than in the Lancashire population as a whole (51% female and 49% male in the 2011 Census) although given the response rate from users of children's centres this may not be surprising.

Transgender – 2% of respondents identified as transgender. There is no comparable Census data for this group but the percentage is a little higher than has been seen in other recent consultations (around 1%).

Age – the percentage of young people responding to this consultation was higher than in other similar County Council consultations, although given the nature of the service this is not unexpected. 11% of respondents were aged under 16 and 9% aged 16-19. Almost half of respondents (48%) are aged 20-34 and a quarter (25%) aged 35-49. Responses from people over 50 accounted for about 7% of respondents, this group are less well represented amongst respondents than in other recent consultation but this reflects the nature of the Service.

Disability – 8% of respondents identified as having a disability or being a Deaf person, this is similar to some other consultations. 6% of respondents said that there was a disabled person aged 20-25 in their household, in other consultations this response rate has been around 2% so the higher percentage may reflect the Service's provision for disabled young people aged up to 25.

Pregnancy and Maternity – the demographic information does not provide a

complete match for this protected characteristic. 3% of respondents said that they had no children in their household but were expecting, however there may be women who are pregnant or on maternity leave amongst respondents who already have children in their household. 64% of respondents had children aged under 5, this will include some whose children are under 1 so in the "maternity" element of this protected characteristic. Other respondents in the "children in the household" consultation category were: children aged 5-8 24% of respondents; children aged 9-11 15% of respondents; children aged 12-16 19%, children aged 17-19 9%. 10% of respondents had no children under 20 in their household.

Ethnicity – 86% of respondents were English/Scottish/Welsh/Northern Irish/British and 5% were identified as "any other white background". 4% of respondents were Pakistani, 1% each were Bangladeshi, Gypsy or Irish Traveller and Indian. Under 10 people (so less than 0% of respondents) identified in each of the following categories: White and Asian (9), White and Black Caribbean (9), Irish (9), Chinese (8), African (5), Arab (4), Other (3), White and Black African (3) and Caribbean (3). This is a more diverse range of respondents than for other recent consultations and appears to have similar representation from Black, Asian and other Minority Groups than in the Lancashire population at the 2011 Census where around 8% of the population was from BME groups.

Religion or Belief – 52% of respondents identified as Christian and 39% had no religion. 6% of respondents were Muslim, which appears higher than in other recent consultations. 1% of respondents were identified under "any other religion". Small numbers of people identified as Buddhist (7 people), Hindu (4 people), Jewish (3 people) and Sikh (2 people) but these were not enough to reach a percentage.

Marriage and Civil Partnership – 43% of respondents said they were married and 5% were in a civil partnership. 5% preferred not to say. 47% said they were "none of these" which could include people who are single, widowed and young people/children responding. This seems a higher figure than in other recent consultations which may be reflective of the users of the Service.

Sexual Orientation – 91% of respondents identified as heterosexual/straight, 2% as bisexual, 1% as Gay Man, Lesbian/Gay Woman and "Other" respectively and 5% preferred not to say. These responses are similar to other recent consultations.

Some of the findings which appear to have a particular significance in terms of protected characteristics groups are:

Services used in the last 12 months – 86% of respondents had used a children's centre at some time, 14% had never used one and this was the most well-used Service. 19% of respondents had used Domestic Abuse Support services which meant it ranked the lowest in terms of usage. However, the impact this support may make on those who have used it is likely to be significant and so its

importance cannot be measured by level of demand/use by respondents alone. To underline this, support with Domestic Abuse was ranked 5th amongst services which respondents considered were most important for the Wellbeing Prevention and Early Help Service to offer – of 12 which were listed.

Services it is important for the WPEH to provide – one of the aims of the Public Sector Equality Duty relates to improving participation in public life. 50% of respondents identified "involving children and young people in having a voice and influence "as an element of most importance and 60% suggested" information and support around education, employment or training". In terms of community cohesion/fostering good relations between communities, 62% identified "positive and/or diversionary activities for young people" as one of the most important services to provide. Providing family support was one of the most important services for 77% of respondents. Possibly in connection with the pregnancy and maternity protected characteristic, 66% of respondents included "parenting education" amongst their most important services.

What Other Services should the WPEHS offer was answered by around a quarter of respondents. Services for babies (baby massage, sensory rooms, link to midwife) ranked first among those selected by respondents which would seem to be of particular relevance to those with the pregnancy and maternity leave protected characteristic. Also appearing on this list were providing groups for babies and preschool children, services to allow parents and children to socialise, support for new parents, breastfeeding support and crèche/nursery which are all likely to be of relevance to the pregnancy and maternity leave protected characteristics group. In terms of younger people and children in the age protected characteristic group features such as play sessions, after school clubs, educating children and youth groups were mentioned. There was also support for providing learning and courses for parents and employability support which could assist various groups to participate more in public life and advance equality of opportunity. 11% of respondents to this question said that Wellbeing Prevention and Early Help should be a universal service and not targeted, which seems at odds with the proposals set out where reference was made to some level of universal service remaining. 4% of responses were grouped as "don't cut services (including website)" which may be of a similar theme.

A question was asked about whether respondents agreed with the proposal to prioritise groups of children, young people and families based on particular circumstances and criteria. 72% of respondents agreed whilst 18% disagreed. Those who disagreed said that "the service should include all families (79% of those disagreeing) and the highest ranked area of disagreement, whilst amongst the other issues listed were that they generally don't agree with prioritising some families (14%), prioritising will stigmatise families (4%) or all first time parents should be included (2% of those disagreeing) and the service is important for working mums (1% of those disagreeing). The issues raised by those disagreeing

with the proposal appear to focus mostly on changes to the children's centre support for families/parents and may reflect concerns among the gender and pregnancy and maternity protected characteristics groups in particular.

There was support for each of the proposed ways for service users to get support but getting support from groups where you can meet other people who need similar support to you was clearly the most popular which was very or fairly important to over 90% of respondents. There was less support for getting support for one key worker supporting you and your family (83% of respondents had this as very or fairly important) and for the support being delivered on an outreach or detached basis (79% of respondents considered this as very or fairly important). Whilst group support is clearly most popular, the other two delivery options are not discounted by respondents and may have been appealing to some protected characteristic groups – e.g. respondents with disabilities or from some ethnic groups.

Respondents were particularly concerned about the proposal to join up services such as children's centres and youth centres with only 45% agreeing with the proposed model. 27% disagreed and 28% were unsure about the proposal.

Those who disagreed were asked why and responses included "keep services open and include everyone" (35%), "joined up services will not work/will lose quality" (23%) and that "services are excellent and valuable" (23%). 5% said peer support was invaluable, 4% said that services were already under strain and 3% said learning opportunities for parents should be provided.

Respondents were asked what would encourage them to use WPEH Services. Amongst those responses potentially of most relevance to protected characteristics groups are: "services available when I need them" (83%), "if they are near to me" (77%), baby changing facilities (64%), secure and safe access in terms of entrances (59%), car parking facilities (47%), breastfeeding facilities (47%), easy access by bus (43%), multi faith rooms for public use (18%) whilst there were other suggestions which could also be of particular interest to some groups but may have been included for more general reasons such as quiet spaces for private use, access to refreshments, kitchen and laundry facilities and shower/changing facilities which could, for example, be of benefit to people with some disabilities.

A range of questions were asked about at what times people would feel it important to have access to particular services. For most services including domestic abuse support services, people indicated weekday daytimes as being the most popular times. However, not surprisingly the most popular time for access to the young people's service was weekday evenings. Weekends were less popular for all services but there was still some level of importance given to services being available during weekend daytimes whilst the highest ranking services for

availability at weekend evenings was for domestic abuse support services (24% of respondents).

In all areas a majority of respondents wanted services to be available all year round.

A question was asked how important they considered various different outcomes to be. Of particular significance in terms of protected characteristics groups appear to be outcomes such as "safe and protected from harm" (95% of respondents considered this very important), that families are resilient, aspirational and have the knowledge, capacity and capability to deal with other factors (79% considered this very important) and families are helped to live healthy lifestyles, engage in positive social activities and make healthy choices. These outcomes could contribute to the fostering of good relations between communities and advancing of equality of opportunity for some protected characteristics groups.

An opportunity for respondents to make other comments was also provided and the responses grouped in the consultation report. A number of respondents were grouped as don't cut the service or variously that the service was vital/ excellent or the staff were excellent. Of particular relevance for this analysis may be the comments praising the courses and learning opportunities for parents (11% of responses) which potentially supports advancing of opportunities for protected characteristics groups. Concern if services are inaccessible/not local it will cause problems for parents and children was raised by 8% of respondents, which may reflect concerns from disabled people amongst others whilst the comment that it is the only service for children in "this area" supports a similar theme (3% of comments).

During the consultation specific actions took place to engage service users:

1 Service users – children and families

Over a 4 week period we ran a series of drop in sessions in each of our principle buildings in each of the districts (mainly children centres), around 80 sessions were delivered in total. At the sessions we encouraged service users to engage with us to find out more about the service proposals and what may be changing about their services in the future. At each session, service users were encouraged to complete the consultation questionnaire – and some service users were directly supported to enable them to do so if needed (language interpretation, help with explaining questions, help with form completion where there was poor confidence with reading/writing). These sessions were led by WPEHS locality managers and fieldwork staff. Over 900 service users took part in the drop in sessions.

2 Service users – young people

In each district across the county, we planned and delivered an interactive

workshop session for young people to assist their engagement with the consultation process. WPEHS locality manager and young people's workers provided transport to bring young people together to a central venue from across the district area. They delivered a group based session which involved activities and discussions designed to assist young people to understand key areas of the service offer proposals for consultation and to develop their feedback – which inevitably focussed mostly on the impact for young people. At each session, young service users were encouraged to complete the consultation questionnaire – and some were directly supported to enable them to do so if needed (help with explaining questions, help with form completion where there was poor confidence with reading/writing). Over 240 young people participated in these sessions countywide.

In addition there was a discrete consultation session with members of Lancashire Youth Council – led by the Senior Manager for WPEHS at which over 40 young people attended.

Stakeholders

A specific document was produced outlining the proposals to Stakeholders. This was supported by:

Over a 2-3 week period we ran a series of stakeholder drop in workshops from 2-6pm in one of our key centres in each of the districts (12 in total). These were promoted by direct mail invitation to a large stakeholder list of over 130 organisations and a further 500 plus early years providers. These were also promoted locally by word of mouth with the assistance of WPEHS locality managers.

These workshops were led by WPEHS Senior Manager for the area, along with locality manager and provided an opportunity for any stakeholder to drop in and ask questions and receive further information on the details of the proposed model which was subject to consultation and a chance to hear and share information with regard to local impact.

Representatives of over 100 organisations attended the workshops.

Some of the key issues identified in reports of the Stakeholder Consultation which appear to have an equalities dimension included:

- Services which Wellbeing Prevention and Early Help should offer: there was a huge response from Stakeholders that a universal service offer should remain in the future. Other elements identified included: ante-natal and post-natal support and guidance; speech and language

development advice and support; childcare or crèche availability including whilst parents access provision; child sexual exploitation and cyberbullying advice and support; services which assist parent's and children's mental health – e.g. baby massage and stay and play; health visiting and midwifery services on site; breastfeeding support; and support for families with English as a second language. In this question a number of respondents also said the service should be available in a flexible way – not just open 9-5.

- What Priority Groups should be included? The consultation document had listed a number of priority groups for the new service including those with SEN or a disability, those affected by domestic abuse, young parents, young carers, asylum seekers, economic migrants, Traveller communities, people with health issues and with emotional and mental health issues. Stakeholder respondents to the consultation again included reference to continuing universal services in significant numbers but also suggested other priority groups including: children looked after; young families and first time parents; victims of child sexual exploitation, people from BME communities, those with undiagnosed SEN or disabilities, LGBTQ communities. Trafficked young people, families with English not their first language and all children under 5 in addition to identifying some groups already included in the Service priority groups – e.g. Asylum seekers, Travellers and young carers.
- Responses about which facilities are most important included: childcare/crèche facilities, "disabled access", multi-sensory rooms, accessible locations and baby changing and accessible toilet facilities. A comment was also made that services should be "co-located with non-stigmatising universal services".
- Respondents were asked to identify other considerations to the service. These included: less facilities will mean that families will have to travel too far to access services and similarly location is essential due to many families being unable to travel and 30 minutes walking distance is different for different ages; many again cited the importance of universal services; staff have experience of dealing with particular age groups/ranges so a need for workforce development was identified; it was important that the core offer of WPEHS did not duplicate the work of specialist agencies – domestic violence was specified in a response; a greater focus on child sexual exploitation is needed; concerns about how community midwifery would fit into the proposal and a number of comments around the joining up of young people's and children's provision which commented that the children and young people's services should be kept separate as their issues are very different and require different environments and the safeguarding issue of having vulnerable young adults alongside young children and babies needs to

be considered and services for children are never best placed in a building that is designed for use by adults/safeguarding were amongst comments.

- Comments on governance arrangements included concerns about the absence of local people within governance structures which it was felt would undermine communities' resilience and engagement and a concern that systems will need to be in place to "protect" who is entering the buildings and how would this work in neighbourhood centres.
- Comments about shared delivery and partnership working included concerns that the voice of children and young people is not being heard and most specifically that the voice and views of the Youth Council are not being considered. Concerns about the shared service were again also included here with a view that by extending the age range and having all the various authorities housed in one building it may act as a deterrent – rather than being seen as a place of safety to access services. A view was also expressed that Neighbourhood Centres need to be in buildings with a natural high footfall of families such as schools to ensure that families will attend.
- Comments on monitoring and performance reporting again raised the view that the voice of children and young people is "missed" in this aspect of accountability as is the engagement of local communities.
- Comments on Engaging Local Communities proposals. Views expressed in this section included: volunteers from local communities are important; local communities will suffer if their voice is not heard in larger areas/governance; community engagement should remain a priority; that engagement opportunities will be reduced in the new model; concerns about the distance to centres and the reduction of universal provision were also raised in these responses – e.g. how service users would be identified and engaged with. There were other concerns about how it would be ensured that rurally isolated communities did not become invisible. There was also a specific concern expressed that prioritising service to Level 3 on the Continuum of Need would have an adverse impact on community integration.
- The final question for Stakeholders was an opportunity to identify any other issues the Service should take into account in its proposals. Items included: the consultation should have addressed issues of the use of minority languages; concerns that there is not a place for "youth clubs" in the new Service methodology in the offer despite them being preventative of greater risks to young people and offering a means of engagement; concerns about whether young people might be turned away from using services if they are not from targeted groups; suggestions about whether NEET young people or armed services families are or should be included within priority groups; concern that

young people often ask for help and support as a result of having a good relationship with staff at a universal centre and if such a service isn't available young people won't have anywhere to go with their problems and won't feel comfortable asking for help strangers and consequently needs could escalate. There were also concerns about the future of the Youth Council and concerns about how the voice of young people will feature in the new service. There was a comment which said that it was good that there will be a reduction in buildings overall as this will reduce duplication – a view at odds with most other comments. Some staffing related comments were also made which will be included in the Staff Consultation element.

Staff Consultation

This took place at the same time and in addition to information on the County Council's intranet and internet and hard copies were available via managers where employees do not have ICT access. The WPEHS also produced a document explaining the proposed structure and its context to staff. The proposed structure had built on corporately agreed policies such as the decision that all posts will be on NJC Terms and Conditions and that the structure was to be carried out in isolation – i.e. transformations are taking place on a service by service basis rather than throughout the County Council at the same time. Some of the key issues raised in this consultation were:

- The grading structure has seen some grades removed (e.g. Grade 11) which means staff potentially applying for posts 2 grades lower than their present role with a consequent possible loss of salary.
- There were concerns about the number of employees in some ring-fences and how this may prompt some employees to seek lower graded roles in the hope of being successful.
- There was concern as to how part time employees will be accommodated within the new structure.
- Employees felt they needed details about the working days and hours associated with some posts to identify what would be suitable posts for them to consider.
- Concern that posts in the restructure are initially only open to employees with over 4 years' service – though this is a corporate practice for the Council Transformation.
- There is a suggestion that Caseworker roles and Outreach/Detached roles may be recruited to similarly which may create a sense of division. However, if there is not a distinction there may be concerns for some employees with disabilities or other requirements which make it harder to fulfil one type of role.
- Huge numbers of staff were concerned about what was perceived as

"disinvesting" in open access and universal provision.

- The withdrawal of JNC Terms and Conditions was raised in a number of staff consultation responses and some Stakeholder responses.
- "Downgrading" of posts and the proposed ring fences were also raised by staff and some Stakeholders largely being seen negatively although not exclusively so.
- Finally there are concerns that employees will be working with unfamiliar age ranges or areas of work, although a Workforce Development Strategy has been promised.

A second staff consultation took place between 20 June and 15 July 2016 which included an updated and more detailed proposal for populating the new Service structure.

Children's Centres

To meet statutory and OFSTED requirements the Property Strategy consultation materials and a supporting document has been produced containing proposals for the re-designation of a number children's centres into District clusters which will have main centres and linked centres in each District identifying the current and proposed distribution and showing any variance in provision. The current provision means that 98% of the most deprived 0-4 year olds live within a reasonable access radius (30 minutes walking or pram pushing time) of a children's centre and that in the least deprived 0-4 year olds cohort 80% are in this radius. Overall it is estimated that if the new proposal is implemented 94% of the most deprived 0-4 year olds will be in that radius and 63% of the least deprived. This would meet the Council's objective of targeting services at those most in need.

In association with publishing these specific proposals, a series of six focus groups have been held across the county in July 2016 for families using children's centres and further drop in sessions have also been held. Some other local discussions have also taken place relating to specific locations.

The focus groups for users of children's centres element of the Property Strategy consultation took place in Chorley, Lancaster, Hyndburn, Pendle, West Lancashire and Wyre. Attendance ranged from 1 to 11 people at the focus groups. The focus groups discussed topics including:

- The use of the current children's centres;
- The proposals to make changes to the County Council's buildings;
- The envisaged access and impact on the children's centres and
- Thoughts on neighbourhood centres.

The main points raised on each topic were:

1 Using the current children's centre:

- The children's centres are an invaluable resource of support and help and participants accessed a range of resources on offer and this was important, regardless of background or social status of the parents;
- The Centres are a key way of stopping social isolation at a time when most parents are feeling vulnerable and alone;
- Children's Centres are a vital part of child development, including getting children school ready;
- There was little trust in social care and it was felt that children's centre outreach worked well in ensuring vulnerable families remained engaged and together;
- Courses offered by the children's centre were crucial in upskilling, building confidence and self-esteem;
- The current children's centre offer was, on the whole, felt to be adequate for parent's and children's' needs, although if possible it would be useful to have counselling, access to a medical practitioner, exercise sessions, more emotional wellbeing support, Citizens Advice Bureau, family law, breastfeeding space, parenting classes, baby arrives and support integrating SEN children and parents. A call for "more of the same" was discussed as sessions are often over-subscribed.

2 Proposals to Make Changes to the County Council's buildings:

- There was a mixed response to what was known about the Property Strategy. Where participants were actively involved (e.g. through volunteering) they understood the proposals. Most service users did not fully understand how the closures would impact the offer made;
- Although participants understood the need to make cuts, they felt these should be directed away from children's centres. There was an understanding that the money had to be saved from somewhere and that another service area would suffer, but they felt children's centres provided essential help for some of the most vulnerable members of Lancashire's society;
- Accessing the Property Strategy was not felt to be service user friendly. Service users were confused by jargon, broken links and unclear information.

3 Children's Centres – Access and Impact:

- There was concern raised over the distance some parents would have to travel in order to access their nearest centre. Participants felt that distance could be a barrier to parents using the centre – the expense to get there, time for travelling alongside other commitments (e.g. school drop offs),

crossing busy city centres – and this could impact on the more vulnerable users who would not be able to financially commit to attending. Alongside this was the worry for new mums/heavily pregnant mums who may be physically unable to make the journey;

- There was some concern about how the Property Strategy could affect the capacity and offer made by the children's centres. Participants were interested in how the timetable/number of sessions etc. would look, especially if being accessed by more users;
- It was felt important that centres had a local focus and this could be lost if properties closed. There were also concerns for minority communities – if some centres were closed, it was questioned if parents would access the service elsewhere;
- Concerns were raised around moving from prevention to crisis – with crisis seen as a more costly outcome in the long run;
- Questions were raised around income generation, or how money spent elsewhere within the County Council could be moved to children's centres budgets to keep buildings open;
- In some areas there was a lack of representation from centres proposed to close. The group wondered if this was indicative of their use of children's centres in the future, as families probably hadn't made the sessions due to transport, money or time commitments.

4 Neighbourhood Centres

- Most participants felt the neighbourhood centres approach was a positive one. However
- Concerns were raised about which other services could be located alongside a children's centre. This included the Youth Offending Team (YOT) which parents felt would put them off using the service, as they would fear for safeguarding and the impact of young offenders around their young children;
- Some buildings were questioned as to their suitability for safeguarding and confidentiality;
- Housing different generations in one place was felt to be off-putting for vulnerable members in society (e.g. teenagers could put off elderly people from using services);
- The approach was felt to be a gamble with vulnerable people possibly suffering if it failed;
- There was a concern raised over different generations using the same facilities (e.g. it was said parents with young children would not want to use a room which had sexual health posters on the wall);
- Concerns were raised over "cramming" too many services in to one centre which could make using services too stressful and lead to social isolation.

5 Overall Comments

- The continuation of children's centres were seen as vital, as they provide support and advice for a whole spectrum of service users, including very vulnerable parents and children. Some participants felt passionately that without support from their children's centre they would not be a family unit today. This linked with their distrust of social care and the need for a "softer", less fear-provoking support network provided by the children's centres;
- It was felt that in the future it will be important to ensure that there are the right number of employees who are motivated to ensure the success of children's centres;
- There was confusion around children's centres with nurseries attached and what would happen if these are closed;
- There was a real fear expressed that by closing children's centres there could be a rise in social isolation for vulnerable users;
- Questions were asked about how the changes might affect courses accessed by service users which was a concern. It was felt that courses had positively affected many participants;
- There were concerns about a lack of continuity of provision/offer whilst decisions were being made about the future of children's centres.

Alongside the broader employee consultation for the Wellbeing Prevention and Early Help Service and public and stakeholder consultations, briefings have been held specifically for managers of children's centres (in November 2015 and February 2016) and for all children's centre staff (in February, May and 3 dates in June 2016). These have been supplemented by a range of emails to advise and inform on development of the children's centre proposals and explain any changes in timescales, personnel/Human Resources implications around grade profiles Voluntary Redundancy opportunities, etc.

Headteachers also received invitations to discussions with representatives of Asset Management and Estates Services where it was proposed to withdraw children's centres so that the implications could be fully explored with them, before schools closed for the summer holidays.

Property Strategy Public Consultation

The Property Strategy Public Consultation ran from 18 May to 14 August 2016. The themes raised were similar to those already identified in this Equality Analysis. There were 7719 responses and of these 35.7% had used a Wellbeing Prevention and Early Help Service Young People's Service; 33.3% had used a Wellbeing Prevention and Early Help Service designated Children's Centre and 17.6% had used a Wellbeing Prevention and Early Help Service Children's Centre within the

last three years.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

It is not anticipated that the Service Transformation will result in any unlawful discrimination, harassment or victimisation of groups with protected characteristics. There will remain a level of universal service available to those assessed as at Level 1 on the Lancashire Continuum of Need in the form of information, advice and guidance and signposting only. Those assessed as being on Level 2 of the Lancashire Continuum of Need will be prioritised with a greater

level of support being available to them. Included amongst the prioritised groups are those with disabilities or SEN, those affected by domestic abuse, groups such as Travellers and asylum seekers, etc.

The consultations identified a number of areas where the Service is currently contributing to advancing equality of opportunity and participation in public life – e.g. the courses and learning opportunities for parents; supporting employability training for parents or support of education and employment support which have been available. The importance of families being supported to be resilient, aspirational and have the knowledge, capability and capacity to deal with wider factors and the element of helping families "engage in positive social activities" may also underline this and are reflected amongst the priorities for the Service. Some consultation respondents did raise whether those Not In Education, Employment or Training should be included amongst the prioritised groups for the Service.

Some concerns have also been raised about the role of the Youth Council in the future and the opportunities for local engagement in the governance of and involvement with the new Service. This will impact on the participation of some protected characteristics groups, although until details are clarified the nature of that impact cannot be estimated.

In terms of fostering good relations and community cohesion, the most important outcome supported by respondents was that service users were safe and protected from harm. This could include safeguarding activities associated with the Prevent Duty amongst other issues such as protection from cyber bullying and child sexual exploitation, and could also include activities to address views or actions based on protected characteristics of other service users – e.g. bullying based on people's protected characteristics. Issues around sharing of provision across age ranges have been raised in consultations often in connection with safeguarding. This has also featured where neighbourhood centres may include Youth Offending Team provision which was a concern expressed at the Children Centre's Property Strategy focus groups and in terms of neighbourhood centres where there is concern that older people may be reluctant to use a service where a lot of teenagers are present. Finally the focus groups suggested that some communities may be reluctant to use an alternative centre in a different part of a district if their centre closed which may be due to concerns around ethnicity or more traditional rivalries between different areas.

The Youth Service in particular has a long tradition of work in supporting and raising awareness amongst young people on anti-discrimination issues. Around 60% of respondents also felt it was important to provide positive or diversionary activities for young people, this may also help community cohesion and fostering good relations from a generational perspective.

In relation to domestic abuse support services, whilst only about a fifth of respondents had used this service, it was given a high level of importance by almost two-thirds of respondents and those affected by domestic abuse are included amongst the prioritised groups for more targeted service interventions. A cautionary note may have been aired in the consultation where a Stakeholder advised against duplication of other agencies' roles.

There was support for all of the possible delivery models identified but a preference for group/peer support which may assist with social inclusion for some service users. However, having a key worker or using detached/outreach services also had good levels of support which may provide options to deliver a more bespoke service for some members of protected characteristics groups – e.g. some disabled people, women from some BME communities. The detached and outreach model may also address concerns expressed in many consultation responses about the possible distance to travel to Centres in the future and rural isolation.

Concerns have also been raised about the increased travel some service users may have to undertake to use an alternative centre. There is concern that the cost or availability of public transport may be an issue for some people and a particular concern that heavily pregnant women or those with very young babies may be particularly disadvantaged by this.

There was also a concern that some sessions are already over-subscribed and potentially increased demand on a smaller number of children's centres or other resources may exacerbate this difficulty and impact people's ability to participate in some activities.

The issue of social isolation was raised by a number of focus group members - particularly for the more vulnerable service users - coupled with the value of peer support, mixing with people from different backgrounds and social status and the value of resources and support/help/advice in children's centres.

Focus group participants also spoke of the value of children's centres in getting children school ready which is key to advancing their equality of opportunity in the future.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in

respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

This proposal will be affected by the outcome of the Proposed Property Strategy/Neighbourhood Centres proposal.

The impact will also be affected by recent County Council decisions in relation to provision of subsidies for bus services which have resulted in the withdrawal of a number of services. It was initially thought that over 100 services would be affected but the provision of a £3 million fund to support services and the recommendations of a Cabinet Working Group on Bus Services has resulted in 40 services being taken over by commercial operators, 28 services being supported by the County Council and 2 services jointly by the County Council and Chorley Borough Council. Consequently, some bus routes have merged or changed, frequency of services has changed and there is a particularly significant reduction in evening, Sunday and Bank Holiday services. This may have a particular impact on children and young people's ability to travel to WPEH Services. Children and young people, women, disabled people or those who are pregnant or on maternity leave are amongst the main users of bus services.

Other budget proposals both nationally – in relation to welfare benefits reform or other support – and locally may also increase the impact of service changes.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Following consideration of comments received in the public and Stakeholder consultations and the initial staff consultation the Service have provided summaries about what has changed as a result. The elements identified include:

- Addition of a further service model of "virtual and digital support" which is

accessed by telephone, internet, mobile phone and social media.

- The principle that children and young people have a voice and influence in shaping the new Service has been underlined. Satisfaction surveys, user views and engagement to help shape the group based programmes have all been proposed. More formal arrangements such as the Youth Council, POWAR group (engagement for young people with disabilities or SEN) and LINX (Children in Care Council) will all be reviewed to identify the best option for how these will feature in future.
- The following groups have been added to the service specification for key priority groups: children and young people at risk of and/or having experienced child sexual exploitation, new parents (alongside young parents) and refugees.
- It is hoped that the Service will continue to use partner owned buildings to deliver some neighbourhood centres provision.
- It is recognised that the involvement of key local stakeholders and particularly local parents is an important feature of the children's centres governance offer. The advisory board function will be redesigned to operate at a cluster of neighbourhood centres level which will not be larger than a District.
- Changes have been made to ensure that part-time roles will be accommodated in posts at Grade 6 and below, but it will be indicated in the structure that senior and managerial roles will be full time.
- Concerns about the loss of opportunities for solely evening working have been addressed by one type of Grade 4 Neighbourhood Outreach Worker role being available as principally evening based work.
- It has been confirmed that some services will continue to be delivered on a universal basis with an estimated 20% of service resources focussed on provision for de-escalating need and at Level 1 on the Lancashire Continuum of Need (universal). This will include the provision of early childhood services, sharing information and key messages about public health and family information, and access to advice and guidance around employment and training, as well as the ability to signpost children, young people and families to relevant services to meet identified need as a result of the Service's visible public facing presence in neighbourhood centres.
- Changes to the original proposals for the WPEHS workforce will result in 86% of its budget being focussed on staff and the revised structure has changed from that originally proposed to reduce the potential for redundancies.
- In line with the trajectory of the living wage, the WPEHS structure will include no posts below Grade 4.
- The revised proposed structure now includes posts at Grade 11, which was raised in consultations.
- A range of other alterations have been made between the original and

revised WPEH Service structure but these currently remain out to consultation so further changes are possible.

- Roles associated with the operation of premises such as Infrastructure Development Officers, Stewards, Site Supervisors and cleaners/cleaning operatives will be associated with the premises concerned and have therefore been removed from the WPEH Service structure proposal and will be included in arrangements for Facilities Management following final approval and implementation of the Property Strategy.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

As part of discussions arising from this proposal, mitigating actions have been considered and this Equality Analysis has been updated. However, changes to the original proposals have addressed some of the concerns raised previously – e.g.

- clarification on the availability and nature of the universal service offer;
- addition of all new parents, children and young people at risk of or having experience of child sexual exploitation and refugees amongst prioritised groups;
- inclusion of some posts which will be principally evening based work;
- involvement of the Wellbeing Prevention and Early Help Service with the Libraries Service, Asset Management and Estates Teams and Facilities Management colleagues in a project with Lancaster University's Leapfrog Team to investigate the options for successful delivery of the neighbourhood centres model. This has involved frontline employees from services in workshops about designing and developing the centres to meet the needs of a diverse range of visitors.
- In selecting the premises to be retained consideration has been given to ensuring services are accommodated in a way that meets the diverse needs of children, young people and their families and this will include safeguarding considerations;
- Neighbourhood Centres will be equipped to meet the needs of the services provided in them and some will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and

consultations.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings.

The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

It is acknowledged that this will adversely impact on children and young people and their families, some disabled young people, those who are pregnant or on maternity leave and women disproportionately and in some areas people from BME communities or other ethnic groups/nationalities may be disproportionately affected. We will strive to mitigate the impact where possible.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The transformation of the Wellbeing, Prevention and Early Help Service (WPEHS) for children, young people and families in Lancashire.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

The Service has established monitoring arrangements which will be maintained.

The Service will continue to review how existing resources are deployed (internal and external) in order to maintain high quality service provision including the possibility that we may have to deal with reducing staffing capacity.

Equality Analysis Prepared By Jeanette Binns

Position/Role Equality & Cohesion Manager

Equality Analysis Endorsed by Debbie Duffell

Head of Wellbeing, Prevention and Early Help Service

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Section 4

Equality Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns:

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal. It will be supported by separate Equality Analyses for each District.

What in summary is the proposal being considered?

A proposed list of future building use by the County Council. The report contains a 'long' list of 238 premises from which it is proposed that 132 premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

The list includes premises currently used to deliver the Library Service, Wellbeing Prevention and Early Help Service including designated children's centres, Older People's Day Time support services, Adult Disability Day Services, Registration Services, Children's Services, Youth Offending Team services and Welfare Rights Services.

In summary the proposals for each Service are:

- Libraries – to have 37 libraries and 7 satellite sites with self-service facilities (unstaffed);
- Wellbeing Prevention and Early Help – would be located at a total of 72 sites which would comprise of 34 sites to support 0-11 year olds, 11 sites for 12-19 years (plus special educational needs young people up to 25) and 27 sites that will cover the entire age range;
- Registration Service – there are currently 13 buildings which provide Registration Services. 8 will remain the same whilst those in Clitheroe, Lancaster, Morecambe, Rawtenstall and Fylde are proposed to move to premises alongside other County Council Services;
- Children's Social Care – it is proposed that the service will operate from the following neighbourhood centres; Burnley Children's Social Care (Easden Clough) and The Zone; Chorley – Children's Social Care (The Hawthorns), Fylde – Children's Social Care (Sydney Street) and Oak Tree Children's Centre; Lancaster – Children's Social Care (Sefton Drive); Pendle – Children's Social Care (Burnley Road) Colne; Preston – Children's Social Care (Ripon Street), Children's Social Care (St Luke's Centre), Stoneygate Children's Centre and Sunshine Children's Centre; Rossendale – Children's Social Care (Newchurch Road), Rawtenstall; West Lancashire – Skelmersdale Library and Wyre – Children's Social Care (The Anchorage, Fleetwood) and West View Children's Centre.
- Youth Offending Team: the changes to current buildings proposed are: Lancaster – moving from Fraser House to White Cross Education Centre (Mill 14); Thornton – proposed to move from Marsh Mill to The Zone in Wyre. Preston – proposed to move from Guildhall Street to Preston Bus Station; Accrington – move from Blake Street to the Zone in Burnley. The Youth Offending Team Services delivered from the Zone in Burnley and The Zone in West Lancashire will remain in those buildings.
- Adult Disability Day Services – there are currently 12 premises and it is proposed that these continue except; Pendleton Brook in Clitheroe where due to low usage and suitability issues with the building it is proposed to combine

with Hyndburn Disability Day Centre (Enfield), and Holly Trees, Disability Day Service Chorley when alternative and more suitable premises can be identified.

- Older People's Daytime Support Services – there are currently 12 existing day services for older people and these are proposed to be unchanged except: Fylde – a neighbourhood centre is proposed to be established at Milbanke Centre which would also incorporate the Library Service for the Kirkham area, and subject to the outcome of detailed feasibility study, the Derby Street Day Care Centre in Ormskirk would be combined with Mere Brook Day Centre in Ormskirk.
- Welfare Rights – will have a central administrative function in Preston and be able to use the flexible accommodation at Neighbourhood Centres to reach communities as effectively as possible.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities as the County Council delivers a wide range of services across Lancashire in premises which are open to members of the public. The extent of any impact will depend on the use made of such premises and proposals for their future which will mean people in some areas needing to travel further to access services whilst in other areas service delivery may be unchanged.

We have used evidence based premises information to draw up the premises proposal contained in the Property Strategy report, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations have also helped to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment

- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected. Some residents will be able to access services in the same places that they do now, other people may need to travel further or go to a different building to access services and other services may become available in one building as a result of the specific proposals for each location.

The proposal for consultation listed 238 premises. This included premises which currently provide targeted services such as children's centres, youth services, older people's daytime support services, adult disability day services and other service points which are of particular relevance to people from protected characteristics groups. Proposals for the future use of these locations may have a greater impact amongst those with the age (both younger and older people), pregnancy and maternity, gender and disability protected characteristics groups.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff structure consultations), staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following specific public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

As the premises contained within the consultation include children's centres, youth service premises, older people's daytime support centres and adult disability day services premises amongst others. There is a potential impact particularly on:

- People in the age protected characteristic group: statistically the proportion of older people (aged from 55 onwards) who use the library is higher than for other adult groups so changes in location may adversely impact this group, particularly where libraries close or change location resulting in longer journeys or an inability to reach alternative locations. They are the group from which users eligible for Older People's Daytime Support

Services are drawn and in the Fylde area may be affected by changes proposed for the future of the Milbanke Centre and in Ormskirk due to the uncertainty about the future of Derby Street Day Service and its possible combining with Mere Brook Day Service.

- Children and young people aged 0-11 are statistically high users of Library Services and aged 5-9 they are the highest proportion of the population (36% of this age group use the library) who used Libraries. They may also be impacted by changes proposed for children's centre premises as some may need to travel further to access services or find that it is not possible to access the alternative locations in their area.
- Young people may be disadvantaged by closures in Libraries (28% of 10-15 year olds use the library) and by changes to the Young People's Service delivery (12-19+) where some premises are proposed to close and others change location which may lead to difficulties in travelling to use alternative premises. There are also implications for those young people required to visit the Youth Offending Team where a number of premises are changing location within a town, the impact will be most severe for those in Hyndburn where the office is closing and those young people will need to travel to Burnley.
- Those who are pregnant or on maternity leave may be adversely affected by changes in the locations of children's centres and libraries across the county. Travelling to alternative locations may be particularly difficult for those who are heavily pregnant or have a small baby as it may be difficult to take a pram on a bus or across a town or city on foot. The possible loss of access to peer support and group sessions at these locations has also been identified as a concern. It is not expected that changes to Registration Service locations will significantly affect service users as these are changes in premise within the same town but women who have recently had children are more likely to visit these premises than other members of the community.
- Disabled people may be disadvantaged should the location of services changed as it may be harder to travel to alternative venues by public transport due to its availability or accessibility, it may not be possible to walk to an alternative location or park close by and alternative premises may not have the same level of access or facilities as those used previously. Users of Adult Disability Day Services in Ribble Valley and Chorley may also be affected if they are users of those premises which are being proposed for possible closure – Pendleton Brook and Holly Trees.

The profile of Lancashire residents in terms of protected characteristics provides background and context for this Analysis. The mid-year population estimates 2015 and information from the 2011 Census have been used to compile this information.

The Mid-Year Population Estimates 2015 reported that the Lancashire County

Council administrative area (LCC area) has a resident population of 1,191,691 people. This has risen from 1,171,339 people in intervening years since the 2011 Census, a rise of over 20,000 people.

Age – at the time of the 2011 Census 24% of Lancashire residents were aged 0-19, 58% were aged 20-64 and 18% were aged 65 and over. There are variations across the county – Hyndburn has 26% of its population aged 0-19 and Burnley, Preston and Pendle have 25% whilst Wyre (21%) and Fylde (20%) are below the LCC area 0-19 percentage. For people aged 20-64, 61% of Preston residents are in this age group and Chorley and Rossendale have 60% of residents whilst Ribble Valley (56%) and Wyre (54%) have fewer residents in this age group than the LCC percentage of 58%. 18% of Lancashire residents are aged 65 and over but in Wyre (25%) and Fylde (24%) of residents are in this age groups whilst in contrast 14% of Preston residents are aged 65 and over.

Gender - the 2011 Census reported that 49% of Lancashire's population were male and 51% were female. The mid-year population estimates 2015 suggest a slight narrowing of this gap to male 49.3% and females 50.7%. Chorley and Preston are the only Districts in the LCC area where the majority of residents are male – (50.7% in Chorley and 50.5% in Preston) whilst Fylde, South Ribble, West Lancashire and Wyre have female populations of between 51 and 51.5%.

Ethnicity – 7.7% of the LCC area's population are from Black and Minority Ethnic (BME) groups, (90,652 people) according to the 2011 Census. There are significant differences across the county from Pendle (20.1%) and Preston (19.8%) through to West Lancashire and Wyre where under 2% of the population are from BME backgrounds. The county's BME populations comprises of 1.1% who are mixed/multiple ethnic groups, 6.1% described as Asian/Asian British, 0.3% described as Black/Black British and 0.2% from "other ethnic groups". 821 Lancashire residents identified as Gypsy/Irish Travellers.

Disability – the 2011 Census did not include a specifically disability related question but did ask whether respondents felt their normal day to day activities were limited a lot or a little by a health condition or disability. 9.8% of Lancashire residents (115,343 people) said that their activities were limited a lot and 10.2% of respondents (119,669 people) said their activities were limited a little by a disability of health condition. 79.9% of Lancashire residents (936,327 people) said their normal day to day activities were not limited by any health condition or disability. There is again variation across the county, 76.2% of Wyre residents did not have any limiting health conditions or disabilities whilst the percentage for Ribble Valley is 83.3%.

Religion or Belief – 69% of residents in the LCC area identified as being Christian (with Ribble Valley, West Lancashire, South Ribble and Chorley all ranking in the top 10 of local authorities in terms of Christians in their population) whilst 19%

identified as having no religion. Around 6% of residents are Muslim but this varies between approximately 18% in Pendle to around 1% in Wyre and West Lancashire. There are small percentages of Buddhists, Hindus, Jews and Sikhs across Lancashire.

No Census data is available for the sexual orientation protected characteristic although Stonewall estimates that between 5 and 7% of Lancashire's population are gay or lesbian. ONS information has indicated around 1.5% in contrast. Although the Census included questions on the numbers of people in civil partnerships that is not a reliable indicator of whether people are gay or lesbian.

Information is not available on the number or percentage of Lancashire residents who are Transgender from the 2011 Census or other sources.

The 2011 Census provided information on the number of people who were married in Lancashire but this has the potential to have changed significantly in the intervening years. In 2011 457,279 people were married (39% of LCC area residents). There were variations in the county profile from 44.5% of Ribble Valley residents being married to 33.42% of Preston residents. At the time of the 2011 Census 1,649 residents of the LCC area were in registered civil partnerships – 0.14% of the population, ranging from 0.08% in West Lancashire and Hyndburn to 0.24% in Wyre and 0.2% in Lancaster.

Given the nature of this proposal use has been made of information on car ownership per household in Lancashire. Young people, older people and people with some disabilities – e.g. sight loss – are more likely not to be able to drive and may therefore be more adversely affected by changes in location of County Council services. 22.9% of households in Lancashire do not have a car or van available to them – this level varies in different towns from 32.3% in Burnley and 31% in Preston to 13% of households in Ribble Valley and 15.6% of households in South Ribble. 43.5% of households in the LCC area have one car or van available to them and there is less difference between districts for this category. 26.3% of households have two cars available ranging from 19.8% in Burnley to 34.4% in Ribble Valley. 5.6% of households have three cars or vans available and 1.8% had more than four cars available to them.

Similarly, access to the home computer or the internet may impact on the extent of any disadvantage experienced given the nature of the proposals, particularly changes to locations of Libraries. There is no detailed information about digital access across Lancashire but the Living in Lancashire residents Panel were asked if they had the internet at home Around 75% did but rates were closer to 66% for those in Preston, Burnley, Hyndburn and Pendle. While 9 out of 10 Panel members aged 16-24 had internet access less than 6 in 10 Panel members aged 60+ had internet access. Similarly while 85% of non-disabled Panel members had internet access at home, only 57% of disabled Panel members had it. This

indicates that older people and disabled people might be more disadvantaged by reductions in Libraries either because they use computers there or are less likely to be able to use digital alternatives such as e-books.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile is 4.45% of employees are aged 16-24; 23.3% of employees are aged 25-39; 66.6% of employees are aged 40-64 and 4.4% of employees are aged 65 and over. Employment data for sexual orientation and religion or belief is very incomplete on the Oracle HR system whilst information is not requested by the system on marriage or civil partnership status, pregnancy or maternity leave or if an employee is transgender.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses and have been reflected in this Equality Analysis.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services which will also be reflected in the updated Equality Analysis alongside others which may be received as part of the formal public consultation.

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other

contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have also taken place for County Councillors on a District by District basis and meetings have been held with District, Town and Parish Councils for further briefings.

A public consultation on the Property Strategy was carried out between 18 May and 14 August 2016. The consultation materials were available on the "Have Your Say" area of the County Council's website and responses could be returned on line. Alternatively over 15,000 printed versions of the consultation documents were available at a wide range of County Council service delivery premises across Lancashire and completed responses could be returned to any of them. During the consultation period a number of social media and other communications were issued to encourage people to take part in the consultation process. The Consultation webpage had over 16,000 unique page views, the top 5 Facebook posts had combined total of over 25,000 views/impressions and the Top 5 Twitter Tweets had a combined total of over 19,000 impressions.

7719 responses have been received to the consultations.

The responses will not necessarily reflect the views of Lancashire residents as a whole (although 97% of those taking part were Lancashire residents) but are the views of those people who were aware of the consultation and participated in it.

Questions about the protected characteristics of respondents were optional and were answered by between 4,781 and 4,219 respondents The protected characteristics profile of consultation participants is as follows:

Gender

Females 72% (4,898 participants) and males 28% (1,861 participants);

Age

<i>Under 16</i>	<i>4%</i>
<i>16-19</i>	<i>2%</i>
<i>20-34</i>	<i>16%</i>
<i>35-49</i>	<i>20%</i>
<i>50-64</i>	<i>22%</i>
<i>65-74</i>	<i>22%</i>
<i>75+</i>	<i>15%</i>

Transgender

32 people have taken part who identified as Transgender, 1% of consultation participants.

Disability

81% of participants do not consider themselves to have a disability or to be a Deaf person. Of the remainder disabilities are in the following categories (and some respondents may have indicated more than one)

Learning Disability	3%
Physical Disability	9%
Sensory Disability	4%
Mental Health Condition	4%
Other Disabilities	4%

Pregnancy or Maternity

2% had no children but were expecting.

Those with the pregnancy or maternity protected characteristic may also be included amongst those who already have children of whom:

20% had children aged under 5
14% had children aged 5-8
10% had children aged 9-11
11% had children aged 12-16
6% had children/young people aged 17-19 in their household
59% of respondents had no children/young people aged under 20 in their household.

Disabled Young People (aged 20-25 in Household)

2% of respondents had a disabled young person aged 20-25 in their household.

Marriage or Civil Partnership

2% were in a civil partnership
56% were married
38% were not married or in a civil partnership
4% preferred not to say.

Sexual Orientation

1% identified as Bisexual
31 participants identified as Gay Men
23 participants identified as Lesbian/Gay Women
31 participants identified as "other"
9% preferred not to say;

88% identified as Heterosexual/Straight

Religion or Belief

1% identified as Any Other Religion
1% identified as Buddhist
69% identified as Christian (including CofE/Catholic)
1% of participants identified as Jewish
1% identified as Muslim
25% identified as having No Religion
1% of participants identified as Sikh.

Ethnicity

93% identified as White English/Scottish/Welsh/British
2% identified as "Any Other White Background"
2% participants identified as Pakistani
1% identified as Indian
1% were Irish
1% of participants identified as Bangladeshi
1% of participants identified as Chinese
1% of participants identified as Caribbean
1% of participant identified as African
1% of participants identified as Gypsy/Irish Traveller
1% of participants identified as White and Black Caribbean
1% were identified as Arab
1 % of participants identified as White and Asian
1% of participants identified as White and Black African
1 % of participants identified as "Other"

The consultation also asked whether participants had access to the internet in their household

81% had access to the internet in their household
18% did not have access to the internet in their household
1% didn't know.

The profile of consultation respondents shows significantly more females participating than in the Lancashire population, and a smaller percentage of males. The profile is broadly similar to the Census percentage in terms of BME participants and the percentage of disabled people taking part. In age terms the percentage of participants aged over 65 taking part in the consultation is double their representation in the Lancashire area population.

Service use	Count	Percentage
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Library Service	6,160	91.0%
Wellbeing Prevention and Early Help Service (Young People's Service)	2,486	36.7%
Wellbeing Prevention and Early Help Service (designated children's centre)	2,257	33.3%
Welfare Rights	1,864	27.5%
Registration Service	1,693	25.0%
Wellbeing Prevention and Early Help Service (children's centre)	1,190	17.6%
Children's Social Care	468	6.9%
Older People's Daytime Support Service	217	3.2%
Children's Missing Education and Pupil Attendance Team	212	3.1%
Community Association - no LCC service	155	2.3%
Adult Disability Day Services	148	2.2%
None	146	2.2%
Adult Social Care	142	2.1%
Records Office	108	1.6%
Scientific Services	79	1.2%
Youth Offending Team	71	1.0%
Supporting Carers of Children and Young People (SCAYT+)	69	1.0%
Conferencing	34	0.5%
Leaving Care Outreach	33	0.5%
Community Mental Health Service	30	0.4%

Base: all respondents (6,770)

Consultation respondents were asked which premises they had used within the last three years which are proposed to continue to deliver services (the services proposed to be delivered from each location were included with the question) and whether they would be likely to use those services in the future. The five highest scoring premises in terms of respondents' usage were Morecambe Library, Lancaster Central Library, Rawtenstall Library, Heysham Library, St Anne's Library and Clitheroe Library. It is not surprising that Libraries featured so prominently as they are used by people of all ages and are a universal service which people often use regularly. Other services included in the Property Strategy have a more targeted age range for service delivery, are needed at specific times (Registration Service) or may have eligibility criteria for usage (e.g. Older People's Daytime Support Services or Adult Disability Services. Respondents seemed to reduce for some premises in terms of future usage, there is no clear opportunity for people to indicate why this might be the

~~case but responses to the Libraries and Wellbeing Prevention and Early Help consultations have made reference to concerns from different age groups about using the same premises at all or at the same time (e.g. older people and teenagers).~~

Respondents were also asked which premises which are proposed to no longer deliver County Council services they have used in the last three years. The top five premises in terms of respondents were Ansdell Library, Whalley Library & Spring Wood Children's Centre, Lytham Library and Registration Office, Bacup Library and Thornton Library. Whilst Libraries are prominent in this group, Children's Centres have also begun to feature.

Respondents who had used premises which are proposed to close were also asked which remaining premises in their District they would use as an alternative. Most respondents did identify alternatives but between 23 and 0 respondents said "none of these".

Respondents who had used premises which were proposed to close were asked how this would impact on them. The leading answers which have an equality related theme are given below:

18% Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing;

15% Concern that sessions/groups such as baby bounce and rhyme, exercise classes and health walks will be lost and closing the Library will negatively impact on children's education, literacy, ability to access information and reading;

14% Closing the library will impact on community cohesion because it's a vital community asset;

12% Closing the library will remove my main/sole access to computers/the internet;

11% I will miss my library greatly if it closed (devastated/depressed); and I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience;

8% Concern that loss of the library will limit social opportunities (general), leading to a negative impact on health and wellbeing;

6% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all); and concerns that loss of children's centres will limit social opportunities and support for mums, leading to negative impacts;

5% Closing the library will remove my access to learning/research resources;

5% Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness;

5% I will lose access to local information/news/events;

5% Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less);

4% Concern that loss of children's centres will limit support for families (general negative impact); Unlikely to continue using the library services (because of

distance); and Closures will negatively impact my child's social development.

Respondents were asked where it was proposed to no longer deliver services from a buildings, what reasons did they have for services to continue. The categories of responses which have an equality related element are:

24% They are vital to the community/community asset;

17% It is vital to children's literacy, education, access to information, stimulation and pleasure;

15% It is a social hub. Without it people may become lonely/isolated. Elderly especially;

13% Should be protected from budget savings/cuts because they provide people's services; It provides computer/internet access for those without it; and Sessions/groups such as Baby Bounce and Rhyme, exercise classes and health walks would stop leading to a negative impact on people;

10% I would no longer borrow books/read regularly;

9% Some people might not be able to get to new service locations because it's inconvenient;

7% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all);

6% There are no viable alternatives in the area providing these services – e.g. book lending; Villages/towns will lose a big sense of community if the libraries close; No alternative place for organised groups to meet in the area; and The area is severely deprived so should maintain services to support vulnerable groups;

5% Current property is well situated in town centre: and It provides access to local information/news/events; Concerned that there will be a lack of support, guidance, help for children and families if children's centres close; and Concern that loss of children's centre will limit social opportunities and support for new mums leading to negative impacts.

Finally respondents were asked whether there was anything else they wanted the County Council to consider or do differently. The categories in the Top 20 mentions which appear to have an equality related theme were as follows:

35% Prioritise this area/don't close specific property;

9% Other budget comments – (save money elsewhere, reduce costs); and Heart of the community/community asset/hub;

7% Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers);

5% Don't make cuts to the library services. Stop cutting useful learning services (e.g. library); Consider the negative impact on local communities; Stop cutting useful social services (e.g. children's/youth centres);

and It is vital to children's literacy, education, access to information, stimulation and pleasure;

4% Explore offering more services from the existing buildings (public toilets, community services, ICT, youth service); Reduce opening hours of the service (rather than close libraries or children's centres); Use more volunteers to reduce staffing costs; It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely; and Provides vital access reading/learning/research material to the wider community;

Many of the comments reflect themes from the Libraries and Wellbeing Prevention and Early Help Service public consultations carried out earlier in 2016.

During the public consultation period a number of Facebook posts and Tweets appeared from members of the public in relation to the proposals. The themes of posts were broadly similar to the consultation comments and referred to specific facilities needing to remain open (e.g, Rishton Library, Adlington Library and Morecambe Library); libraries being the heart of the community, helping children achieve their potential, reducing isolation and providing digital access for many and broader links to Save Our Libraries and Save Our Children's Centres e-petitions.

A number of petitions and e-petitions about the Property Strategy and for specific properties. At the time of this Analysis there had been 26,642 signatures on petitions and 11,685 signatures received on e-petitions. A further 211 items of correspondence have been received by letter or email mainly being opposed to library closures in general, proposals for specific area or proposals for specific libraries. Others were against the children's centre proposals, against the proposals for young people's centres and expressing concern for vulnerable groups being able to access services.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Consultations with Libraries, Museums, Cultural and Registration Service staff and Wellbeing Prevention and Early Help Service staff have already been carried out. The responses included those focussed on property matters – particularly in the Library, Museums, Cultural and Registration Services consultation – with concerns about social isolation, loss of space for activities and groups, the impact on community cohesion as facilities bring people together, difficulties for people who are pregnant or on maternity leave, younger and older people and disabled people in getting to alternative premises.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways?

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features

such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 – Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

For those people who use Adult Disability Day Services and Older People's Daytime Support Services the proposal may also be impacted by changes in Transport to Day Services arrangements which take effect from September 2016.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0–19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings
91. Morecambe Library	Proposed for future use with satellite	Proposed for future use with full	A review of the requirements set out in the Library Planning and

	Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth	Proposed for future use by Registration Service, WPEH 12-19+ and	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to

	Offending Team	support for families, Youth Offending Team	better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre).	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library

			with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service.	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in Bacup. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in Bacup. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use	The building provides a local facility for the delivery of schools training and development functions.

		by Traded Services (Start Well).	
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of arrangements with the premise owner.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is

important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library.
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices.
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations.
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy.
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse

impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- Using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Revising Mobile Library routes in light of the final outcome of the Property Strategy.
- Availability of outreach, detached and mobile services as part of the Wellbeing Prevention and Early Help Service Offer.
- Consideration of expressions of interest under the Community Asset Transfer Policy.
- Consideration of the possibility of an Independent Community Library offer.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale

3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0-19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11 years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service,	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the

		WPEH 0-11 years (outreach).	community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and	Proposed for future use for WPEH 0-	Proposed for future use for	It is proposed to retain Carnforth Library due to its current location

Young People's Centre, Carnforth High School (designated children's centre)	19+ years (designated children's centre) and Library service.	WPEH 0-19+ years (designated children's centre).	best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub

		Carnforth Hub.	site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre).	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).

165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in Bacup. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in Bacup. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people

		arrangements with the premise owner.	on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring and review procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements and to assess impact, e.g. user figures by Districts for WPEH Services and registered borrowers/issues for the Library Service.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund.

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Burnley

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns:

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal, specifically in relation to Burnley. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Burnley. The report contained a list of premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

In Burnley it was proposed to retain the following buildings to deliver services:

- Burnley & Pendle Day Services, Temple Street Burnley– service delivery unchanged;
- Burnley & Pendle Registration Service, Todmorden Road, Burnley – service delivery unchanged;
- Burnley City Learning Centre, Townley Holmes, Burnley – service delivery unchanged;
- Burnley Library, Grimshaw Street, Burnley – service delivery unchanged;
- Burnley The Fold Co-location Project, Venice Avenue, Burnley – service delivery unchanged;
- Burnley Wood Children's Centre, Brunswick Street, Burnley – service delivery mainly unchanged (0-11 years proposed)
- Children's Social Care (Easden Clough), Morse Street, Burnley – currently delivers children's social care and proposed to deliver children's social care and Wellbeing Prevention and Early Help Service (0-19+years) (& designated children's centre)
- Coal Clough Library, Coal Clough Lane, Burnley – service delivery unchanged;
- Ightenhill Children's Centre, Ightenhill Primary School, Alder Street Burnley – service delivery mainly unchanged (0-11);
- Padiham Library, Burnley Road, Padiham – library remains but will also include Wellbeing Prevention and Early Help Service (12-19 years)
- Reedley Hallows Children's Centre, Barden Lane, Burnley – service delivery mainly unchanged (0-11 years)
- South West Burnley Children's Centre, Tay Street, Burnley – service delivery mainly unchanged (0-11 years)
- Stonyholme and Daneshouse Young People's Centre – currently a Young People's Centre and proposed to change to Wellbeing Prevention and Early Help Centre (0-19+) and designated children's centre;
- The Chai Centre Children's Centre, Hurtle Street, Burnley – service delivery mainly unchanged (0-11 years)
- The Zone in Burnley, Mount Pleasant Street, Burnley – current services: leaving care outreach, Wellbeing Prevention and Early Help Services Young People's Service and Youth Offending Team proposed to retain these services plus children's social care;

- Whitegate Children's Centre, Whitegate Nursery School, Victoria Road, Padiham – service delivery mainly unchanged (0-11 years).

Premises where the County Council proposed to no longer deliver Services from in Burnley are:

- Belmont Community Centre, Belmont Grove Burnley – no current LCC service delivery, used by community association;
- Briercliffe Library, Jubilee Street, Briercliffe;
- Brunshaw Young People's Centre, Morse Street, Burnley;
- Burnley Campus Library, Barden Lane, Burnley;
- Hapton Young People's Centre, Carter Avenue, Hapton;
- Padiham Young People's Centre, Burnley Road, Padiham;
- Pike Hill Library, Langwyth Road, Pike Hill, Burnley;
- Rosegrove Library, Lowerhouse Lane, Burnley;
- Stoops & Hargher Clough Young People's Centre, Venice Street, Burnley.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities as the County Council delivers a wide range of services in Burnley from premises which are open to the public. The extent of any impact will depend on the use made of such premises and proposals for their future which will mean people in some areas needing to travel further to access services whilst in other areas services will be unchanged.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations have also helped to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment

- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The original proposal lists 25 premises in the Burnley District with 16 proposed to remain in use and 9 proposed to no longer be used to deliver services. The proposals for individual premises are listed above. They includes premises which currently provide targeted services such as:

- children's centres and youth services where some premises may move locally –e.g. Padiham Young People's Centre - whilst other may require longer journeys to alternative facilities – e.g. Hapton Young People's Centre and those which provide services to all groups/universal services:
- libraries where proposals to no longer use buildings – e.g. Pike Hill and Rosegrove Libraries and particularly Burnley Campus Library for young people– may result in longer journeys for users and given that younger and older people are more highly represented amongst library users this may have an increased adverse impact on those groups.

Proposals for the future use of locations in Burnley may have a greater impact amongst those with the age (both younger and older people) protected characteristics groups.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Wellbeing Prevention and Early Help Service, Libraries Museums, Cultural and Registration Services and Youth Offending Team – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted).

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal.

The proposal lists 25 premises in the Burnley District with 16 proposed to remain in use and 9 proposed to no longer be used to deliver services. The proposals for individual premises are listed above. They includes premises which currently provide targeted services such as:

- children's centres and youth services where some premises may move locally –e.g. Padiham Young People's Centre - whilst other may require longer journeys to alternative facilities – e.g. Hapton Young People's Centre and those which provide services to all groups/universal services:
- libraries where proposals to no longer use buildings – e.g. Pike Hill and Rosegrove Libraries and particularly Burnley Campus Library for young people– may result in longer journeys for users and given that younger and

older people are more highly represented amongst library users this may have an increased adverse impact on those groups.

Proposals for the future use of locations in Burnley may have a greater impact amongst those with the age (both younger and older people) protected characteristics groups.

Information for the Burnley District shows that the ONS Mid-Year Population Estimate for Burnley 2015 was 87,371 people.

Other information comes from the 2011 Census where the resident population was 87,065:

Age: 25% of the population were aged 0-19, 59% aged 20-64 and 16% aged 65+.

Ethnicity: 12.6% (11,005 people) of Burnley's population identified as BME – made up of 1.1% (976 people) who were mixed/multiple ethnic groups, 11.0% (9,578 people) who were Asian/Asian British, 0.2% (211 people) who were Black/Black British and 0.3% (240 people) who were from other ethnic backgrounds. 87.3% (76,054 people) came from the White group of categories. Burnley also had 10 residents who identified as from Gypsy or Irish Traveller communities.

Disability – the Census 2011 information identified that amongst residents of Burnley 11.6% (10,090 people) had their activities limited a lot by a long term illness or health condition, 10.9% (9,517 people) had their activities limited a little and 77.5% (67,452 people) did not have their acivities limited at all.

Religion or Belief – in the 2011 Census 64% of Burnley residents identified as Christian which is slightly lower than 69% for the LCC area and 20% as having no religion, similar to the 19% for the LCC area. A larger percentage of residents identified as Muslim with small percentages of Buddhist and Hindu residents for the LCC area.

Marriage and Civil Partnership status – 36% of Burnley residents said they were married in the 2011 Census (31,340 people) which is lower than the 39% for the LCC area. At the 2011 Census 102 people (0.117% of Burnley residents) were in same sex civil partnerships which is lower than the LCC area's 0.14%. This information will have changed in the intervening years.

The Census did not include information on sexual orientation or transgender protected characteristics and authoritative information for Districts in Lancashire is not available at this time.

Car Ownership – whilst not a protected characteristic in itself, given the potential change in location for some premises and other recent budget decisions information has been obtained on the percentage of households in Districts without a car. 32.3% of households in Burnley do not have a car or van according to 2011 Census data, which is an above average figure for the Lancashire County Council

area (22.9%). Young people, older people and disabled people are heavily represented amongst those who cannot drive and may be more heavily disadvantaged by changes in locations of services.

Digital Access – information from the 2015 GO ON UK Digital Exclusion Heatmap shows that Burnley is the only District in Lancashire at a high risk of digital exclusion, primarily because of the relatively low level of digital skills amongst its residents.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile of employees within the County Council workforce is: 4.45% of employees are aged 16-24, 23.3% are aged 25-39, 66.6% are aged 40-64 and 4.4% of employees are aged 65 and over (December 2015). Employee information for the sexual orientation and religion or belief protected characteristics is very incomplete on the Council's HR information system and is not included on the equality profile area of the system for marriage and civil partnership status, pregnancy and maternity leave or transgender status.

The County Council also uses a number of volunteers in a wide range of services and roles, some of whom may be affected by the outcome of these proposals. Volunteers come from all protected characteristics groups.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Burnley District area a petition signed by 149 people has been received in respect of Belmont Community Centre.

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have also taken place for County Councillors on a District by District basis and meetings have been held with District, parish and town councils across the county.

A public consultation ran from 18th May 2016 to 14th August 2016 which invited residents to "Have Your Say" on the proposed Property Strategy. The consultation was available on-line or in hard copy form from a range of County Council Service points and could be completed in either format. The documents explained the context/background to the proposals, explained the possible impact for a range of Services and then identified the premises included in each District with the proposal for their future.

During the period the consultation webpage had over 16,000 unique users visits and various Facebook and Twitter posts and general communications were produced to raise awareness of an encourage participation in the process.

377 respondents have commented on the proposals for Burnley (4.3 respondents per 1,000 population). The equalities profile of respondents is set out in Appendix A.

Respondents have been asked to identify the premises they have used in the last 3 years and for those proposed to remain which they would be likely to use in the future.

Property	Count used in last three years	Count will likely use in the future
Burnley and Pendle Day Services (1)	16	23

Burnley and Pendle Registration (2)	52	60
Burnley City Learning Centre (3)	34	20
Burnley Library (4)	159	122
Burnley The Fold Co-location Project (5)	19	17
Burnley Wood Children's Centre (6)	21	24
Children's Social Care (Easden Clough) (7)	12	15
Coal Clough Library (8)	103	75
Ightenhill Children's Centre (9)	15	14
Padiham Library (10)	73	50
Reedley Hallows Children's Centre (11)	24	21
South West Burnley Children's Centre (12)	15	17
Stoneyholme and Daneshouse Young People's Centre (13)	20	18
The Chai Centre Children's Centre (14)	37	29
The Zone in Burnley (15)	33	22
Whitegate Children's Centre (16)	21	17
Property	Count used in last three years	
Belmont Community Centre (17)	55	
Briercliffe Library (18)	78	
Brunshaw Young People's Centre (19)	10	
Burnley Campus Library (20)	79	
Hapton Young People's Centre (21)	9	
Padiham Young People's Centre (22)	30	
Pike Hill Library (23)	49	
Rosegrove Library (24)	69	
Stoops and Hargher Clough Young People's Centre (25)	26	

Respondents who use premises which are proposed to continue delivering services were also asked which of those other premises proposed to continue they would use in the future, if any. Most respondents would use the remaining premises but 5 users of Burnley Library and between 1 and 3 users of other locations said they would not use any of the remaining premises.

For all the premises proposed to no longer deliver LCC services respondents were asked which of the premises which are currently proposed to remain open they would use as an alternative. Most respondents did identify other premises but between 3 and 9 respondents said they would not be likely to use any of those listed – 9 current users of Padiham Young Centre, 6 current users of Rosegrove and Briercliffe Libraries, 5 users of Pike Hill and Burnley Campus Libraries and 4 current users of Stoops and Hargher Clough Young People's Centre and Belmont Community Centre whilst other locations had 3 respondents each.

Respondents who used premises which were proposed to no longer deliver LCC services were asked how this would impact on them. The leading responses and those with a specific equality related theme were:

15% Closing the library will result in a lack of access to reading materials which would negatively impact on my mental wellbeing;

15% Concern that sessions/groups such as baby bounce and rhyme sessions, exercise class and health walks will be lost leading to a negative impact on mental health and wellbeing.

12% Concern that loss of the library will limit social opportunities (general) leading to negative impact on health and wellbeing.

11% Closing the library will remove my main/sole access to computers/the internet and closing the library will negatively impact on children's education, literacy, ability to access information and reading.

10% Closing the library will impact on community cohesion because it's a vital community asset and will unlikely continue using the library service (because of distance) and will miss the library greatly if it closed (devastated/depressed) and concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness.

4% Longer journeys are a potential barrier to older people accessing the services (they may use them less/not at all) and longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all).

3% Concerned that loss of children's centres will limit social opportunities and support for mums, leading to negative impact.

Residents were also asked where it was proposed to no longer deliver services but you think we should continue to deliver services from it, what were their reasons. The leading responses or those with a specific equality reference were:

20% It's a social hub. Without it people may become lonely/isolated, elderly especially.

16% They are vital to the community/community asset and it is vital to children's literacy, education, access to information, stimulation and pleasure.

15% Sessions/groups such as baby bounce and rhyme, exercise class and health walks would stop and leading to a negative impact on mental health and wellbeing.

11% Should be protected from budget savings/cuts because they provide people's services and it provides computer/internet access for those without it.

7% Longer journeys are a potential barrier to older people accessing services, (they may use them less/not at all).

Finally respondents were asked if they thought there was anything else the County Council need to consider or could do differently. The leading responses and those with a specific equality reference were:

31% Prioritise this area/don't close specific property.

9% Other budget comment – e.g. save money elsewhere/reduce costs.

7% It is vital to children's literacy, education, access to information, stimulation and pleasure.

6% Heart of the community/community asset/hub.

5% Will disadvantage the most vulnerable groups in society (young, elderly, Job-seekers) and it's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Consultation responses for the Libraries, Museums, Cultural and Registration Services and Wellbeing Prevention and Early Help Services made no specific reference to proposals for premises in Burnley.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways?

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be

amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about the current use of each building e.g. how close the building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular younger and older people, and possibly those with disabilities, pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses and residents of Burnley are at higher risk of digital exclusion which could be exacerbated. It was stated that job seekers, older

people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally. Information from our Living in Lancashire residents' panel also indicates that disabled and older people are also less likely to have internet access at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres. Where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in routes which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidy arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users. For example previously subsidised bus routes which served Hapton and Stoops Hargher Clough Young People's Centres were proposed to stop weekday evening services at 19.30 or 20.00 hrs which could impact attendance at alternative Youth Service locations.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Similarly for those older or disabled people who use Older People's Daytime Support Services or Adult Disability Day Services, the implementation of new arrangements for Transport to Day Services which take effect from September 2016 may also combine with these proposals.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0–19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library.
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line

visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.

- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices.
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations.
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy.
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we

have tried to minimise any negative impacts by developing as many mitigating actions as possible including:

- Using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Revising Mobile Library routes in light of the final outcome of the Property Strategy.
- Availability of outreach, detached and mobile services as part of the Wellbeing Prevention and Early Help Service Offer.
- Consideration of expressions of interest under the Community Asset Transfer Policy.
- Consideration of the possibility of an Independent Community Library offer

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
3. Burnley City Learning Centre	Proposed for future use for Conferencing	Proposed for future use for Conferencing and WPEH 12-19+ years (outreach)	Service delivery change - preference by young people not to access social care premises for support. This building provides a suitable neutral alternative for delivery of WPEH 12-19+ group learning activities and meetings.
13. Stoneyholme and Daneshouse Young People's Centre	Proposed for future use by WPEH 0–19+ years (designated children's centre)	Proposed for future use by WPEH 0-19+ years.	This will be a linked children's centre to The Chai Children's Centre.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring and review procedures will continued following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements – e.g. service usage data for Wellbeing Prevention and Early Help Services and numbers of registered library users or issue for the Library Service.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund.

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Section 4

Equality Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns:

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with specific reference to Chorley. This supports information in the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list of future building use by the County Council in the District of Chorley. The report contained a 'long' list of 22 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

The premises in Chorley identified to be retained with their current and future proposed use are as follows:

- Children's Social Care (The Hawthorns) Gloucester Road, Chorley – service delivery is unchanged;
- Chorley Adult Disability Day Services (Bankside), Weldbank Lane, Chorley – service delivery is unchanged;
- Chorley Library, Union Street, Chorley – premises currently used by Children Currently Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Wellbeing Prevention and Early Help Service (Young People's Service) and in future it would continue to deliver the Children Missing Education and Pupil Attendance Team, Library Service and Welfare Rights with the Wellbeing Prevention and Early Help Service (0-19+years) (designated children centre) and Youth Offending Teams also located here.
- Chorley Registration Office, Devonshire House, Devonshire Road, Chorley – service delivery unchanged;
- Clayton Green Library, Clayton Green Road, Clayton Green, Chorley – currently a Library Service point and proposed to continue as a Library Service location with also a Wellbeing, Prevention and Early Help (0-19+) (designated children's centre) also based here;
- Coppull Library, Spendmore Lane, Coppull, Chorley – currently a Library Service location and proposed to become a Library Service satellite and Wellbeing Prevention and Early Help Service (0-19+ years) facility;
- Duke Street Children's Centre, Duke Street Primary School, Duke Street, Chorley – service delivery broadly unchanged (0-11 years);
- Eccleston Library, The Green, Eccleston, Chorley – currently a Library Service location and proposed to become a Library Service satellite and Wellbeing Prevention and Early Help (0-19+ years) facility;
- Euxton Library, St Mary's Gate, Euxton, Chorley – service delivery is unchanged;
- Fosterfield Day Centre, Eaves Lane, Chorley – service delivery is unchanged.

The following Service premises are proposed not to be retained as service delivery locations in the Property Strategy:

- Adlington Library and Children's Centre, Railway Road, Adlington, Chorley;

- Astley and Buckshaw Children's Centre, Buckshaw Primary School, Chancery Road, Astley Village, Chorley;
- Blossomfields Children's Centre, Eccleston Primary School, Doctors Lane, Eccleston, Chorley;
- Chorley Adult Disability Day Services (Holly Trees), St Thomas's Road, Chorley;
- Chorley Youth Offending Team, 15/17 Halliwell Street, Chorley;
- Clayton Brook Children's Centre, Clayton Brook Primary School, Great Greens Lane, Clayton Brook, Preston;
- Coppull Children's Centre, Coppull Primary School, Park Road, Coppull;
- Eccleston Young People's Centre, Drapers Avenue, Eccleston, Chorley;
- Highfield Children's Centre, Highfield Nursery School, Wright Street, Chorley;
- Millfield Children's Centre, School Lane, Brinscall, Chorley;
- The Zone in Chorley, Lord Street, Chorley.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. 22 premises in Chorley are identified with 10 proposed to remain in use by the County Council and 12 proposed to be no longer used.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief

- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

The proposal listed 22 premises in Chorley including 10 which are proposed to continue providing services and 12 which are proposed to no longer do so.

Those which are proposed to no longer be used could impact on people with protected characteristics and include Services targeted at particular groups such as:

- Children's centres – e.g. at Clayton Green or Astley and Buckshaw Village which could most impact those aged 0-11 and their families and those who are pregnant or on maternity leave;
- Youth Centres such as the Zone in Chorley which may impact most upon young people aged 12-19+;
- Holly Trees Adult Disability Daytime Support Service which could impact disabled people eligible for daytime support services depending on the nature of alternative provision.

Universal Services available to all members of the public:

- Library Services – e.g. Adlington Library – which can be used by everyone but which proportionately have higher usage by children and young people and older people.

The extent of any detriment will be influenced by whether alternative services are available close by or whether longer journeys are needed. For children's centre, young people's centre and adult day services users there will also be an element of integrating into new groups and surroundings.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation has helped inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations

to be carried out separately, in line with service structure proposals (e.g. Libraries Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Services consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the section 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position prior to specific public consultation on the property strategy and will be updated to reflect the outcome of the consultation.

Those which are proposed to no longer be used could impact on people with protected characteristics and include services targeted at particular groups such as:

- Children's centres – e.g. at Clayton Green or Astley and Buckshaw Village which could most impact those aged 0-11 and their families and those who are pregnant or on maternity leave;
- Youth Centres such as the Zone in Chorley which may impact most upon young people aged 12-19+;
- Holly Trees Adult Disability Daytime Support Service which could impact disabled people eligible for daytime support services depending on the nature of alternative provision.

Universal Services available to all members of the public:

- Library Services – e.g. Adlington Library – which can be used by everyone but which proportionately have higher usage by children and young people and older people.

The extent of the impact will depend on whether alternative premises for Children's centres, young People's centres and adult day service users will have an element of integrating into new groups and surroundings, or if they are available nearby or whether longer journeys are needed.

Some information is available on the profile of residents of Chorley. The ONS Mid-Year Population Estimates 2015 for Chorley is that there are 112,969 residents.

Other information comes from the 2011 Census when 107,155 residents were identified. This shows an increase of over 5,000 residents within the last five years.

Information in terms of protected characteristics within the Chorley population comes from the 2011 Census.

Age - 23% of residents were aged 0-19, 60% aged 20-64 and 17% aged 65+.

Ethnicity - 3.1% of the population (or 3,322 people) were from BME communities of whom 1% (1,016 people) were described as mixed/multiple ethnic groups; 1.6% (1,710 people) were Asian/Asian British; 0.4% (401 people) were Black/Black British and 0.2% (195 people) were from other ethnic groups. The White categories make up 96.9% of the population (103, 833 people). The BME percentage is lower than for the Lancashire County Council area at 7.7%.

57 people were identified as Gypsy or Irish Travellers in the Chorley District area.

Disability – 9.0% (9,626 people) said that their normal day to day activities were limited a lot by a disability or health condition and 9.4% (10,112 people) said their activities were limited a little. These are slightly lower figures than for the Lancashire County Council area of 9.8% (a lot) and 10.2% (a little). 81.6% (87,417 people) activities were not limited by health or disability issues.

Religion or Belief – in the 2011 Census, 75% of Chorley residents described themselves as Christian which is higher than the LCC area percentage of 69%. 17% of Chorley residents identified as having no religion, slightly lower than the LCC area's 19%. There were small numbers of Muslims, Buddhists and Hindus in the area.

Marriage and Civil Partnership Status – in the 2011 Census, 41% of Chorley residents are married (44,004 people) which is slightly higher than the LCC area figure of 39%. 138 people were in a same sex civil partnership (0.13% of the

population) which is slightly lower than the LCC area's figure of 0.14%. This will probably have changed in the intervening years.

Authoritative information is not available at District level for the population in terms of sexual orientation, pregnancy and maternity and transgender status.

Census information on car ownership has also been included given the nature of this proposal. In Chorley 17.1% of households did not have a car whilst 41.2% had one car, 32.8% had two cars and 9% had more than 3 cars in their household. The numbers are below the average for the Lancashire County Council area. This information can be of use given that significant proportions of younger people, older people and disabled people do not drive so may have increased difficulties travelling to changed locations independently.

Digital Access – Chorley was not considered to be at high risk of digital exclusion according to the 2015 Go ON UK Digital Exclusion Heatmap.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile is 4.45% of employees are aged 16-24; 23.3% are aged 25-39; 66.6% are aged 40-64 and 4.4% are aged 65 or over at December 2015. Employment data for sexual orientation and religion or belief is very incomplete on the Oracle HR system whilst information is not captured on the system for pregnancy and maternity leave, marriage or civil partnership status or if an employee is transgender.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public

consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. To date we are aware of the following:

<u>Establishment</u>	<u>Respondents</u>	<u>Deadline to sign</u>
Save Clayton Brook Child Centre	51	09/09/2016
Save Coppull Library	849	finished
Save Ecclestone Library	954	finished
Save Adlington Library	311	finished
Save Euxton Library	92	finished
Save Clayton Green Library	24	finished

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have also take place for County Councillors on a District by District basis and meetings have been held with District, parish and town Councils for further briefings.

The public consultation on the Property Strategy ran from 18 May until 14 August 2016. The consultation was available on-line via the County Council's "Have Your Say" internet site and was promoted using social media at various stages. The webpage received over 16,000 unique page views. The top 5 Facebook posts had over 25,000 combined views/impressions and the Top 5 Twitter Tweets had over 19,000 views/impressions. Some Twitter accounts appeared during this time of particularly relevance to the Chorley area including Save Adlington Library and Save Coppull Library.

Over 15,000 hard copy versions of the consultation were also available in service points across the county and could be returned there after completion.

480 responses had been received which based on a population of 112,969 gave a 4.2 response per 1,000 response rate. The equalities profile of respondents is included in Appendix A to these Analyses.

Respondents were asked which of the premises which are proposed to continue they had used in the last 3 years and whether they were likely to use them in the future. The second table shows which premises had been used where services are not proposed to continue.

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (The Hawthorn's) (26)	21	29
Chorley Adult Disability Day Services (Bankside) (27)	4	22
Chorley Library (28)	212	178
Chorley Registration Office (29)	58	63
Clayton Green Library (30)	53	54
Coppull Library (31)	85	71
Duke Street Children's Centre (32)	42	37
Eccleston Library (33)	80	67
Euxton Library (34)	98	86
Fosterfield Day Centre (35)	8	24
Property	Count used in last three years	
Adlington Library and Children's Centre (36)	124	
Astley and Buckshaw Children's Centre (37)	30	
Blossomfields Children's Centre (38)	15	
Chorley Adult Disability Day Services (Holly Trees) (39)	5	
Chorley Youth Offending Team (40)	8	
Clayton Brook Children's Centre (41)	18	
Coppull Children's Centre (42)	29	
Coppull Young People's Centre (43)	24	
Eccleston Young People's Centre (44)	42	
Highfield Children's Centre (45)	36	
Millfield Children's Centre (46)	9	
The Zone in Chorley (47)	52	

Respondents who use premises proposed to remain were also asked which locations which will continue to deliver services in Chorley they would use in the future. Most would use other premises and for some location there was no entry in the "none of these" column. However, 8 users of Chorley Library said they would use none of the remaining premises as did 5 users of Clayton Green Library, 2 users of Chorley Registration Office and 1 each for Duke Street Children's Centre and Eccleston Library. It is possible that some of the responses may be because people no longer need the location but may also be because of changes in services provided there which are proposed.

A question was also asked about which remaining premises people would use as an alternative to those where premises are proposed to no longer deliver services. Of the Chorley respondents many would use alternative premises, however, 8 users of Adlington Library and Children's centre said they would not use an alternative 5 for the Youth Zone Chorley, 4 for Highfield Children's Centre and between 3-1 for the remaining premises.

Respondents who used premises no longer proposed to deliver County Council services were asked how the proposal would impact on them. In Chorley, the leading 5 responses and those with a specific equalities reference were:

17% Closing the library will negatively impact on children's education, literacy, ability to access information and reading and other comments/general;

14% Closing the library will impact on community cohesion because it's a vital community asset;

13% Closing the library will result in a lack of access to reading material which would negatively impact on my wellbeing;

9% I will miss my library greatly if it closed (devastated/depressed);

10% Closing the library will remove my main/sole access to computers/the internet;

8% Concern that sessions/groups such as baby bounce and rhyme sessions, exercise classes and health walks will be lost;

5% Concern that loss Children's centre will limit social opportunities and support for mums leading to negative impact; Concern that loss of the library will limit social opportunities for elderly leading to seclusion/isolation/loneliness; and Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less or not at all);

5% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all);

1% Concerned about loss of events and the Children's centres; and Closure will negatively impact my child's social development.

These respondents were also asked why they thought those service points should continue to deliver LCC services. The leading 5 responses and specific equality responses were:

17% They are vital to the community/community asset; and it is vital to children's literacy, education, access to information, stimulation and pleasure;

15% It is a social hub. Without it people may become lonely/isolated, elderly especially;

13% Should be protected from budget savings/cuts because they provide people's services;

11% Some people may not be able to get to new service locations because it is inconvenient;

9% It provides computer/internet access for those without it;

7% Longer journeys are a barrier to older people accessing services (they may use them less/not at all); and The area is severely deprived so should retain services to support vulnerable groups;

6% Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact;

4% Concerned that loss of Children's centre will limit social opportunities and support for new mums leading to negative impact.

Finally the respondents were asked if there was anything else the County Council needed to consider. The leading three answers and equality specific responses are below:

24% Prioritise this area. Don't close specific property;

9% Other budget comments (e.g. save money elsewhere, reduce costs); and Stop cutting useful social services (e.g. Children's centre, youth centres);

7% Heart of the community/community asset/hub; Keep specific properties/services as they are; and Explore offering more services from the existing building (public toilets, community services, library, ICT, youth service);

6% Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers);

5% It is vital to Children's literacy, education, access to information, stimulation and pleasure; and It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Staff consultation responses for the Library, Museums Cultural and Registration Services and Wellbeing Prevention and Early Help Services have raised concerns about using the same premises to deliver different Services – i.e. the Neighbourhood Centres idea – whilst others have expressed

concerns about the practicalities of how an unstaffed, satellite library will operate.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways?

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links;

buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and Children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, Children's Centre focus group in Chorley, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/Children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

Chorley contains two of the proposed satellite libraries – Coppull and Eccleston and there have been concerns from staff in particular about how library users

who are older or have disabilities will be able to use the self-service/unstaffed satellite libraries.

The proposals for Chorley include the potential closure of Holly Trees Adult Disability Day Service when a replacement depending on the outcome of identifying alternative premises. There is a possibility that service users may need to become familiar with a new location, new staff and potentially different users of the service which may cause some anxiety and uncertainty.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidy arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more

adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

Those older or disabled people who attend Older People's Daytime Support Services or Adult Disability Day Services will also be affected by the implementation of changes in Transport to Day Services arrangements which will take effect from September 2016.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how – for example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an

			appropriate children's centre facility.	
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Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young People's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library.
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-.books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices.
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations.
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy.
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents including:

- availability of Home Library Service;
- Mobile Library Service and outreach and detached services in the Wellbeing Prevention and Early Help Services;
- the availability of free e-books services;
- ensuring the design and delivery of Neighbourhood Centres will accommodate the needs of the service included within them;
- the outcome of decisions on the Community Asset Transfer Policy and the possibility of independent community libraries.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
28. Chorley Library	Proposed for future use by WPEH 0-19+ years (designated children's centre), Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team	Proposed for future use by WPEH 12-19+ years, Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Youth Offending Team.	Utilise Highfield Children's Centre for WPEH 0-11 years (designated children's centre) to meet access and reach requirements for the service.
45. Highfield Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use for delivery of WPEH 0-11years (designated children's centre) instead of at Chorley Library.	It is proposed to retain Highfield Children's Centre (designated children's centre) due to its current location best serving the access and reach requirements for the service. In addition, the complexity of the Chorley Library building would require significant investment in order to provide an appropriate children's centre facility.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will be developed following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements – e.g. Libraries information on registered borrowers and/or issues and Wellbeing Prevention and Early Help Service information on service users.

Equality Analysis Prepared By Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund.

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Fylde

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with specific reference to Fylde. This supports the Equality Analysis for the Property Service/Neighbourhood Centres All Lancashire.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in the Fylde District. The report contained a 'long' list of premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

The premises listed for Fylde which were proposed to deliver services in the future and the services to be delivered were:

- Children's Social Care (Sydney Street) and Oak Tree Children's Centre, Sydney Street, St Anne's – service delivery unchanged;
- Fylde Adult Disability Day Services (Sunnybank), Marquis Street, Kirkham – service delivery unchanged;
- Milbanke Day Centre, Station Road, Kirkham – is currently an Older People's Daytime Support Service which will continue alongside a Library Service location;
- St Anne's Library, Clifton Drive South, St Anne's – will continue as a Library and also become a Registration Service location;
- The Woodlands Resource Centre, St Andrew's Road South, Lytham St Anne's – service delivery unchanged;
- The Zone in Fylde, Chapel Walks, off Royal Avenue, Kirkham – currently a Wellbeing Prevention and Early Help Service Young People's Service location and is proposed to become a Wellbeing Prevention and Early Help Service (0-19+years) (designated children's centre) location;
- Weeton Children's Centre, Henderson Road, Weeton – service delivery broadly unchanged (0-11 years);

The following premises are not proposed to continue to deliver services in the Fylde area:

- Ansdell Library, Commonside, Ansdell;
- Freckleton Library, Preston Old Road, Freckleton;
- Kirkham Library, Station Road, Kirkham;
- Kirkham Young People's Centre, Kirkham United Reformed Church, Mill Street, Kirkham;
- Lower Lane Young People's Centre, Auster Crescent, Freckleton;
- Lytham Children's Centre, Mythop Road Sports Pavillion, Lytham St Anne's;
- Lytham Library and Registration Office, Clifton Street, Lytham;
- Orchard Children's Centre, Freckleton Strike Lane Primary School, Strike Lane, Freckleton;

Pear Tree Children's Centre, Kirkham Pear Tree School, Station Road, Kirkham;

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. The proposal for Fylde lists 16 premises of which 7 premises are proposed to continue to be used and 9 are proposed to no longer be used.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a

disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal lists 16 premises in Fylde. The premises included within the Fylde District and the proposals for these buildings are listed above. This includes premises which currently provide targeted services being proposed to no longer deliver County Council Services such as:

- Kirkham Young People's Centre and Lower Lane Young People's Centre. Although alternative premises are available individuals using the Service may feel disrupted;
- Children's Centres including Orchard Children's Centre, Pear Tree Children's Centre and Lytham Children's Centre as although alternative premises may be available individuals may be disrupted or inconvenienced by travelling to different premises, e.g. those who are pregnant or on maternity leave.

Proposals also include universal services which are proposed to no longer be based at the same premises e.g.

- Lytham Library and Registration Office. This will affect a wide range of people as proportionately children are more likely to use the Library and there is also higher usage amongst older people than in other age groups. Those who have recently had a baby may be more likely to use the Registration Office.
Freckleton, Kirkham and Ansdell Libraries where the impact may be more severe on children, older and disabled people particularly in relation to travelling to alternative libraries – e.g. from Freckleton or Lytham to St Anne's.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. with Libraries, Museums, Cultural and Registration Service staff and Wellbeing Prevention and Early Help staff) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the S. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following specific public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposal lists 16 premises in Fylde. The premises included within the Fylde District and the proposals for these buildings are listed above. This includes premises which currently provide targeted services being proposed to no longer deliver County Council Services such as:

- Kirkham Young People's Centre and Lower Lane Young People's Centre. Although alternative premises are available individuals using the Service may feel disrupted;
- Children's Centres including Orchard Children's Centre, Pear Tree Children's Centre and Lytham Children's Centre as although alternative premises may be available individuals may be disrupted or inconvenienced

by travelling to different premises, e.g. those who are pregnant or on maternity leave.

Proposals also include universal services which are proposed to no longer be based at the same premises e.g.

- Lytham Library and Registration Office. This will affect a wide range of people as proportionately children are more likely to use the Library and there is also higher usage amongst older people than in other age groups. Those who have recently had a baby may be more likely to use the Registration Office.

Freckleton, Kirkham and Ansdell Libraries where the impact may be more severe on children, older and disabled people particularly in relation to travelling to alternative libraries – e.g. from Freckleton or Lytham to St Anne's. Information from the mid-year population estimates 2015 states that there are 77,322 residents in Fylde.

Other information largely comes from the 2011 Census which showed a usual resident population of 75,757. There is a rise of over 1,600 people within that time.

Age – when the 2011 Census was carried out 20% of the population were aged 0-19, 56% were aged 20-64 and 24% were aged over 65. Fylde has a higher percentage of residents aged over than the Lancashire average, and slightly lower levels of those aged 0-19 and 20-64.

Ethnicity – 97.4% (73,844 people) in Fylde were in all the White Census categories in 2011. 2.5% (1,913 people) were identified as in all the BME categories comprising 0.9% (742 people) identified as mixed/multiple ethnic group, 1.1.% (845 people) as Asian/Asian British, 0.2% (163 people) as Black/Black British and 0.2% (163 people) as other ethnic group. Fylde has a much smaller BME population than the Lancashire County Council area as a whole where it is around 7.7%. The Census also reported that 15 people identified as Gypsy/Irish Traveller in Fylde.

Disability – the 2011 Census included a question of whether people's normal day to day activities were limited by a disability or long-term health condition. In Fylde 10.4% (7,849 people) said their activities were limited a lot, 11.5% of Fylde residents (8,714 people) had their activities limited a little and 78.1% (59,194 people) did not have their activities limited at all by such a condition. Fylde is slightly above average for Lancashire in terms of the percentage whose activities were limited a lot (9.8%) and was significantly above the Lancashire average (10.2%) in terms of those whose activities are limited a little.

Religion or Belief – the 2011 Census recorded that 74% of Fylde residents identified as Christian. There are small numbers of Buddhist, Jewish, Hindu, Muslim and Sikh residents and 18% of the population identified as having no

religion. The percentage of Christians is higher than the LCC area percentage of 65%.

Marriage and Civil Partnership Status – 42.8% of Fylde residents (32,457 people) which is higher than the LCC area percentage of 39%. 111 Fylde residents are in a civil partnership (0.146% of the Fylde population) which is a similar percentage to the LCC area. As this information is from the 2011 Census it will have changed in the intervening years.

Authoritative information is not available at District level for the pregnancy and maternity, transgender and sexual orientation protected characteristics.

Car Ownership – given the nature of the proposals it is also helpful to include Census information on car or van ownership in Fylde households. 19.1% of households did not have a car (the LCC area average is 22.9%), 45.6% of households had 1 car (LCC area average is 43.5%), 27.4% of households had 2 cars (LCC average is 26.3%), 5.8% have three cars (LCC average is 5.6%) and 2.1% of households had four or more cars and vans in their household. Disabled people – e.g. those with sight loss, young people and older people may be less likely to have their own access to a car making independent access to services which have relocated more difficult.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. 4.45% of employees are aged between 16-24, 23.3% are aged between 25-39, 66.6% are aged 40-64 and 4.4% are aged 65 and over according to data from December 2015. Information on sexual orientation and religion or belief of employees is very incomplete on the HR employee recording system and the equalities area of that system is not designed to include information on whether employees are married or in a civil partnership, are transgender or are pregnant or on maternity leave.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g. the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services, In terms of the Fylde District the following petitions have been received:

<u>Library</u>	<u>Signatures</u>
Freckleton	493
Kirkham	4711
Lytham	3947
Ansdell	2507

E-Petitions:

<u>Establishment</u>	<u>Respondents</u>	<u>Deadline to sign by</u>
Save St Anne's Library	256	01/09/2016
Save Lytham Library	74	01/09/2016
Keep Freckleton Library open	145	Finished
Save Ansdell Library	267	Finished

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Further District by District briefings were held for County Councillors and meetings have also been held with District, Town and Parish Councils.

A public consultation on the proposed Property Strategy was carried out between 18 May and 14 August 2016. This was available on-line or through printed information available at service points throughout the county, to which completed responses could also be returned. 7719 responses have been received.

757 responses have been received relating to Fylde from a population of 77,322 residents, a response rate of 9.8 per 1000 population. Details of the equalities profile of Fylde respondents is included at Appendix A to the Equality Analyses.

Consultees were asked which premises in Fylde they have used in the last three years which are proposed to continue to deliver County Council services and if they would use it in the future and responses are in the first table below. The second table is for those who have used premises which are not proposed to be used to deliver services.

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (Sydney Street) and Oak Tree Children's Centre (48)	83	62
Fylde Adult Disability Day Services (Sunnybank) (49)	17	29
Milbanke Day Centre (50)	16	29
St Anne's Library (51)	374	287
The Woodlands Resource Centre (52)	32	32
The Zone in Fylde (53)	13	16
Weeton Children's Centre (54)	11	21

Property	Count used in last three years
Ansdell Library (55)	491
Freckleton Library (56)	97
Kirkham Library (57)	83
Kirkham Young People's Centre (58)	10
Lower Lane Young People's Centre (59)	7
Lytham Children's Centre (60)	68
Lytham Library and Registration Office (61)	428
Orchard Children's Centre (62)	26
Pear Tree Children's Centre (63)	38

Respondents who used premises proposed to continue delivering services were also asked which of those remaining they might use in the future. Most people identified premises they would use but 8 users of St Anne's Library and Sydney Street & Oaktree Children's Centre said they would not use any of the remaining premises.

Respondents who used premises which are proposed to no longer deliver LCC services were also asked which of those premises proposed to remain they would use as an alternative. Most respondents did identify alternative premises but 41 people who had used Ansdell Library and 34 who had used Lytham Library & Registration Office said they would not use any of the other buildings listed which was some way ahead of 7 respondents each for Kirkham and Freckleton Libraries, 4 respondents for Pear Tree Children's Centre, 3 respondents who used Lytham Children's Centre and 2 for other premises listed.

Respondents who used premises which are proposed to no longer deliver services were also asked three questions. Firstly, how this proposal will impact on them. The highest 5 responses for Fylde and those with an equalities element are given below:

19% Closing the library will result in a lack of access to reading material which would negatively impact on my wellbeing;

17% Closing the library will negatively impact on community cohesion because it's a vital community asset;

15% I will have to make alternative travel arrangements (e.g. drive, using public transport) causing inconvenience;

12% Closing the library will negatively impact on children's education, literacy, ability to access information and reading; and Closing the library will remove my main/sole access to computers/the internet;

12% Concern that sessions/groups such as baby bounce and rhyme sessions, exercise classes and health walks will be lost; and I will miss my library greatly if it closed (devastated/depressed);

6% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all); and Concern that loss of the library will limit social opportunities for the elderly leading to seclusion/isolation/loneliness;

4% Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all);

2% Concerned that loss of children's centres will limit social opportunities and support for mums, leading to negative impact;

1% Concerned about loss of events in the children's centre; and Closures will negatively impact my child's social development.

Respondents were then asked what their reasons were for wanting LCC to continue to deliver services from these premises. The top 5 responses and those with an equalities reference are listed below:

43% They are vital to the community/community asset;

22% It's a social hub. Without it people may become lonely/isolated, elderly especially;

16% It is vital to children's literacy, education, access to information, stimulation and pleasure; and Criticism of the budget, libraries should be protected;

15% It provides computer/internet access for those without it;

11% Villages/towns will lose a big sense of community if the libraries close; and sessions groups such as baby bounce and rhyme sessions, exercises classes and health walks will would stop leading to a negative impact;

6% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all);

2% The area is severely deprived so should retain services to support vulnerable groups;

1% Concerned that loss of children's centre will limit social opportunities and support for new mums leading to negative impacts.

Finally, respondents were asked whether there was anything else the County Council needed to consider or do differently. The top three responses and those with an equalities reference were:

32% Prioritise this area/don't close specific property;

13% Heart of the community/community asset/hub;

11% Other budget comment – e.g. save money elsewhere, reduce costs;

6% It is vital to children's literacy, education, access to information, stimulation and pleasure;

5% Will disadvantage the most deprived/vulnerable groups in society (young, old, job seekers);

4% It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Both the Libraries, Museums, Cultural and Registration Service consultations and Wellbeing Prevention and Early Help consultations included comments expressing reservations about whether services will be able to successfully share the same premises.

The Libraries, Museums, Cultural and Registration consultation did include several specific responses about the selection of the Milbanke Centre as a library location and views that Freckleton was a more appropriate premises. Similarly there were other comments about the continued use of St Anne's Library rather than Ansdell and or Lytham Libraries and a concern in both cases that users – particularly those with prams, older and disabled people - may not travel to the alternative locations.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such

persons is disproportionately low? If not could it be developed or modified in order to do so?

- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example, by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

There are particular concerns raised within Fylde in terms of the impact on older people of these proposals. Fylde has a high percentage of residents aged 65 and over. Both the public consultation and Libraries, Museums, Cultural and Registration Service staff structure consultations raised concerns that many of these people may find it difficult to get to the Milbanke Centre and/or St Anne's Library if their current library is no longer available – the high figures for Ansdell Library and Lytham Library users who would not use an alternative building may be an indicator of this. Comments have also been made about the availability of other services close by to St Anne's as opposed to Lytham and Ansdell including parking which may be a factor for those with reduced mobility.

The proposal for Lower Lane Young People's Centre and Freckleton Library will result in longer journeys to access provision for younger or older people or disabled people. This may make independent access to alternative services more difficult.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of

children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in

respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

Those older or disabled people who use Adult Disability Day Services or Older People's Daytime Support Services may also be affected by the implementation of the decision relating to Transport to Day Services from September 2016.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis, have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and the Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;

- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example, as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full

Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres), however, we have tried to reduce any negative impact by introducing mitigating actions such as:

- The availability of the Mobile Library Service,
- The availability of outreach and detached services from Wellbeing Prevention and Early Help Service:
- free loan of e-books and e-audiobooks,
- availability of the Home Library Service for those eligible
- designing neighbourhood centres to take account of the requirements of the different services within them.
- Consideration of the Community Asset Transfer Policy and the possibility of an independent community libraries option depending on their final outcome.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
55. Ansdell Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to St Anne's Library.	To ensure the provision of a full library service is available to the community whilst works to St Anne's Library are completed.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Services will continue to use existing monitoring and review processes e.g. library issues and information on registered borrowers and Wellbeing Prevention and Early Help data on those using their services in terms of protected characteristics.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Hyndburn

Section 4

Equality Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal for consultation with specific reference to Hyndburn. This supports the Property Strategy/Neighbourhood Centres Equality Analysis for All Lancashire.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in the Hyndburn District. The report contains a 'long' list of 20 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in Hyndburn.

The premises proposed to continue to be used in Hyndburn and suggested services to be delivered there are as follows:

- Accrington Library and Registration Office, St James' Street, Accrington – service delivery unchanged;
- Children's Social Care (Silver Birches), Atlas Street, Clayton-le-Moors – service delivery unchanged;
- Clayton-le-Moors and Altham Children's Centre, Arthur Street, Clayton-le-Moors – currently a Wellbeing Prevention and Early Help Service (designated children's centre) it is proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre);
- Copperhouse Children's Centre, Station Road, Rishton – is currently a Wellbeing Prevention and Early Help Service (designated children's centre) and is proposed to remain a Wellbeing Prevention and Early Help (0-11years) (designated children's centre) and have a library service satellite at this location;
- Fairfield Children's Centre, Fairfield Nursery School, Fairfield Street, Accrington – service delivery broadly unchanged;
- Great Harwood Children's Centre, Great Harwood Primary School, Rushton Street, Great Harwood – service delivery broadly unchanged;
- Great Harwood Library, Queen Street, Great Harwood – currently a Library Service which will remain and a Wellbeing Prevention and Early Help Service (12-19+) will also be located at this building;
- Hyndburn Adult Disability Services (Enfield), Church Lane, Accrington – service delivery unchanged;
- Sure Start Hyndburn – Church and West Accrington Children's Centre (The Park), Norfolk Grove, Church – service delivery broadly unchanged;
- The Zone in Hyndburn, Paradise Street, Accrington – service delivery unchanged;

- Woodhaven Day Centre, Thorneyholme Road, Accrington - service delivery unchanged.

The premises where it is proposed to cease delivering County Council services from are:

- Accrington Youth Offending Team, Blake Street, Accrington;
- Clayton-le-Moors Library, Pickup Street, Clayton-le-Moors;
- Clayton-le-Moors Young People's Centre, Moor Street, Clayton-le-Moors;
- Great Harwood Young People's Centre, Lowerfold Road, Great Harwood;
- Huncoat Children's Centre, Huncoat Primary School, Lynwood Road, Huncoat;
- Oswaldtwistle Library, Union Road, Oswaldtwistle;
- Oswaldtwistle Young People's Centre, Harvey Street, Oswaldtwistle;
- Rishton Library, High Street, Rishton;
- Sure Start Hyndburn – Accrington South Children's Centre (The Beeches), Rimington Avenue, Accrington;

Of the 20 premises, 11 are proposed to continue delivering services and 9 will no longer be used to deliver County Council services.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities given the services proposals outlined above.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the public consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people

- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

The proposal for consultation lists 20 premises, 11 are proposed to remain and 9 proposed to no longer deliver LCC services in the Hyndburn District and proposals for their future use are listed above.

This in terms of targeted services:

- Children's and Young Peoples Centres, particularly in Huncoat or Oswaldtwistle where any alternative may be in a different town/village, this may adversely impact young people or those who are pregnant or on maternity leave as travel distances will be longer. Even where premises remain in the same area – e.g. Great Harwood and Clayton-le-Moors – there may be the disruption of using a new location, meeting new people and staff;
- Youth Offending Team, Blake Street - although the proposal is that the office will cease to deliver services and office service will be delivered from Burnley, the impact on young people may be reduced as services to young people will continue to be delivered at locations in Hyndburn wherever practicable.
- Disabled people. The Adult Disability Day Services at Enfield Centre is unchanged but may be affected by proposals for service users from Pendle Brook Centre in Ribble Valley to relocate to the Centre. This may have some impact in terms of new people and/or staff coming to the centre.

More general/universal services will also be affected by proposals to deliver future services:

- Libraries – e.g. in Rishton, Oswaldtwistle and Clayton-le-Moors – are included amongst those premises which will no longer be used to deliver County Council services which may impact children and young people

whose use of libraries is proportionately high, older people who are the highest proportion of adult library users and disabled people or those who are pregnant or on maternity leave who may find it harder to get to alternative locations particularly if, as in Oswaldtwisite, the alternative location is outside the town or village.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the public consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Library, Museums, Cultural and Registration Services and Wellbeing Prevention and Early Help Service) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the S. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposal for consultation lists 20 premises, 11 are proposed to remain and 9 proposed to no longer deliver LCC services in the Hyndburn District and proposals for their future use are listed above.

This in terms of targeted services:

- Children's and Young People's Centres, particularly in Huncoat or Oswaldtwistle where any alternative may be in a different town/village this may adversely impact young people or those who are pregnant or on maternity leave as travel distances will be longer. Even where premises remain in the same area – e.g. Great Harwood and Clayton-le-Moors –

there may be the disruption of using a new location, meeting new people and staff;

- Youth Offending Team, Blake Street - although the proposal is that the office will cease to deliver services and office service will be delivered from Burnley, the impact on young people may be reduced as services to young people will continue to be delivered at locations in Hyndburn wherever practicable.
- Disabled people. The Adult Disability Day Services at Enfield Centre is unchanged but may be affected by proposals for service users from Pendle Brook Centre in Ribble Valley to relocate to the Centre. This may have some impact in terms of new people and/or staff coming to the centre.

More general/universal services will also be affected by proposals to deliver future services:

- Libraries – e.g. in Rishton, Oswaldtwistle and Clayton-le-Moors – are included amongst those premises which will no longer be used to deliver County Council services which may impact children and young people whose use of libraries is proportionately high, older people who are the highest proportion of adult library users and disabled people or those who are pregnant or on maternity leave who may find it harder to get to alternative locations, particularly if, as in Oswaldtwistle, the alternative location is outside the town or village.

Information about the protected characteristics profile of residents of Hyndburn District is based on the 2011 Census and some mid-year residents population estimates information for 2015. The MYPE 2015 listed 80,228 residents in Hyndburn District.

The 2011 Census had given a population for Hyndburn of 80,734, which indicates a reduction of around 500 residents in the last five years.

Age – information from the 2011 Census showed that in Hyndburn 26% of residents are aged 0-19, 58% are aged 20-64 and 16% are aged over 65. Hyndburn's age profile is slightly higher than for the LCC area average (24%) of 0-19 year olds, matches the LCC area average for 20-64 year olds and has a slightly lower percentage of people aged over 65 than the Lancashire average of 18%.

Ethnicity – the ethnicity data from the 2011 Census has been grouped into broad categories as follows: 12.3% of Hyndburn residents were described as BME comprising of 0.8% (696 people) described as mixed/multiple ethnicities, 11.2% (9,007 people) described as Asian/Asian British; 0.1% (106 people) described as Black/Black British and 0.2% (147 people) described as other ethnic group. 87.6% of the Hyndburn population (70,778 people) were categorised under the All White groups heading. Hyndburn has a higher percentage of residents from BME backgrounds than the average for the Lancashire County Council area of 7.7%.

The Census also reported that Hyndburn had 97 residents who were identified as Gypsy/Irish Travellers.

Disability – the 2011 Census included questions on whether health issues or disabilities limited normal day to day activities a little or a lot. In Hyndburn 11.3% of residents (9,153 people) said their activities were limited a lot which is 1.5% above the average for the Lancashire County Council area of 9.8%. 10.4% of residents (8,400 people) said their activities were limited a little which only slightly above the LCC area average of 10.2%.

Marriage and Civil Partnership status – 66% of Hyndburn residents are Christian which is slightly under the LCC area figure of 69%. 17% of residents had no religion – slightly lower than the LCC area's 9%. There is significant percentage of Muslims – approximately 10% - and smaller percentages of Hindus, according to the 2011 Census.

Marriage or Civil Partnerships – the 2011 Census reported that 36.3% of Hyndburn residents (29,303 people) are married which is slightly lower than the LCC area figure of 39%. 65 people were in a civil partnership which is 0.08% of the population and lower than the LCC area average of 0.14%. It is likely this information has changed in the intervening years.

No authoritative information is available at District level for the numbers of people who are pregnant or on maternity leave, those who are transgender or for people's sexual orientation.

Car ownership – given the nature of the proposals it seemed helpful to include 2011 Census information about car ownership within the Lancashire Districts. In Hyndburn 28.2% of households do not have a car or van which is over 5% higher than the LCC area average of 22.9%. 44.5% of households had one car which is around 1% higher than the LCC area average of 43.5% whilst the percentage for two or more cars in a household were all lower than the LCC area average. Some groups with protected characteristics such as older people, young people, some with disabilities – e.g. sight loss – are less likely to be able to drive so may be more disadvantaged when premises change location particularly if it involves travel to another village, town or part of town some distance away.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. In terms of age 4.45% of employees were aged 16-24, 23.3% aged 25-39, 66.6% aged 40-64 and 4.4% are aged 65 and over in December 2015. The HR employee recording system has fairly incomplete data on sexual orientation and religion or belief as individuals complete that information themselves. The

system does not include categories within the equalities suite for marriage or civil partnership status, pregnancy and maternity or transgender status of employees.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g. the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Hyndburn District we have received a petition of 1332 signatures in support of Oswaldtwistle Library.

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. County Councillors have also been briefed on a

District by District basis and meetings have also been held with District, Town and Parish Councils.

A public consultation on the proposed Property Strategy was carried out between 18 May 2016 and 14 August 2016. The consultation was available on-line via the "Have Your Say" area on the County Council's internet and was also available in printed form from service points across the county, which could also be used to return completed questionnaires. 7719 responses have been received.

For Hyndburn 446 responses have been received, based on the mid-year population estimates of 80,228, this gives a response rate of 5.6 per 1,000.

Premises which respondents have used within the last three years are as follows:

Property	Count used in last three years	Count will likely use in the future
Accrington Library and Registration Office (64)	214	156
Children's Social Care (Silver Birches) (65)	42	25
Clayton-le-Moors and Altham Children's Centre (66)	61	46
Copper House Children's Centre (67)	79	59
Fairfield Children's Centre (68)	72	55
Great Harwood Children's Centre (69)	50	40
Great Harwood Library (70)	118	95
Hyndburn Adult Disability Day Services (Enfield) (71)	36	36
Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park) (72)	102	68
The Zone in Hyndburn (73)	44	36
Woodhaven Day Centre (74)	15	33

The table above features those premises proposed to continue delivering services and respondents and the one below those used by respondents which are proposed to no longer deliver services.

Property	Count used in last three years
Accrington Youth Offending Team (75)	13
Clayton-le-Moors Library (76)	89
Clayton-le-Moors Young People's Centre (77)	24
Great Harwood Young People's Centre (78)	41
Huncoat Children's Centre (79)	23
Oswaldtwistle Library (80)	170

Oswaldtwistle Young People's Centre (81)	29
Rishton Library (82)	130
Sure Start Hyndburn - Accrington South Children's Centre (The Beeches) (83)	87

Respondents of premises proposed to continue delivering services were asked which of the remaining premises they would use in the future. Most would use some of the remaining buildings. 6 respondents who had used Accrington Library and Registration Office said they would not use any of the remaining buildings as did 4 users of Copper House Children's Centre whilst responses for other buildings were between 3 and 1.

Respondents who had used premises which were proposed to cease were also asked which of the premises proposed to remain operating in Hyndburn they might use as an alternative, which included an option for none of these. Most respondents identified alternatives. 8 users of Rishton Library said that they were not likely to use any of the remaining premises as did 4 users of Oswaldtwistle Library whilst other responses ranged between 3 and 1 for the remaining buildings except Clayton le Moors Young Peoples Centre where 10 people identified using Clayton-le-Moors and Altham Children's Centre.

Users of premises proposed to cease were asked a series of questions. Firstly how the service no longer being delivered from a location they used would impact on The top 5 responses and those with a specific equalities reference are:

16% Closing the library will result in a lack of access to reading material which would negatively impact on my wellbeing; and Concern that sessions/groups such as baby bounce and rhyme sessions, exercise classes and health walks will be lost.

13% Closing the library will negatively impact on children's literacy, education, access to information and reading; Closing the library will impact on community cohesion because it's a vital community asset and Concerned about the loss of events at the children's centre;

15% I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience; and I will miss my library greatly if it closed (devastated/depressed);

13% Closing the library will negatively impact on childrens education, literacy, ability to access information and reading

11% Closing the library will remove my main/sole access to computers/the internet; and other general comments

6% Concern that loss of children's centre will limit social opportunities and support for mums, leading to negative impact;

5% Concern that loss of the library will limit social opportunities for elderly, leading to seclusion/isolation/loneliness;

5% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all);

5% Longer journeys are a potential barrier to disabled people/people with health conditions accessing services they may use them less/not at all;

Respondents were also asked where premises were proposed to no longer deliver services why they thought services should continue to be delivered from them. The top 5 responses and those with a specific equalities reference were:

20% It is vital to children's literacy, education, access to information, stimulation and pleasure;

18% They are vital to the community/community asset;

15% Sessions/groups such as baby bounce and rhyme sessions, exercises classes and health walks would stop leading to a negative impact: and it provides computer/internet access for those without it;

14% I would no longer borrow books/read regularly; and should be protected from budget savings/cuts because they provide people's services;

9% There are no viable alternatives in area providing these services – e.g. book lending;

6% Concern that loss of children's centre will limit social opportunities and support for new mums leading to negative impacts;

6% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all);

4% The area is severely deprived so should retain services to support vulnerable groups

Finally respondents were asked if they thought there was anything else that should be considered or done differently. The top 3 responses and those with a specific equalities reference were:

27% Prioritise the area/don't close specific property;

15% Other budget comment (e.g. save money elsewhere, reduce costs);

7% Heart of the community/community asset/hub; suggestion for a service that could be offered and Move services into one building to reduce overall running costs (not just LCC services);

9% Will disadvantage the most deprived/vulnerable groups (young, elderly, job seekers):

7% It is vital to children's literacy, education, access to information, stimulation and pleasure: and Stop cutting useful social services (e.g. children's/youth centres).

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Staff consultations for both the Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service have included comments about whether moving different services into the same location can/will work successfully for the various groups. The Libraries, Museums, Cultural and Registration Service also saw comments about the proposals for unstaffed satellite libraries and whether older and disabled customers would be able to easily use this self-service option, one of which is proposed to be included at Copper House in Rishton.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example, by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres, in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

There are particularly concerns where an area may no longer have services within the village/town – e.g. Oswaldtwistle – and this may mean that some people will no longer find it as easy to access services.

Rishton will also be the location of a satellite library at Copper House. The change to using a self-service system may impact on some older and disabled people in particular who may find it more difficult to use this without library staff on hand and may also miss the social interaction of visiting the library. This may impact their equality of opportunity in using the satellite library.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of

children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in

respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

For those older or disabled people who use Older People's Day Services or Adult Disability Day Services the implementation of new arrangements under the Transport to Day Services decision from September 2016 may also have an impact on these proposals.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis, have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

At present the proposal with regard to Hyndburn is unchanged. Of the 20 current premises used it is proposed to continue to use 11 premises and no longer deliver services from 9 premises.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;

- The Youth Offending Team will make arrangements to use premises in Hyndburn for meetings with young people;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example, as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) including children and young people, older people, those who are pregnant or on maternity leave and disabled people. We have tried to minimise any negative impacts by developing as many mitigating actions as possible including:

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents;
- Availability of the mobile library service and for those eligible older and disabled people the Home Library Service;
- Free loan of e-books and e-audiobooks which can be used on computers, e-readers, tablets and smartphones;
- Availability of outreach and detached services to deliver the Wellbeing Prevention and Early Help Service as appropriate;
- Use of premises in Accrington for meetings with young people as part of the Youth Offending Team service delivery;
- Outcome of considerations of the Community Asset Transfer Policy and possibility of independent community libraries considerations.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Property Strategy (Neighbourhood Centres) proposal with specific reference to Hyndburn. The proposal is unchanged.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. These include information on library issues and numbers of registered borrowers and Wellbeing Prevention and Early Help service user information.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

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Thank you

Section 4

Equality Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns:

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal for consultation with specific reference to Lancaster. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in the Lancaster District. The report contains a 'long' list of premises 24 premises in Lancaster from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery.

The premises proposed to continue to deliver services in Lancaster and the services proposed to be delivered from them are as follows:

- Appletree Children's Centre, Appletree Nursery School, Milking Stile Lane, Lancaster – service delivery broadly unchanged (0-11 years);
- Children's Social Care (Sefton Drive), Sefton Drive, Lancaster – service delivery unchanged;
- Halton Library and Children's Centre, Penny Stone Road, Halton, Lancaster – service delivery broadly unchanged (0-11 years);
- Heysham Library, Heysham Road, Heysham – service delivery unchanged;
- Lancaster & Morecambe Adult Disability Day Services (Thorpe View), Thorpe Avenue, Morecambe – service delivery unchanged;
- Lancaster Central Library, Market Square, Lancaster – service delivery unchanged;
- Lune Park Children's Centre, Ryelands Park, Lancaster – service delivery broadly unchanged (0-11 years);
- Morecambe Library, Central Drive, Morecambe – current provision at location is a Library Service, Welfare Rights and Wellbeing Prevention and Early Help (Young People's Service). Proposed provision is a Library Service satellite, Registration Service, Welfare Rights and Wellbeing Prevention and Early Help Service (0-19+years) (designated children's centre);
- The Carnforth Hub Children's Centre and Young People's Centre. Carnforth High School, Kellet Road, Carnforth – currently a Wellbeing Prevention and Early Help Service (designated children's centre) and Wellbeing Prevention and Early Help Service (Young People's Service) Proposed to be a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre) and Library Service location.
- Vale View Day Centre, Stratford Close, Lancaster – service delivery unchanged;
- Westgate Children's Centre, Westgate Primary School, Langridge Way, Westgate, Morecambe – service delivery broadly unchanged (0-11 years);
- White Cross Education Centre, Mill 14, White Cross Industrial Estate, Quarry Road, Lancaster – current service provision at this location is Wellbeing Prevention and Early Help (Young People's Service) and proposed to be

Wellbeing Prevention and Early Help (12-19+ years), Registration Office and Youth Offending Team Office.

Premises proposed to cease delivering Lancashire County Council services in the Lancaster area are:

- Balmoral Children's Centre, Sandylands Primary School, Hampton Road, Morecambe;
- Barton Road Young People's Centre, Barton Road, Lancaster;
- Bolton-le-Sands Library, Main Road, Bolton-le-Sands, Carnforth;
- Carnforth Library, Lancaster Road, Carnforth;
- Firbank Children's Centre, Keswick Road, Lancaster;
- Galgate Children's Centre, Ellet St Johns CE Primary School, Chapel Street, Galgate, Lancaster;
- Heysham Children's Centre and Young People's Centre, Middleton Way, Douglas Park, Heysham;
- Lancaster Registration Office, Queen Street, Lancaster;
- Morecambe Registration Office, Town Hall, Marine Road East, Morecambe;
- Poulton Children's Centre, Clarke Street, Morecambe;
- Ryelands Young People's Centre, Ryelands Primary School, Torrisholme Road, Lancaster;
- Silverdale Library, Emesgate Lane, Silverdale, Carnforth;

Of the 24 premises 12 are proposed to continue to be used and 12 are proposed to no longer be used.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. There are 24 premises included in the Lancaster District.

We have used evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The consultation lists 24 premises, 12 are proposed to continue delivering services whilst 12 are proposed to no longer deliver services. The impacts identified in terms of protected characteristics are:

In terms of targeted services:

- 5 children's centres are proposed to no longer deliver services which could impact on children (young people) and those who are pregnant or on maternity leave in terms of impact. The extent will depend on whether there are alternative premises identified close by or if – as for example in Galgate or Heysham Children's Centres – the nearest alternative premises are in a different village/town. Increased travel would then be added to the disruption of going to a new location, possibly working with different staff and different service users;
- Young People's Centres – 3 young people's centres are proposed to no longer deliver the service which may affect those aged 12-19+ who will need to access an alternative location. For young people this may involve travelling to a new location, new staff and new people and there may be increased travel issues particularly in an evening (youth service).

Other services proposed to change have a more general/universal delivery:

- Libraries in Carnforth, Silverdale and Bolton-le-Sands are proposed to no longer deliver a service. Although there is an alternative proposed for Carnforth Hub, those from Silverdale and Bolton-le-Sands may face longer journeys. As children and young people are proportionately the highest library users, older people and disabled people may find this has an adverse impact.
- Registration Services – these are used by potentially higher numbers of those who have had babies. It has been suggested by the Service that the changes proposed should not have a detrimental effect and the new locations proposed may be more easily accessible.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal.

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In terms of targeted services:

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disruption of going to a new location, possibly working with different staff and different service users;

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Other services proposed to change have a more general/universal delivery:

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- Registration Services – these are used by potentially higher numbers of those who have had babies. It has been suggested by the Service that the changes proposed should not have a detrimental effect and the new locations proposed may be more easily accessible.

Information on the profile of the Lancaster area in terms of the protected characteristics included in the Equality Act 2010 is included below to provide a context for this analysis. This information is largely drawn from the 2011 Census with some material also coming from the Mid-Year Population Estimates for 2015.

Lancaster has a population of 142,283 residents according to the Mid-Year Population Estimates 2015, at the 2011 Census the resident population was 138,375 which shows an increase of over 4,000 people in the last 5 years suggesting a steady growth in population.

Age – 24% of the Lancaster's population are aged 0-19, 58% are aged 20-64 and 18% of the population are aged 65 or over, these percentages were the same as for the whole Lancashire County Council area in the 2011 Census.

Ethnicity – 4.4% (6,033 people) of Lancaster's were identified as from BME groups which comprised of 0.9% (1,356 people) as mixed or multiple ethnic groups, 2.7% (3,732 people) as Asian/Asian British, 0.5% (628 people) as Black/Black British and 0.2% (317 people) as other. 95.6% (132,342 people) were identified in the All White groups in the 2011 Census. Lancaster had a lower BME population than for the county as a whole where 7.7% of residents are BME. 331 people were Gypsy/Irish Travellers which made Lancaster the 29th ranked local authority in England and Wales for the number of Gypsy/Irish Traveller people in its community, it also has the highest total in Lancashire.

Disability – the Census 2011 question which provides the most appropriate information on disability is the question relating to whether a disability or health

condition limited a person's normal day to day activities a little or a lot. When this was asked in the 2011 Census 9.2% (12,751 people) of Lancaster residents said their activities were limited a lot, this is lower than the Lancashire County Council area percentage of 9.8%. 10.2% (14,176 people) said their activities were limited a little which is the same as the Lancashire County Council area percentage.

Religion or Belief – 66% of Lancaster's population reported that they were Christian in the 2011 Census, slightly lower than the LCC area 69% figure. There are small numbers of Buddhists, Hindu, Jewish, Muslim and Sikh people in Lancaster. 25% of the population had no religion – slightly higher than the 19% for the LCC area.

Marriage and Civil Partnership status – according to the 2011 Census 36.07% of Lancaster residents (49,911 people) are married – a slightly lower percentage than the 39% for the LCC area. 290 people were in a same sex civil partnership ((0.209%) which is higher than the LCC area percentage of 0.14% and the second highest in the county.

Authoritative information was not available to District level for the numbers/percentage of people who are pregnant or on maternity leave, who are transgender or in terms of sexual orientation.

Car Usage – given the nature of the proposals it may be helpful to include information on the number of households in Lancaster which do not own a car or van. 24.6% of Lancaster households do not have a car or van, slightly higher than the LCC area average of 22.9%. 45.5% of households in Lancaster had one car or van, higher than the LCC area average of 43.5% whilst the percentages of households with two or more vehicles were all lower than those for the LCC area as a whole. As it is likely that those from the young and older people and some disabled people – e.g. with sight loss – are proportionately more likely to be non-drivers this may increase impacts for them where locations change and particularly where services are no longer available in the village or town where they live, e.g. Silverdale or Bolton-le-Sands.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile in December 2015 were: 4.45% are aged 16-24, 23.3% are aged 25-39, 66.6% are aged 40-64 and 4.4% are aged 65 and over. Information on the equalities area of the HR employee recording system for sexual orientation and religion or belief is very incomplete and this part of the system does not include information on pregnancy or maternity leave, transgender status or marriage and civil partnership status.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be summarised when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Lancaster District, we have received the following:

<u>Site</u>	<u>Signatures</u>
Bolton-le-Sands Library	1728
Heysham Childrens Centre and Young Peoples Centre	1041
Heysham youth and Communities Centre	266

In addition the following ePetitions have been received which have all now closed:

<u>Site</u>	<u>Signatures</u>
Don't close Heysham Library	220
Keep Carnforth Library	104
Bolton le Sands Library	55
Keep Morecambe Library staffed	51

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided

some context and background for the Property Strategy proposals for stakeholders.

There have also been 3 briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. County Councillors have also received a District by District Briefing whilst meetings have also been held with District, Town and Parish Councils.

The public consultation for the Property Strategy ran for a 12-week period from 18 May 2016 to 14 August 2016. The consultation was available on-line through the "Have Your Say" section on the County Council's internet pages and printed versions were available at County Council service premises throughout the county to which completed forms could also be returned. Messages appeared through social media to encourage people to take part in this consultation at various stages throughout the May to August period. 7719 response have been received.

1,280 consultation responses have been received in relation to proposals for the Lancaster area, which based on the MYPE figure of 142,283 gives a response per 1,000 of 9.0. Lancaster had the highest number of respondents. Information on the equalities profile for respondents is included in Appendix A to the Equality Analyses.

Consultation respondents were asked to indicate which of those premises they use or had used within the last three years. The first table shows those premises proposed to continue delivering services and the second those premises proposed to no longer deliver services.

Property	Count used in last three years	Count will likely use in the future
Appletree Children's Centre (84)	113	100
Children's Social Care (Sefton Drive) (85)	50	49
Halton Library and Children's Centre (86)	82	81
Heysham Library (87)	358	280
Lancaster and Morecambe Adult Disability Day Services (Thorpe View) (88)	39	53
Lancaster Central Library (89)	643	492
Lune Park Children's Centre (90)	182	129
Morecambe Library (91)	680	517
The Carnforth Hub Children's Centre and Young People's Centre (92)	101	95
Vale View Day Centre (93)	34	35
Westgate Children's Centre (94)	210	143
White Cross Education Centre (95)	188	140
Property	Count used in last three years	
Balmoral Children's Centre (96)		272

Barton Road Young People's Centre (97)	143
Bolton-le-Sands Library (98)	249
Carnforth Library (99)	222
Firbank Children's Centre (100)	161
Galgate Children's Centre (101)	37
Heysham Children's Centre and Young People's Centre (102)	217
Lancaster Registration Office (103)	284
Morecambe Registration Office (104)	122
Poulton Children's Centre (105)	215
Ryelands Young People's Centre (106)	62
Silverdale Library (107)	76

Respondents who used premises proposed to continue to deliver services were also asked which of those premises they might use in the future. Most identified premises they would use but 14 people who had used Lancaster Central Library, 6 user of Heysham Library, 5 users of Morecambe Library and between 1 and 2 users of other premises said they would use none of the remaining premises.

Similarly those people who used premises no longer proposed to deliver services were asked which of the remaining premises they would use as an alternative. 14 respondents who had used Balmoral Children's Centre and 12 who had used Bolton-le-Sands Library said they would not use any of the remaining buildings, 6 users of Barton Young People's Centre and Lancaster Registration Office and between 5 and 2 users of other premises proposed to close said they would use none of the remaining premises.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses and those with an equalities reference were as follows:

13% Closing the library will result in a lack of access to reading material which will negatively impact on my wellbeing;

11% Closing the library will negatively impact on children's literacy, education, access to information and reading;

10% Other comment/general;

8% Closing the library will remove my main/sole access to computers/internet; and Concerned that loss of children's centre will limit social opportunities and support for mums leading to negative impact;

9% Closing the library will impact on community cohesion because it's a vital community asset; and positive comment about staff;

10% Concerns that sessions/groups such as baby bounce and rhyme, exercise classes and health walks will be lost;

8% Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact

5% Longer journeys are a potential barrier to older people accessing services (they may use them less/not at all); Concerned about loss of events in the children's centre; and Longer journeys are a potential barrier to disabled people/people with health conditions accessing services (they may use them less/not at all);

3% Concern that loss of the library will limit social opportunities for the elderly leading to seclusion/isolation/loneliness;

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 response and those with an equalities reference were:

13% It is vital to children's literacy, education, access to information, stimulation and pleasure;

13% It's a social hub. Without it people may become lonely/isolated, elderly especially;

14% They are vital to the community/community asset;

9% It provides computer/internet access for those without it; Positive comment about staff and Concerned that there will be a lack of support, guidance and help for families if the children's centres close;

7% The area is severely deprived so should retain services to help vulnerable groups; The recent investment/refurbishment of this building will be a complete waste of money if it closed and I would no longer borrow books/read regularly;

8% Sessions/groups such as baby bounce and rhyme sessions, exercise classes and health walks would stop leading to negative impact; and Concern that loss of the children's centre will limit social opportunities and support for new mums leading to negative impacts;

5% Longer journey are a potential barrier to older people accessing services (they may use them less/not at all);

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses and those with an equality reference were:

37% Prioritise this area/don't close specific property;

8% Other budget comments – (e.g. save money elsewhere/reduce costs);

10% Will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers);

6% Stop cutting useful social services (e.g. children's and youth centres);

4% It is vital to children's literacy, education, access to information, stimulation and pleasure;

5% It's a social hub promoting wellbeing/community cohesion through social interaction. Without it people may become lonely.

Lancaster was one of the areas where a focus group on children's centres in relation to the Property Strategy took place. Attendees had concerns about travelling to alternative locations – feeling that some people "would not cross the river" to attend an alternative venue and that the one way system could make travel more difficult. They were also concerned about building new relationships with staff and others at alternative premises. There were also concerns about a children's centre being located in a building such as Morecambe Library.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Consultations have been completed with Libraries, Museums, Cultural and Registration Service staff and with Wellbeing Prevention and Early Help Service staff. Amongst responses for both consultations were concerns about different service co-locating in the same premise. As Morecambe Library was proposed to be a satellite (unstaffed) library there were concerns raised about service users being able to access the self-service equipment and whether a satellite could meet the demand for services –e.g. job seekers would be unlikely to be able to meet the travel costs of going to Lancaster or Heysham to a staff library, it was suggested.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways?

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

There remained concerns about travel from consultees in the public consultation, children's centres Lancaster focus group and employee consultation in relation to the cost of travelling to other locations and practicality – e.g. for young people using Heysham Youth Service there is no subsidised bus service after 19:30p.m.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced

by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Morecambe Library is proposed to be a self-service satellite library and there were concerns that older people and disabled people would be disadvantaged by the absence of regular staff whilst concerns were also raised that demand for this library is high – e.g. Job-seekers are signposted to use the free computers there.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups. Staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas. This can assist in fostering good relations between different groups/community cohesion.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations. It was suggested, for example, that some people "would not cross the river" to access alternative premises.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

For those older people or disabled people who use Older People's Day Services and Adult Disability Day Services, the proposal may combine with the implementation of the Transport to Day Services new arrangements which take effect from September 2016.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-	Proposed for future use by Registration	Families with children outside of the 12-19+ age range may need to be able to access support and

	19+, Youth Offending Team	Service, WPEH 12-19+ and support for families, Youth Offending Team	advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service pending a detailed site review of Carnforth Hub.	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.

- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full

Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres). We have tried to minimise any negative impacts by developing as many mitigating actions as possible including:

- Using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents;
- Availability of the mobile library service and for those eligible older and disabled people the Home Library Service;
- Availability of free loan of e-books and e-audiobooks which can be downloaded onto computers, e-readers, tablet and smartphones;
- Availability of outreach and detached services within the Wellbeing Prevention and Early Help service offer;
- Including flexibility in Neighbourhood Centres delivery and design to include meeting rooms, interview rooms and consulting rooms where possible
- Consideration of the Community Asset Transfer Policy and possibilities of an independent community libraries offer depending on the final outcomes.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
86. Halton Library and Children's Centre	Proposed for future use by Library Service, WPEH 0-11 years.	Proposed for future use by Library Service, WPEH 0-11 years (outreach).	This is currently a satellite of Lune Park Children's Centre (designated children's centre). There are low levels of families choosing to access support at Halton Children's Centre and so the service proposes to add capacity at Lune Park and ensure outreach support for the community in Halton.
90. Lune Park Children's Centre, Ryelands Park (designated children's centre)	Proposed for future use for WPEH 0-11 years (designated children's centre).	Proposed for future use for WPEH 0-19+ years (designated children's centre).	Service delivery change - consultation conducted by WPEH showed preference by young people to access this site for support. It is situated in the Skerton and Ryelands park area which has significant levels of deprivation. Increasing levels of service at this site will ensure support is available without having to cross the river to other buildings.
91. Morecambe Library	Proposed for future use with satellite Library, Registration Service, Welfare Rights and WPEH service 0-19+ years (designated children's centre).	Proposed for future use with full Library service, Registration Service, Welfare Rights and WPEH 12-19+ years.	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe.
92. Carnforth Hub Children's Centre and Young People's Centre, Carnforth High School (designated children's centre)	Proposed for future use for WPEH 0-19+ years (designated children's centre) and Library service.	Proposed for future use for WPEH 0-19+ years (designated children's centre).	It is proposed to retain Carnforth Library due to its current location best serving the access requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
95. White Cross Education Centre	Proposed for future use by Registration Service, WPEH 12-19+, Youth Offending Team	Proposed for future use by Registration Service, WPEH 12-19+ and support for families, Youth Offending Team	Families with children outside of the 12-19+ age range may need to be able to access support and advice. Additional use of this building will enable the service to better meet access and reach requirements.
99. Carnforth Library	Not proposed for future use.	Proposed for future use for full library service	It is proposed to retain Carnforth Library due to its current location best serving the access

		pending a detailed site review of Carnforth Hub.	requirements for the service as the complexity of the Carnforth Hub site would require significant investment in order to provide an appropriate library service.
105. Poulton Children's Centre, Morecambe (designated children's centre)	Not proposed for future use.	Proposed for future use for WPEH 0-11 years (designated children's centre).	A review of the requirements set out in the Library Planning and Needs Assessment identified the need to retain a full Library service in Morecambe. The complexity of the Morecambe Library building would require significant investment in order to provide an appropriate children's centre facility.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. This includes information on library issues or borrower registrations for the Library Service and data on services used within the Wellbeing Prevention and Early Help Service.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund.

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you



Pendle

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal for consultation with particular reference to Pendle. This supports the Property Strategy/Neighbourhood Centres Equality Analysis for All Lancashire.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Pendle. The report contains a 'long' list of 22 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in Pendle.

The premises which were proposed to be retained in Pendle and the Services which it is proposed to operate from them are as follows:

- Barnoldswick Library, Fernlea Avenue, Barnoldswick – currently a Library Service location which is proposed to continue with a Wellbeing Prevention and Early Help Service (12-19+ years) also located there;
- Beacon Childrens Centre, Maurice Street, Nelson – service delivery broadly unchanged (0-11 years);
- Burnley & Pendle Adult Disability Service (Marsden Centre), Rigby Street, Nelson – service delivery unchanged;
- Byron View Day Centre, Byron Road, Colne – service delivery unchanged;
- Childrens Social Care (Burnley Road Colne) Burnley Road, Colne – service delivery unchanged;
- Colne Childrens Centre, Walton Street, Colne – currently a Wellbeing Prevention and Early Help Service (designated children's centre) and proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre);
- Colne Library, Market Street, Colne – service delivery unchanged;
- Earby Community Centre, New Road, Earby, Barnoldswick – currently a Wellbeing Prevention and Early Help Service (Young Peoples Service) and proposed to be a Wellbeing Prevention and Early Help (0-19+ years) location);
- Family Tree Childrens Centre, Tunstill Square, Brierfield – currently a Wellbeing Prevention and Early Help Service (designated children's centre) and proposed to be a Library Service satellite and a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre)
- Gisburn Road Childrens Centre, Gisburn Road Primary School, Gisburn Road, Barnoldswick – service delivery broadly unchanged (0-11 years);
- Nelson Library, Market Square, Nelson – service delivery unchanged;
- The Zone in Pendle, Leeds Road, Nelson – service delivery unchanged;
- Walton Lane Childrens Centre, Walton Lane Nursery School, Walton Lane, Nelson – service delivery broadly unchanged (0-11 years).

The following premises are proposed to no longer be used to delivery County Council services:

- Barnoldswick Young Peoples Centre, Civic Hall, Station Road, Barnoldswick;
- Barrowford Library, Ann Street, Barrowford, Nelson;
- Brierfield Library, Colne Road, Brierfield, Nelson;
- Brierfield Young Peoples Centre, Colne Road, Brierfield, Nelson;
- Colne Young Peoples Centre, Byron Road, Colne;
- Earby Library, Cemetary Road, Earby, Barnoldswick;
- Pendleside Childrens Centre, Barrowford School, Rushton Street, Barrowford, Nelson;
- Trawden Library and Riverside Childrens Centre, Church Street, Trawden, Colne;
- Trawden Young Peoples Centre, Church Street, Trawden, Colne.

There are 22 premises listed, 13 are proposed to continue to deliver services and 9 are proposed no longer be used to deliver services.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities in Pendle.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality

- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal for consultation lists 22 premises in Pendle, 13 are proposed to continue to deliver services and 9 are proposed to no longer be used to deliver services. There is a potential impact in relation to:

Services which are targeted at specific groups:

- 4 Young Peoples Centres are included in the proposal for Pendle which will impact on young people aged 12-19+. Whilst some may have an alternative nearby location identified this will still mean disruption in terms of new staff and service users. Others such as Trawden may involve longer journeys to an alternative location.
- 2 children's centres are included in the proposals. Pendleside Childrens Centre in Barrowford and Riverside Childrens Centre in Trawden will no longer delivering services may mean that women with babies or young children will need to access alternative services which are not in Barrowford and Trawden.

Universal or general services:

- 4 libraries are proposed to no longer deliver services. In locations such as Brierfield this may mean using an alternative location but in area such as Trawden and Earby there will be no alternative in the village/town. This could disadvantage children and young people who are the highest proportion amongst library users, older people who are the highest adult proportion of library users and disabled people or those who are pregnant or on maternity leave who may find travelling to another location more difficult.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery

and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position prior to specific public consultation on the property strategy and will be updated to reflect the outcome of the consultation. The proposal for consultation lists 22 premises in Pendle, 13 are proposed to continue to deliver services and 9 are proposed to no longer be used to deliver services. There is a potential impact in relation to:

Services which are targeted at specific groups:

- 4 Young Peoples Centres are included in the proposal for Pendle which will impact on young people aged 12-19+. Whilst some may have an alternative nearby location identified this will still mean disruption in terms of new staff and service users. Others such as Trawden may involve longer journeys to an alternative location.
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delivering services may mean that women with babies or young children will need to access alternative services which are not in Barrowford and Trawden.

Universal or general services:

- 4 libraries are proposed to no longer deliver services. In locations such as Brierfield this may mean using an alternative location but in area such as Trawden and Earby there will be no alternative in the village/town. This could disadvantage children and young people who are the highest proportion amongst library users, older people who are the highest adult proportion of library users and disabled people or those who are pregnant or on maternity leave who may find travelling to another location more difficult.

Information on the protected characteristics for the population of Pendle is given below to provide some context and background for this Equality Analysis. The main information used has come from the 2011 Census but some use has also been made of the Mid-Year Population Estimates 2015, which reported that Pendle had a population of 90,111.

The 2011 Census reported a population of 89,452 for Pendle which indicates a rise in population of around 650 people over the last 5 years.

Age – 25% of Pendle residents were aged 0-19, slightly higher than the Lancashire County Council area percentage of 24%. 59% of residents were aged 20-64, again slightly higher than the LCC area percentage of 58%. 16% of Pendle residents were aged 65 and over, lower than the LCC area percentage of 18%.

Ethnicity – 20.1% (18,015 people) of Pendle residents were from BME backgrounds, comprising of 1.2% (946 people) of residents who were grouped as mixed/multiple ethnicities, 18.8% of residents (16,807 people) are described as Asian/Asian British, 0.1% of residents (126 people) were grouped as Black/Black British and 0.2% of residents (136 people) were described as "other). 79.8% of residents (71,437 people) were included in "All White" groups. Pendle has a far higher percentage of BME residents than the average for the LCC area which is 7.7%. The 2011 Census also reported that 26 Pendle residents were Gypsy/Irish Travellers, no percentages were available for this group and only a total is given for the LCC area (821 people).

Disability – the Census 2011 question closest to providing information on the prevalence of disability is that relating to whether a person felt their normal day to day activities were limited a lot or a little by a health condition or disability. In Pendle 10.4% of residents (9,280 people) reported that their activities were limited a lot, higher than the LCC area percentage of 9.8%. 10.5% of residents (9,428 people) said their activities were limited a little, which is again higher than the LCC

area percentage of 10.2%. It is noticeable that the numbers and percentages for each category are very similar in Pendle. 79.1% of residents (70,744 people) did not have their normal day to day activities limited by a health condition or disability which is lower than the LCC area percentage of 79.9%.

Religion or Belief – the 2011 Census recorded that 54% of Pendle residents were Christian, lower than the LCC area percentage of 69%. 22% of residents had no religion, slightly higher than the LCC area percentage of 19%. Approaching 20% of Pendle residents were Muslim which is the highest in the LCC area, whilst there are small numbers of Buddhist and Hindu communities.

Marriage and Civil Partnerships – 38.25% of Pendle residents (34,213 people) were married at the time of the 2011 Census which is similar to the LCC area percentage of 39%. 99 people were in a same sex civil partnership (0.11%) which is lower than the LCC area figure of 0.14%. This information is likely to have changed in the intervening years.

Authoritative data was not available on at District level for the sexual orientation, transgender and pregnancy and maternity protected characteristics.

Car Ownership - given the nature of Property Strategy it is useful to also include information on car ownership in each District. 26.8% of households in Pendle do not own a car or van, which is higher than the LCC area percentage of 22.9%. 44.8% of households have 1 car or van, also higher than the LCC area percentage of 43.5%. Percentages for the categories households with more than two vehicles are all lower than for the LCC area, so fewer households have more than one vehicle available for use. This information is of use in protected characteristic terms in that older people, younger people and some disabled people – e.g. those with sight loss – are less likely to be able to drive.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile in December 2015 was 4.45% were aged between 16-24, 23.3% were aged 25-39, 66.6% were aged 40-64 and 4.4% were aged 65 and over. Information in the equalities area of the HR self-classification system is very incomplete in terms of sexual orientation and religion or belief and this area does not include information relating to employees' marriage or civil partnership status, whether they are transgender or pregnancy or maternity status.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be reflected when this Equality Analysis is updated.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Pendle District we have received one e-petition with one signature in support of saving Earby Library.

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been 3 briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. There have also been District by District briefings for County Councillors and meetings held with District, Town and Parish Councils.

The public consultation on the Property Strategy ran from 18 May to 14 August 2016. The consultation materials were available through the "Have Your Say" area on the County Council's website and responses could be submitted on line. Printed versions of the consultation materials were available through LCC

service across the county and completed consultation responses could be returned to any of them. At various times during the consultation period social media and other communications were produced to encourage more people to take part in the consultation. 7,719 people have responded.

700 people had taken part in the Property Strategy consultation in relation to Pendle. Based on the Mid-Year Population Estimate of 90,111 this produced a response rate per 1,000 of 7.8. The equalities profile of respondents is at Appendix A to these Equality Analyses.

Respondents were asked which of the buildings proposed to continue delivering County Council services they had used in the last 3 years. The first table shows those premises proposed to continue delivering services and the second those proposed to no longer be used to deliver services.

Property	Count used in last three years	Count will likely use in the future
Barnoldswick Library (108)	183	148
Beacon Children's Centre (109)	78	62
Burnley and Pendle Adult Disability Day Services (Marsden Centre) (110)	21	27
Byron View Day Centre (111)	22	21
Children's Social Care (Burnley Road Colne) (112)	40	32
Colne Children's Centre (113)	84	63
Colne Library (114)	188	138
Earby Community Centre (115)	201	175
Family Tree Children's Centre (116)	92	73
Gisburn Road Children's Centre (117)	77	67
Nelson Library (118)	246	141
The Zone in Pendle (119)	77	54
Walton Lane Children's Centre (120)	97	78

Property	Count used in last three years
Barnoldswick Young People's Centre (121)	73
Barrowford Library (122)	54
Brierfield Library (123)	196
Brierfield Young People's Centre (124)	58
Colne Young People's Centre (125)	42
Earby Library (126)	116
Pendleside Children's Centre (127)	22
Trawden Library and Riverside Children's Centre (128)	50
Trawden Young People's Centre (129)	23

Respondents who had used premises proposed to continue delivering services were asked which of the premises remaining they were likely to use in the future in Pendle. Most respondents would continue to use premises but 6 current users of Cone Library, 5 users of Nelson Library and between 4 and 1 users of the other premises said they would use none of those remaining.

Respondents who had used premises which are proposed to no longer deliver LCC services were also asked which, if any, of the remaining buildings they would use as an alternative. Most respondents have identified alternative premises 5 users of Barrowford Library and between 3-1 respondent for each of the other locations would use none of the remaining buildings in Pendle.

Pendle was the location for one of the children's centre property strategy focus groups. Attendees were concerned about safeguarding arrangements at the new neighbourhood centres and whether the premises could accommodate the various services proposed. There was a particular concern that parents in Trawden may become isolated particularly in winter if their Centre closed. Parents also spoke about the crucial support children's centres offered to new parents and how the service had moved vulnerable parents to a position of empowerment.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Both respondents in the Libraries, Museums and Cultural Services Consultations and Wellbeing Prevention and Early Help consultations had expressed some concerns about different services being co-located in the same premises. Pendle is also an area proposed to have a satellite library at Family Tree Childrens Centre in Brierfield and there have been concerns from Library staff about how service users who are older or disabled will manage the self-service element and the impact having no library staff may have on their experience of visiting the library.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

A number of respondents (15%) took the opportunity to express their opinions outside of the framework of the structured questionnaire and these comments are summarised in the separate consultation report submitted with this Equality Analysis.

12% expressed concern that session/groups such as baby bounce and rhyme sessions, exercise class and health walks will be lost.

10% felt that closing the library would result in a lack of access to reading material which would negatively impact on their mental wellbeing

10% felt that closing the library would impact on community cohesion as it was seen as a vital community asset.

9% said that closing the library would remove their main/sole access to computers/the internet.

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 3 responses were:

17% felt that they were a vital asset to the community

11% felt that it is vital to children's literacy, education, access to information, stimulation and pleasure

8% said that some of the sites provide computer/internet access for those with it

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses and those with an equality reference were:

23% asked that this area be prioritised/don't close this property

10% made specific comments which are summarised in appendix 4 of the full consultation report that has been submitted with this Equality Analysis

8% said stop cutting useful social services (e.g. children's/youth centres)

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

The value of children's centres was mentioned by the Pendle focus group and the support given has helped empower vulnerable parents and helping overcome anxieties which they may have. This Service helps advance equality of opportunity.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Pendle is an area where a satellite library is proposed for Family Tree Childrens Centre and there have been concerns about how the self-service, unstaffed nature of the satellites might impact on older and disabled people in terms of using the equipment and missing the social interaction with library staff who they are familiar with.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support. There were concerns about the possible loss of services in Trawden and the impact this might particularly have in bad weather or winter.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

This proposal may also combine with the changes to Transport I to Day Services which are due to take effect from September 2016 and may affect those older and disabled people who use Older Peoples Day Services and Adult Disability Day Services.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

At present the proposal remain unchanged in relation to Pendle. There are currently 22 buildings and it is proposed to continue to use 13 and no longer use 9 locations.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.

- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we

have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Availability of mobile library services and for those eligible older and disabled people use of the Home Library Service;
- The digital offer of free loan of e-books and e-audio books which can be downloaded on to computers, e-readers, tablets and smartphones;
- Wellbeing Prevention and Early Help Service include outreach and detached services as part of their service offer;
- The delivery and design of Neighbourhood Centres will include meeting rooms, interview rooms and consulting rooms;
- The outcome of considerations of the Community Asset Transfer Policy and possibilities of an independent community libraries offer.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Property Strategy (Neighbourhood Centres) proposal in relation to Pendle remains unchanged.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will be continued following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. For example the Library Service have library issues and registered borrowers information whilst Wellbeing Prevention and Early Help Service have data on usage of their services.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Preston

Section 4

Equality Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal for consultation with particular reference to Preston. It supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Preston. The report contains a 'long' list of 23 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in the Preston area.

The premises proposed to continue to deliver services in Preston and the service delivery proposed for them are as follows:

- Ashton Young People's Centre, Tulketh Crescent, Ashton-on-Ribble, Preston – service delivery unchanged;
- Children's Social Care (Ripon Street), Ripon Street, Preston – service delivery unchanged;
- Children's Social Care (St Luke's Centre), Ribbleton Lane, Preston – service delivery unchanged;
- Harris Library, Market Square, Preston – service delivery unchanged;
- Ingol Library, Ventnor Place, Ingol, Preston – service delivery unchanged;
- Lady Elsie Finney House Day Centre, Cottam Avenue, Ingol, Preston – service delivery unchanged;
- Lancashire Register Office and Records Office, Savoy Street, Preston – service delivery unchanged;
- Moor Nook Young People's Centre, Burholme Road, Ribbleton, Preston – service delivery unchanged;
- Preston Adult Disability Day Services (Ribblebank), Gerrard Street, Preston – service delivery unchanged;
- Preston Bus Station, Tithebarn Street, Preston – no LCC services on site at Preston but proposed to locate the Youth Offending Team for Preston.
- Preston West Children's Centre, Ashton Primary School, Ainsdale Drive, Ashton-on-Ribble, Preston – service delivery broadly unchanged (0-11 years)
- Ribbleton Children's Centre, Ribbleton Hall Drive, Ribbleton, Preston – service delivery broadly unchanged (0-11 years);
- Ribbleton Library, Ribbleton Hall Lane, Ribbleton, Preston – service delivery unchanged;
- Riverbank Children's Centre, Brieryfield Road, Preston – services currently delivered will remain except the Young People's Service location;
- Savick Library, Birkdale Drive, Ashton-on-Ribble, Preston – service delivery unchanged;
- Scientific Services Laboratory, Peddars Lane Road, Dock Estate, Ashton-on-Ribble, Preston – service delivery unchanged;
- Sharoe Green Library and Cherry Tree Children's Centre, Sharoe Green Lane, Fulwood, Preston – service provision broadly unchanged (0-11 years)

- Stoneygate Children's Centre, Stoneygate Nursery School, Lennox Street, Preston – service provision broadly unchanged (0-11 years) (designated children's centre);
- Sunshine Children's Centre, Brockholes Wood Primary School, Brant Road, Preston – service delivery broadly unchanged (0-11 years) (designated children's centre);
- Sunshine Children's Centre (New Hall Lane Drop-in), New Hall Lane, Preston – service delivery broadly unchanged (0-11 years).

The following premises are proposed to be no longer used to deliver County Council services:

- Fulwood Library, Garstang Road, Fulwood, Preston;
- Preston East Children's Centre, Brookfield Primary School, Watling Street Road, Ribbleton, Preston;
- St Lawrence Children's Centre, St Lawrence CE Primary School, Jepps Avenue, Barton, Preston.

It is proposed that 20 of the premises will continue to deliver County council services and 3 premises will no longer be used.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. It concerns 23 premises in Preston.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality

- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposals for Preston include 23 premises 3 of which are proposed to no longer deliver services and the impact on those with protected characteristics may be in terms of targeted services;

- 2 Children's Centres are proposed to no longer deliver services. Any change in location may disrupt those people who are pregnant or on maternity leave or who have young children who use the Centres. If alternative premises are close by they may be able to access those but there would be disruption of changing location, different staff and different service users so it may take longer to build up relationships.

Universal or general services:

- Fulwood Library is proposed no longer delivery services. As with libraries generally there is a higher proportion of children and young people who use libraries than the rest of the population. Library usage is also highest amongst older people and disabled people or those with young children often also feature quite highly amongst library users. Any change in location may present difficulties in travelling for those without a car if there is no direct bus route and disruption/anxiety caused by going to a new location with different staff and service users.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations

to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposals for Preston include 23 premises 3 of which are proposed to no longer deliver services and the impact on those with protected characteristics may be in terms of targeted services;

- 2 Children's Centres are proposed to no longer deliver services. Any change in location may disrupt those people who are pregnant or on maternity leave or who have young children who use the Centres. If alternative premises are close by they may be able to access those but there would be disruption of changing location, different staff and different service users so it may take longer to build up relationships.

Universal or general services:

- Fulwood Library is proposed no longer delivery services. As with libraries generally there is a higher proportion of children and young people who use libraries than the rest of the population. Library usage is also highest amongst older people and disabled people or those with young children often also feature quite highly amongst library users. Any change in location may present difficulties in travelling for those without a car if there is no direct bus route and disruption/anxiety caused by going to a new location with different staff and service users.

The profile of residents of Preston in terms of protected characteristics helps provide some background and context for this Equality Analysis. The Census 2011 and Mid-Year Population Estimates 2015 have been used as a source for this information. The Mid-Year Population Estimates for 2015 reported that Preston's population was 141,302.

The 2011 Census reported a population of 140,202 for Preston, indicating that the population has risen by 1,100 over the intervening four years.

Age – the 2011 Census reported that 25% of Preston's population were aged 0-19, this is slightly higher than the Lancashire County Council area percentage of 24%. 59% of Preston's population were aged 20-64, slightly higher than the LCC area average of 58%. 16% of Preston's population were aged 65 and over, this is slightly lower than the LCC area percentage of 18%.

Ethnicity – at the 2011 Census 19.8% of Preston's population were identified as being from BME communities, comprising of: 2.4% of residents (3,326 people) grouped as being mixed/multiple ethnicities, 15.5% of residents (21,732 people) identified as Asian/Asian British, 1.2% of residents (1,626 people) being grouped as Black/Black British and 0.8% of Preston residents (1,053 people) described as "other" groups. The "All White groups" made up 80.2% of Preston's population (112,415 people). Preston's percentage of BME residents is significantly higher than the LCC area percentage of 7.7%. The 2011 Census also reported that Preston had 111 residents who were Gypsy or Irish Travellers, there is no comparator for the LCC area as only a total for the area of 821 residents is available.

Disability – the 2011 Census included a question on whether residents' activities were limited a little or a lot by a health condition or disability, which is the closest information available for this protected characteristic. 9% of Preston residents (12,605 people) said their activities were limited a lot, which is lower than the LCC area percentage of 9.8%. 9.2% of Preston residents (12,880 people) said their activities were limited a little which is also lower than the LCC area percentage of 10.2%. 81.8% of Preston's population (114,717 people) did not have their normal

day to day activities limited by a health condition or disability which is higher than the LCC area percentage of 79.9%.

Religion or Belief – 61% of Preston residents are Christian, slightly lower than the Lancashire area percentage of 69%, according to the 2011 Census. 18% of residents had no religion, similar to the LCC area percentage of 19%. There are significant numbers of Muslim, Hindu, Buddhist and Sikh residents in Preston.

Marriage and Civil Partnership status – at the 2011 Census 33.42% of Preston residents (46,865 people) were married, lower than the LCC area's 39%. 176 people were in a registered same sex civil partnership (0.126% of residents) which is lower than the LCC area percentage of 0.14%. This information is likely to have changed over the intervening years.

Authoritative information is not available for the pregnancy and maternity, transgender and sexual orientation protected characteristics at District level.

Car ownership – given the nature of the Property Strategy's proposals it may be helpful to include Census 2011 information on the levels of car and van ownership for households in Preston. 31.0% of households in Preston do not own a car or van, which is significantly higher than the 22.9% for the LCC area. The percentages of households with one or more cars or vans are all lower than those for the LCC area. As older people, younger people and those with some disabilities – e.g. sight loss – are more likely to be unable to drive this information can impact on those protected characteristics where premises people have used to access services are changed.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. In December 2016 the age profile of employees was 4.45% were aged 16-24, 23.3% were aged 25-39, 66.6% were aged 40-64 and 4.4% were aged 56 and over. The HR information's equalities suite includes information on sexual orientation and religion or belief but it is very incomplete, that area of the system does not include information on pregnancy or maternity leave, marriage or civil partnership status or transgender status.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses is reflected in this Equality Analysis.

A number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Preston District, we have received a petition containing 3739 signatures in support of Fulwood Library. In addition, we note the following E-petitions:

<u>Title</u>	<u>Respondents</u>	<u>Deadline to sign by</u>
Save Fulwood Library from closure	182	01/09/2016
Save Ingol Library	47	finished
Save Preston East Children's Centre	722	finished

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older People's Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. District by District briefings have also been held for County Councillors and meetings have been held with District, Town and Parish Councils.

The public consultation on the Property Strategy ran from 18 May to 14 August 2016. Consultation materials were available through the "Have Your Say" area on the County Council's website and on-line responses could be submitted. Printed versions of the consultation documents were available at County Council premises across the county and completed responses could be returned to any

of these. Throughout the consultation social media and other communications were issued to encourage participation in this consultation. 7,719 responses have been received.

456 responses have been received in relation to the Property Strategy proposals for Preston. Based on the mid-year population estimate of 141,302 this gives a response rate per 1,000 of 3.2. The equalities profile for respondents is included in the Property Strategy EAT protected characteristics appendix.

For premises proposed to continue delivering services the number of respondents who had used a location within the last 3 years were

Property	Count used in last three years	Count will likely use in the future
Ashton Young People's Centre (130)	6	19
Children's Social Care (Ripon Street) (131)	48	32
Children's Social Care (St Luke's Centre) (132)	48	30
Harris Library (133)	255	209
Ingol Library (134)	55	48
Lady Elsie Finney House Day Centre (135)	9	14
Lancashire Register Office and Records Office (136)	113	81
Moor Nook Young People's Centre (137)	36	31
Preston Adult Disability Day Services (Ribblebank) (138)	7	17
Preston Bus Station (139)	155	119
Preston West Children's Centre (140)	42	33
Ribbleton Children's Centre (141)	81	62
Ribbleton Library (142)	60	40
Riverbank Children's Centre (143)	53	35
Savick Library (144)	32	33
Scientific Services Laboratory (145)	85	94
Sharoe Green Library and Cherry Tree Children's Centre (146)	149	111
Stoneygate Children's Centre (147)	80	70
Sunshine Children's Centre (148)	63	43
Sunshine Children's Centre (New Hall Lane Drop-in) (149)	64	43

For those premises no longer proposed to deliver services respondents who had visited in the last 3 years were

Property	Count used in last three years
Fulwood Library (150)	203
Preston East Children's Centre (151)	125
St Lawrence Children's Centre (152)	14

Respondents who currently used premises which are proposed to continue delivering services were asked which remaining premises they might use in the future. Most respondents would use some of the remaining premises with

numbers from 0-2 in the "none of these" column but 5 people who had used the Scientific Services Laboratory said "none of these".

Respondents who had used a premises proposed to cease delivering LCC services were also asked which of the remaining premises they would use as an alternative. 9 users of Fulwood Library said that they would not use any of the remaining premises as an alternative whilst 2 respondents from Preston East Children's centre and 1 from St Lawrence Children's Centre said they would not use any of the premises.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Both the Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help staff consultations have been carried out. They have both included responses expressing reservations about the possible colocation of services. A number of Library staff also commented specifically on the proposal to no longer deliver services from Fulwood Library because of the number of borrowers and groups the Library has, its connection with service users and concerns that older and disabled users will be unable to reach other libraries due to the distance they may need to walk, etc.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

24% Concerned that loss of children's centre will limit social opportunities and support for mums, leading to negative impact

17% concerned about loss of events at the children's centre

15% concerned that loss of children's centre will limit support for families (general negative impact)

14% indicated that they would miss their library greatly if closed (devastated/depressed)

13% I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience

13% Closing the library will impact on community cohesion because it's a vital community asset

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 responses were:

27% They are vital to the community/community asset

20% Should be protected from budget savings/cuts because they provide people's services

19% concerned that there will be a lack of support, guidance and help for families if children's centres close

18% concerned that loss of children's centre will limit social opportunities and support for new mums, leading to negative impact

15% some people might not be able to get to new service locations because its inconvenient

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top 5 responses were:

31% wanted to prioritise their area/not close a specific property

14% said stop cutting useful social services (e.g. children's/youth centres)

12% consider the negative impact on communities

11% will disadvantage the most deprived/vulnerable groups in society (young, elderly, job seekers)

9% felt that the site they were considering was viewed as the heart of the community/community asset/hub.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways?

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Consultation from employees has, however, highlighted concerns around Fulwood Library and the distance/terrain users may have to walk to reach an alternative library. There are also concerns with all buildings proposed to no longer deliver services about the impact, disruption or anxiety going to a new location with new staff and service users may have on those who have built up a rapport at their current service delivery point, particularly for older and disabled people at libraries and for parents or those who are pregnant or on maternity leave with their children's centre.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age

groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect

of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

For those older or disabled people who use Older People's Day Services or Adult Disability Day Services this proposal may also combine with the implementation of new arrangements from September 2016 included in the Transport to Day Services decision.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
148. Sunshine Children's Centre, Brockholes Wood Primary School (designated children's centre)	Proposed for future use by WPEH 0-11 years (designated children's centre).	Proposed for future use to accommodate Children's Social Care and provide contact/access facilities for families.	The community access WPEH services at Sunshine Drop-in (New Hall Lane) and Preston East Children's Centre (designated children's centre) giving the opportunity to re-locate children's social care from St Luke's Centre to the site.
151. Preston East Children's Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) and children's services.	The community access WPEH services in higher levels at Preston East Children's Centre than Sunshine Children's Centre and so retention of this site will better meet access and reach requirements for the service.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.

- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing

significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by implementing as many mitigating actions as possible including

- Using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- The availability of a mobile library service and, for those older or disabled people who are eligible, a Home Library Service is available;
- A free e-books and e-audiobooks loan services is available to download material on to e-readers, computers, tablets and smartphones;
- Wellbeing Prevention and Early Help Service include outreach and detached services as part of their service offer;
- Neighbourhood Centres will be designed to include where possible meeting rooms, interview rooms and consulting rooms and other facilities;
- The outcome of consideration of the Community Asset Transfer expressions of interest process and the considerations of the possibility of supporting independent community libraries offers.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
132. Children's Social Care (St Luke's Centre)	Proposed for future use by children's social care.	Not proposed for future use and to re-locate the children's social care service at Sunshine Children's Centre.	Sunshine Children's Centre will provide accommodation for the children's social care service which is in better condition and within the same reach area.
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Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will be continued following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. For example the Library Service collects information on issues in libraries and registered borrowers whilst the Wellbeing Prevention and Early Help Service have arrangements for collecting equalities information about service users.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund,

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs.

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with particular reference to Ribble Valley. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Ribble Valley. The report contains a 'long' list of 13 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in Ribble Valley.

The premises in Ribble Valley from which it is proposed to continue to deliver services and the services proposed to be delivered from them are as follows:

- Clitheroe Library, Church Street, Clitheroe – a Library Service will continue at this location and the Registration Service will also be located here;
- Longridge Library, Berry Lane, Longridge – a Library Service will continue at this location and a Wellbeing Prevention and Early Help Service (0-19+ years) will also be located here;
- Mearley Fold Day Centre, Bright Street, Clitheroe – service delivery unchanged;
- Mellor Library, St Mary's Gardens, Mellor – service delivery unchanged;
- Ribblesdale Children's Centre, Ribblesdale Nursery School, Queens Road, Clitheroe – service delivery broadly unchanged (0-11 years);
- The Zone in Ribble Valley, Wesleyan Row, Parson Lane, Clitheroe – service delivery unchanged.

Premises from which the County Council does not propose to continue to deliver services from in Ribble Valley are as follows:

- Chatburn Library, Sawley Road, Chatburn, Clitheroe;
- Longridge Young People's Centre, Berry Lane, Longridge,
- Read Library, Whalley Road, Read;
- Ribble Valley Adult Disability Day Services (Pendleton Brook), George Street, Clitheroe;
- Slaidburn Young People's Centre, Slaidburn Village Hall, Slaidburn, Clitheroe;
- Whalley Library and Spring Wood Children's Centre, Abbey Road, Whalley;
- Willows Park Children's Centre, Longridge Civic Centre, Calder Avenue, Longridge.

Of the 13 premises it is proposed to continue to use 6 premises and no longer deliver services from 7 premises.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities as it includes 13 premises in Ribble Valley.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposals for Ribble Valley include 13 premises with 6 proposed to continue to deliver services and 7 proposed to no longer deliver services, the details are set out above. The proposals include:

Targeted services:

- Adult Disability Day Services as it is proposed to no longer use Pendleton Brook due to low usage and building issues. The proposal is that service users will move to Enfield Day Centre. There is the possibility that service users who are disabled people may feel some anxiety about moving to a new location and being with some new staff and service users although the service will endeavour to minimise disruption;
- Whalley Childrens Centre – there may be difficulties for those who are pregnant or have very young children as the children's centre is not proposed to be in Whalley itself. In Longridge although provision remains in the town there may be some disruption using a new location;
- Young People – the proposal to no longer use Slaidburn Young People's Centre could disadvantage young people in Slaidburn as travelling to alternative youth service locations. In Longridge although provision remains in the town there may be some disruption from using a new location;

General and universal services:

- 3 libraries are included within Ribble Valley to no longer deliver services at Chatburn, Whalley and Read and the alternatives will involve travelling beyond the town/village. This could impact on children and young people using the library independently and this group is the highest proportion of library users. Those who are older, have disabilities or are using prams may also find it more difficult to travel to other locations.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following the public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposals for Ribble Valley include 13 premises with 6 proposed to continue to deliver services and 7 proposed to no longer deliver services, the details are set out above. The proposals include:

Targeted services:

- Adult Disability Day Services as it is proposed to no longer use Pendleton Brook due to low usage and building issues. The proposal is that service users will move to Enfield Day Centre. There is the possibility that service users who are disabled people may feel some anxiety about moving to a new location and being with some new staff and service users although the service will endeavour to minimise disruption;

- Whalley Childrens Centre – there may be difficulties for those who are pregnant or have very young children as the children's centre is not proposed to be in Whalley itself. In Longridge although provision remains in the town there may be some disruption using a new location;
- Young People – the proposal to no longer use Slaidburn Young People's Centre could disadvantage young people in Slaidburn as travelling to alternative youth service locations. In Longridge although provision remains in the town there may be some disruption from using a new location;

General and universal services:

- 3 libraries are included within Ribble Valley to no longer deliver services at Chatburn, Whalley and Read and the alternatives will involve travelling beyond the town/village. This could impact on children and young people using the library independently and this group is the highest proportion of library users. Those who are older, have disabilities or are using prams may also find it more difficult to travel to other locations.

Information from the 2011 Census and Mid-Year Population Estimates 2015 has been included to provide some background and context about the protected characteristics profile in the Ribble Valley. The mid-year population estimates for 2015 reported a resident population in Ribble Valley of 58,480.

The 2011 Census had reported a resident population in Ribble Valley of 57,132 which indicates a rise in population of over 1,300 people in the last four years.

Age – According to the 2011 Census, 23% of Ribble Valley residents are aged 0-19, which is slightly lower than the Lancashire County Council area percentage of 24%. 56% of Ribble Valley residents are aged 20-64 which is below the LCC area percentage of 58%. 20% of Ribble Valley residents are aged 65 and over which is higher than the percentage for the LCC area of 18%.

Ethnicity – 2.1% of Ribble Valley residents (1,228 people) were described as from BME groups in the 2011 Census, comprising of 0.7% (360 people) described as mixed/multiple ethnic groups, 1.3% (729 people) described as Asian/Asian British, 0.2% (92 people) described as Black/Black Britain and 0.1% (47 people) as "other ethnic groups". 97.8% of the Ribble Valley population (55,904 people) are identified as being in "All White Groups". The BME percentage in Ribble Valley is far lower for than the LCC area as a whole where it is 7.7%. The 2011 Census also recorded 6 people identifying as Gypsy/Irish Travellers in Ribble Valley, which was the lowest number of any of Lancashire's Districts. The LCC area had a total of 821 people identifying as Gypsy/Irish Travellers.

Disability – the 2011 Census included a question on whether respondents had a health condition or disability which limited their normal day to day activities a little or a lot. This is the closest information to assess the prevalence of the disability protected characteristic amongst Ribble Valley residents. 7.1% of Ribble Valley

residents (4,076 people) reported that their normal day to day activities were limited a lot, compared to 9.8% for LCC area residents so this was a considerably lower percentage. 9.6% of Ribble Valley residents (5,470 people) said their normal day to day activities were limited a little which is also lower than the LCC area percentage of 10.2%.

Religion or Belief – the 2011 Census reported that 78% of Ribble Valley residents were Christian, higher than the LCC area figure of 69%. 15% of residents had no religion (slightly below the LCC area percentage of 19%) and there are small numbers of Buddhist, Hindu, Muslim and Sikh communities also.

Marriage or Civil Partnership status – the 2011 Census reported that 25,429 residents of Ribble Valley are married, 44.5% of the population which is higher than the LCC area percentage of 39%. 65 people, 0.113% of Ribble Valley residents are in a civil partnership which is lower than the LCC area figure of 0.14%. This information is likely to have changed in the intervening years.

Authoritative data for the pregnancy and maternity, transgender and sexual orientation protected characteristics is not available at District level.

Car ownership – given the nature of the Property Strategy it seems useful to include information on car ownership within Ribble Valley in this analysis. Only 13% of Ribble Valley households reported in the 2011 Census that they did not have a car or van in their household, which is significantly below the 22.9% of households in the LCC area. 41.2% of households had one car or van within their household which is also lower than the 43.5% of LCC area households whilst higher percentages of households had two or more cars than the Lancashire area percentages. As some protected characteristics groups are more likely to have higher proportions of non-drivers such as older people, disabled people and young people and particularly given the rural nature of Ribble Valley this could increase the effect and impact of proposals.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. Age profile of employees at December 2015 was 4.45% aged 16-24, 23.3% of employees aged 25-39, 66.6% aged 40-64 and 4.4% aged 65 and over. Information in the equalities suite of the HR recording system for religion or belief and sexual orientation is very incomplete and this area does not include information on pregnancy or maternity, marriage or civil partnership or transgender status for employees.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be reflected in this Equality Analysis.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services. In terms of the Ribble Valley District we have received:

<u>Site</u>	<u>Signatures</u>
Whalley Library	149
Rishton Library	358
Longridge Young People's Centre	633

In addition, there have been two e-petitions which have now closed as follows:

<u>Title</u>	<u>Respondents</u>
Save Longridge Youth Club	18
Save Longridge Library	2194
Save Read Library	36

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided

some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery.

The Property Strategy public consultation took place between 18 May and 14 August 2016. The consultation materials were available on line via the "Have Your Say" section of the County Council internet site and could be submitted via the website. Printed versions of the consultation were available at service premises across the county and completed responses could be returned to these locations. During the consultation a number of social media and other communications were produced to encourage participation in the consultation. 7,719 responses have been received.

812 responses have been received in relation to proposals for Ribble Valley. Based on the mid-year population estimate of 58,480 this gives a response rate per 1,000 population of 13.9, the highest response rate for Districts.

Respondents were asked which of the premises they had used in the last 3 years. The table below shows those premises proposed to continue.

Property	Count used in last three years	Count will likely use in the future
Clitheroe Library (153)	405	336
Longridge Library (154)	190	176
Mearley Fold Day Centre (155)	14	33
Mellor Library (156)	37	42
Ribblesdale Children's Centre (157)	94	69
The Zone in Ribble Valley (158)	63	59

The table below shows respondents for those proposed to no longer deliver LCC services.

Property	Count used in last three years
Chatburn Library (159)	56
Longridge Young People's Centre (160)	87
Read Library (161)	65
Ribble Valley Adult Disability Day Services (Pendleton Brook) (162)	23
Slaidburn Young People's Centre (163)	22
Whalley Library and Spring Wood Children's Centre (164)	469
Willows Park Children's Centre (165)	43

Respondents of premises proposed to continue delivering services were asked which of the remaining premises they were likely to use in the future. Most respondents included some premises but 10 users of Clitheroe Library said they would use none of the remaining buildings, 5 users of Longridge Library would also use none of the remaining buildings and 2 users of Ribblesdale Childrens Centre and 1 of the Zone in Ribble Valley said the same. No users of other buildings would not use any of the remaining buildings.

Respondents who used a buildings from which it is proposed to cease delivering LCC services were also asked which of the remaining LCC premises in the area they would use as an alternative. Most respondents identified alternative premises but 27 users of Whalley Library and Spring Wood Childrens Centre, 4 users of Longridge Library and between 1 and 2 users of the other buildings listed said they would not use any of the remaining premises.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Staff consultations have been completed for the Libraries, Museums, Cultural and Registration Services and Wellbeing Prevention and Early Help Services. Both have raised concerns from staff about the effects of locating different services in the same building from a safeguarding perspective and in terms of different client groups feeling comfortable in using the buildings.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

26% Closing the Library will result in a lack of access to reading material which would negatively impact on my mental wellbeing

21% Closing the library will negatively impact on children's education , literacy, ability to access information and reading

15% Closing the library will impact on community cohesion because it's a vital community asset

15% I will have to make alternative travel arrangements (e.g. drive, use public transport) causing inconvenience

14% Closing the library will remove my main/sole access to computers/the internet

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 responses were:

25% It is vital to children's literacy, education, access to information, stimulation and pleasure

23% They are vital to the community/community asset

21% New housing developments mean communities are growing and will increase demand for these services

15% Should be protected from budget savings/cuts because they provide peoples services

13% It's a social hub. Without it people may become lonely/isolated, especially the elderly

13% I would no longer borrow books/read regularly

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses were:

35% wanted their area to be a priority/ didn't want a specific property to close

9% felt that the site in question was the heart of the community/community asset/hub

9% made a range of other singular comments that are summarised in appendix 4 of the full consultation report that accompanies the Equality Analysis

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Services such as Pendleton Brook Adult Disability Day Services which are proposed to no longer be delivered from the same building and are proposed to move to an existing service at Enfield Day Centre in Accrington/Hyndburn, may lead to disruption and anxiety for service users even with the support of the staff and service, about going to a new location and integrating with new service users and staff which may have an adverse effect for some. This may also be experienced by those going to new children's centres and youth services, the young people and pregnancy and maternity protected characteristics being most affected.

It is also possible that users whose libraries are proposed to no longer deliver a service such as Read, Whalley and Chatburn may find any change of location more difficult depending on the frequency of bus services or their availability. Some areas of the Ribble Valley have two-hourly services and there may be no evening subsidised bus services – e.g. route from Chatburn is daytime only. This

may impact on children and young people accessing the library independently and they are proportionately the highest users of library service users, older people who are the highest adult users of libraries and disabled people or those with prams who may find it harder to travel to other locations.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

Older people or disabled people who use Older Peoples Day Services or Adult Disability Day Services may also be affected by the implementation of arrangements arising from the Transport to Day Services decision which take effect from September 2016.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
155. Mearley Fold Day Centre	Proposed for future delivery by Older People's Daytime Support Service.	Proposed for future delivery by Older People's Daytime Support Service and Disability Day Services Drop-In.	To maintain a presence for Adult Disability Day Services in the Ribble Valley where appropriate to service user care and travel plans. The main service provision is to be consolidated at Hyndburn Adult Disability Day Services (Enfield).
165. Willows Park Children's Centre, Longridge Civic Centre (designated children's centre)	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre).	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups – e.g. older people, young people, disabled people and those who are pregnant or on maternity leave - may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Availability of the mobile library service and for those older and disabled people who are eligible the Home Library Service;
- Free loan of e-books and e-audio books which can be downloaded onto computers, e-readers, tablets and smartphones;
- Wellbeing Prevention and Early Help Service include outreach and detached services as part of their service offer;
- The outcome of considerations of expressions of interest under the Community Asset Transfer policy and possibilities of an independent community libraries offer.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
154. Longridge Library	Proposed for future use by WPEH 0-19+ and Library service.	Proposed for future use by WPEH 12-19+ years and Library service.	Recognition that the refurbishment and condition costs will be less through retention of Willow's Park Children's Centre and so do not warrant the potential investment in providing the service at Longridge Library at this time. This will allow for consolidation of the WPEH 12-19+ years offer into the Library with further review at a later date.
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Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements, e.g. the Library Service collect information on

library issues and registered borrowers whilst the Wellbeing Prevention and Early Help Service collect information on service users.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

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Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

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Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs

Pam Smith – Equality & Cohesion Manager

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Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Rossendale

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with particular reference to Rossendale. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Rossendale. The report contains a 'long' list of 16 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in Rossendale.

The premises in Rossendale from which it is proposed to continue to deliver services and the services proposed to be delivered from them are as follows:

- Bacup Olive House Parkside Day Centre, New Line, Bacup – service delivery unchanged;
- Children's Social Care (Newchurch Road, Rawtenstall), Newchurch Road, Rawtenstall – service delivery unchanged;
- Haslingden Community Link Children's Centre, Bury Road, Haslingden – currently a Wellbeing Prevention and Early Help Service (designated childrens centre) and proposed to be a Wellbeing Prevention and Early Help Service (0-19+ years) (designated childrens centre);
- Haslingden Library, Higher Deardengate, Haslingden – currently a Library Service, Welfare Rights and Wellbeing Prevention and Early Help (Young Peoples Service) location. Proposed to remain a Library Service and Welfare Rights Service location and a Registration Service premises.
- Rawtenstall Library, Queens Square, Rawtenstall – service delivery unchanged;
- The Maden Centre, Rochdale Road, Bacup – currently a Welfare Rights, Wellbeing Prevention and Early Help Service (designated childrens centre) and Wellbeing Prevention and Early Help (Young Peoples Service) location. Proposed to become a Library Service – satellite, Welfare Rights Service and Wellbeing Prevention and Early Help Service (0-19+ years) (designated childrens centre);
- The Zone in Rossendale, The Old Fire Station, Burnley Road, Rawtenstall – currently a Wellbeing Prevention and Early Help (Young People's Service) location and proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated childrens centre);
- Whitworth Children's Centre, Whitworth St Bartholomew's Primary School, Hall Fold, Whitworth – currently a Wellbeing Prevention and Early Help Service (designated childrens centre) and proposed to be a Wellbeing Prevention and Early Help Service (0-19+ years) (designated childrens centre).

The premises from which it is proposed to no longer deliver County Council services from in Rossendale are as follows:

- Bacup Library, St James Square, Bacup;
- Balladen Children's Centre, Balladen Primary School, Linden Lea, Rawtenstall;
- Crawshawbooth Library and Community Centre, The Village Centre, Adelaide Street, Crawshawbooth;
- Rossendale Registration Office, Grange Street, Rawtenstall;
- Staghills Children's Centre, Staghills Nursery School, Top Barn Lane, Newchurch, Rawtenstall;
- Whitewell Bottom Community Centre, Burnley Road East, Whitewell Bottom – currently does not deliver any LCC services but is a community association;
- Whitworth Library, Lloyd Street, Whitworth;
- Whitworth Young People's Centre, Market Street, Whitworth.

It is proposed to continue to deliver services from 8 premises and to no longer use 8 premises in Rossendale to deliver services.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. 16 premises in Rossendale are included.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity

- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal includes 16 premises in Rossendale of which 8 are proposed to no longer deliver County Council services. This may impact people with protected characteristics in the following ways:

Targeted Services:

- 2 children's centres are included amongst those buildings proposed to no longer deliver services – Balladen and Staghills Children's centres. Although there may be alternative premises in the area, there will be some disruption for service users who are pregnant or have young children in changing location and integrating with new staff and service users as well as potentially issues in travelling to a new location.
- Young People's Service – this could impact on 12-19+ young who use Whitworth Young Peoples Centre which is proposed to no longer deliver a service. There may be difficulties in travelling to alternative locations outside Whitworth or adjusting to a new style of service delivery.

General/Universal Services:

- Libraries are proposed to no longer deliver a service from premises in Crawshawbooth and Whitworth which will impact on children and young people who are proportionately the highest group of library users and older people who are the highest group of adult library users. As the alternative buildings will be outside the town/village it may be more difficult to access these independently and some of the current social interaction and connections may be lost. For those with disabilities and who have prams travelling to different towns/villages may also be more difficult.

- Registration Service – feedback from the Service has been that it is hoped that the new location will be in an improved service point and still reachable by service users.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff structure consultations), – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted).

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

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- Registration Service – feedback from the Service has been that it is hoped that the new location will be in an improved service point and still reachable by service users.

Information from the mid-year population estimates 2015 and 2011 Census has been used to provide some background and context to the protected characteristics groups in Rossendale. The mid-year population estimates 2015 reported a population for Rossendale of 69,487 people.

The 2011 Census had reported a population of 67,982 which indicates a rise of around 1,500 people in the last four years.

Age – the 2011 Census reported that 24% of Rossendale residents were aged 0-19, which is the same percentage as the LCC area for this age group. 60% of Rossendale residents are aged 20-64 which is slightly above the LCC area percentage of 58%. 16% of Rossendale residents are aged 65 and over which is slightly below the LCC area percentage of 18%.

Ethnicity – the 2011 Census recorded that 6.2% of Rossendale residents (4,204 people) were from BME communities comprising of 0.9% (602 people) grouped as mixed/multiple ethnic groups, 5% (3,396 people) described as Asian/Asian British, 0.2% (123 people) as Black/Black British and 0.1% (83 people) as being in "other ethnic groups". 93.9% of Rossendale residents (63,778 people) were in "All White Groups". The Rossendale percentage of BME residents is slightly lower than the LCC area percentage of 7.7%. The 2011 Census also reported that Rossendale had 47 residents who were Gypsy/Irish Travellers, no percentage was given for this group either for Lancashire or individual Districts but the total number of Gypsy/Irish Traveller residents in Lancashire was 821 people.

Disability – the 2011 Census question closest to this protected characteristic is that relating to whether a person's normal day to day activities were limited a lot or a little by a disability or health condition. In Rossendale 10% of residents (6,818 people) said their activities were limited a lot, which is slightly higher than the LCC

area percentage of 9.8%. 9.8% of Rossendale residents (6,692 people) said their activities were limited a little which is lower than the LCC area average of 10.2%. 80.1% of Rossendale residents (54,472 people) did not have their normal day to day activities limited at all by a disability or health condition, which is slightly above the LCC area percentage of 79.9%.

Religion or Belief – the 2011 Census recorded that 64% of Rossendale residents were Christian, a little below the LCC area percentage of 69%. 25% of residents had no religion, slightly above the LCC area figure of 19%. There is a small percentage of Muslims, Buddhists and Hindus in Rossendale.

Marriage or Civil Partnership Status – the 2011 Census reported that 25,539 residents of Rossendale were married, 37.5% which is slightly under the LCC area percentage of 39%. 111 Rossendale residents were in a registered same sex civil partnership, 0.63% of residents which is slightly higher than the LCC area percentage of 0.14%. This information will have changed in the intervening years.

Authoritative information on the percentage for the pregnant or on maternity leave, sexual orientation and transgender protected characteristics is not available at District level.

Car ownership – given the nature of the Property Strategy proposals it is useful to include information from the 2011 Census about car ownership in Rossendale. 21.5% of households in Rossendale do not have a car or van in their household, this is lower than the LCC area percentage of 22.9% of households. 43.2% of Rossendale households have one car or van, which is slightly below the LCC area percentage of 43.5%. The percentages of households in Rossendale with two or more cars or vans per household are all higher than the LCC percentages for the corresponding group/category. As members of some protected characteristics groups such as young people, older people and those with some disabilities – e.g. sight loss – will be more heavily represented amongst non-drivers, this information may help consider the impact.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile for employees in December 2015 was 4.45% of employees were aged 16-24, 23.3% were aged 25-39, 66.6% of employees were aged 40-64 and 4.4% were aged 65 and over. The HR recording system's equalities suite does include information on religion or belief and sexual orientation but it is very incomplete and that area does not include information on whether employees are married or in a civil partnership, pregnant or on maternity leave or their transgender status.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be reflected in this Equality Analysis.

A number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of the Rossendale District we have received a petition containing 161 signatures in support of retaining Bacup Library. In addition, we have noted the following e-petitions:

<u>Title</u>	<u>Respondents</u>	<u>Deadline to sign by</u>
Save Haslingden Library	131	Finished
Possible Closure of Whitworth Library	106	1/10/2016

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. District by District meetings were held for County

Councillors and meetings have also been held with District, Town and Parish Councils.

The public consultation on the proposed Property Strategy ran from 18 May 2016 until 14 August 2016. The consultation materials were available on the "Have Your Say" area of the County Council's website and responses could be submitted on line. Alternatively printed versions of the consultation documents were available at a wide range of LCC service premises across the county and completed responses could be returned to any of these locations. During the consultation period a number of social media and other communications were issued to encourage people to take part in this consultation. 7,719 responses have been received.

700 responses have been received relating to the Rossendale area. Based on the mid-year population estimate 2015 of 69,487 people this provides a response rate per 1,000 of 10.1. The equalities profile of respondents is included in the Property Strategy District EAT Protected Characteristics data.

Respondents were asked which of the premises they currently used or had used in the last 3 years. The first table is for those using premises proposed to continue delivering services

Property	Count used in last three years	Count will likely use in the future
Bacup Olive House Parkside Day Centre (166)	64	107
Children's Social Care (Newchurch Road Rawtenstall) (167)	49	55
Haslingden Community Link Children's Centre (168)	114	80
Haslingden Library (169)	131	93
Rawtenstall Library (170)	367	249
The Maden Centre (171)	168	128
The Zone in Rossendale (172)	70	69
Whitworth Children's Centre (173)	40	37

Respondents for premises proposed to no longer deliver services are given below.

Property	Count used in last three years
Bacup Library (174)	394
Balladen Children's Centre (175)	67
Crawshawbooth Library and Community Centre (176)	224
Rossendale Registration Office (177)	91
Staghills Children's Centre (178)	81
Whitewell Bottom Community Centre (179)	105
Whitworth Library (180)	80
Whitworth Young People's Centre (181)	29

Respondents who have used premises which are proposed to continue were asked which of the service points proposed to remain in Rossendale they would use in the future. Most people identified some premises but 10 users of Rawtenstall Library, 6 users of Haslingden Library, 5 users of Haslingden Community Link Childrens Centre and the Maden Centre and between 3 and 2 users of other buildings would use none of those remaining.

Respondents who have used premises which are proposed to no longer deliver LCC services were also asked which of the remaining premises they would use as an alternative. For Bacup Library 18 people said they would not use any of the alternative premises available, 12 users of Crawshawbooth Library and Community Centre would not use other premises, 7 users of Rossendal Registration Office and Whitewell Bottoms Community Centre would not use remaining premises and between 4 and 2 users of other premises.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Staff structure consultations have been completed for both the Libraries, Museums, Cultural and Registration and Wellbeing Prevention and Early Help Services. Both included concerns about combining different services into the same buildings. Library respondents raised concerns about the concept of unstaffed, self-service satellite libraries – one of which is proposed for the Maden Centre – and about the moving of the Headspace young people's project from Haslingden Library to a Wellbeing Prevention and Early Help service point in the town.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

24% Concerns that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost

23% closing the library will impact community cohesion because it's a vital community asset

17% closing the library will negatively impact on children's education , literacy, ability to access information and reading

16% Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing

15% closing the library will remove my main/sole access to computers/the internet

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 responses were:

33% They are vital to the community/community asset

18% It's a social hub. Without it people may become lonely/isolated especially the elderly

17% It provides computer/internet access for those without it

16% it is vital to children's literacy, education , access to information, stimulation and pleasure

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses were:

39% wanted their site to be prioritised or not be closed

13% felt that the site they were concerned about was the heart of the community/community asset/hub

12% made other comments about the budget (e.g. save money elsewhere, reduce costs).

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities

- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

The Maden Centre in Bacup is proposed to include a library service satellite library which will be largely unstaffed and rely on self-service by library users. This has raised concerns generally about the impact such a delivery model may have on some older and disabled people who use the service.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

The proposal to no longer have services delivered from premises in Crawshawbooth and Whitworth may present difficulties for those service users who will need to travel to other towns/villages. This may impact on older people, disabled people, those who are pregnant or on maternity leave or young people and children.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced

by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and childrens centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/childrens centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

Those older or disabled people who use Older Peoples Day Services or Adult Disability Day Services may also be affected by the implementation of the decision relating to Transport to Day Services which will take effect from September 2016 and could combine with this proposal.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the

mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse

impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups – e.g. older people, children and young people, disabled people or those who are pregnant or on maternity leave - may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including:

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents;
- Availability of the Mobile Library Service and for those eligible older and disabled people the Home Library Service;
- Free loan of e-books and e-audio books which can be downloaded on to computers, e-readers, tablets and smartphones as part of the library service offer;
- Wellbeing Prevention and Early Help Service already have outreach and detached services as part of their service offer;
- The outcome of the expressions of interest considerations as part of the Community Asset Transfer Policy and possibilities of considerations of an independent community libraries offer.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
169. Haslingden Library	Proposed for future use by Library Service, Registration Service and Welfare Rights.	Proposed for future use by Library Service and Welfare Rights.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
170. Rawtenstall Library	Proposed for future use by Library Service.	Proposed for future use by Library Service and Registration Service.	A further review of the Registration Service has indicated that it is preferable to provide the service at Rawtenstall Library.
171. Maden Centre, Bacup	Proposed for future use by satellite Library, WPEH 0-19+ years (designated children's centre), Welfare Rights	Proposed for future use by, WPEH 0-19+ years (designated children's centre), Welfare Rights, full Library Service	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.
174. Bacup Library	Not proposed for future use.	Not proposed for future use but to delay closure of the building whilst works are carried out to establish a full Library service in the Maden Centre, Bacup.	A review of the requirements set out in the Library Strategy identified the need to retain a full Library service in the Bacup area. There are on-going discussions with Rossendale Borough Council in terms of enhancements above and beyond the comprehensive Library service for Bacup and Whitworth.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. Library Service undertake reviews of issues numbers and borrower registrations and the Wellbeing Prevention and Early Help

Service review information on the usage of their services by protected characteristics groups.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

South Ribble

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with particular reference to South Ribble. It supports the Property Strategy/Neighbourhood Centres All Lancashire equality analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in South Ribble. The report contains a 'long' list of 16 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in South Ribble.

The premises which are proposed to continue to deliver services in South Ribble and the services proposed to be delivered from them are as follows:

- Kingsfold Library, Hawksbury Drive, Penwortham – service delivery unchanged;
- Leyland Day Centre, King Street, Leyland – service delivery unchanged;
- Leyland Library, Lancastergate, Leyland – currently location for the Library Service and Wellbeing Prevention and Early Help (Young People's Service). Proposed to continue to provide a Library Service and become a Wellbeing Prevention and Early Help (0-19+ years) location;
- Longton Library, Liverpool Old Road, Longton – currently a Library Service location and proposed to continue as a Library Service location along with Wellbeing Prevention and Early Help Service (0-11 years);
- South Ribble Adult Disability Day Services (Crossways), West Paddock, Leyland – service delivery unchanged;
- The Zone in South Ribble, West Paddock, Leyland – currently a Wellbeing Prevention and Early Help (Young People's Service) location and proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre);
- Wade Hall Children's Centre, Royal Avenue, Leyland – service delivery broadly unchanged (0-11 years);
- Walton-le-Dale Young People's Centre, Brindle Road, Bamber Bridge – currently a Wellbeing Prevention and Early Help (Young People's Service) and proposed to become a Wellbeing Prevention and Early Help Service (0-19+years) (designated children's centre).

The following premises are proposed to no longer be used to deliver County Council services in South Ribble:

- Bamber Bridge Children's Centre, Walton-le-Dale High School, Brindle Road, Bamber Bridge;
- Bamber Bridge Library, Station Road, Bamber Bridge;
- Kingsfold Children's Centre, Kingsfold Primary School, Martinfield Road, Penwortham;

- Longton Children's Centre, Longton Primary School, School Lane, Longton;
- Lostock Hall Library and Children's Centre, Watkin Lane, Lostock Hall;
- Penwortham Library, Liverpool Road, Penwortham;
- Penwortham Young People's Centre, Old St Mary's Church Hall, Priory Lane, Penwortham;
- Wellfield Children's Centre, Wellfield High School, Yewlands Drive, Leyland.
-

It is proposed to continue to deliver services from 8 premises in South Ribble and to no longer deliver services from 8 premises.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. This will impact on 16 premises in South Ribble.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal affects 16 premises in South Ribble. Impacts will be felt most in relation to the 8 premises which are proposed to no longer be used to deliver services in South Ribble.

Targeted Services:

- 5 children's centres are proposed to no longer deliver services. Although for some – e.g. Longton – the service may move to an alternative location close by this could still produce some anxiety for those who are pregnant or on maternity leave or for children moving to a different location. More significantly could be the impact on these groups who use, for example, Kingsfold or Bamber Bridge children's centres where alternative provision may be some distance away in a different town/village.
- Penwortham Young People's Centre is also proposed to no longer be used as a service delivery point. Young people aged 12-19+ could be disadvantaged as alternative provision is in Leyland and there would be no direct bus route available to access alternative provision there.

General or universal services:

- 3 library premises are proposed to no longer be used to deliver services in Penwortham, Lostock Hall and Bamber Bridge. This will impact children and young people who are proportionately the highest group of library users, older people who are the highest proportion of adult library users and disabled people or those with prams who will need to travel to other towns/villages to access library services. They may be unlikely to access them as easily independently. The extent of this disadvantage may depend on the availability of public transport to alternative locations and its frequency.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help

inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following specific public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposal affects 16 premises in South Ribble. Impacts will be felt most in relation to the 8 premises which are proposed to no longer be used to deliver services in South Ribble.

Targeted Services:

- 5 children's centres are proposed to no longer deliver services. Although for some – e.g. Longton – the service may move to an alternative location close by this could still produce some anxiety for those who are pregnant or on maternity leave or for children moving to a different location. More significantly could be the impact on these groups who use, for example,

Kingsfold or Bamber Bridge children's centres where alternative provision may be some distance away in a different town/village.

- Penwortham Young People's Centre is also proposed to no longer be used as a service delivery point. Young people aged 12-19+ could be disadvantaged as alternative provision is in Leyland and there would be no direct bus route available to access alternative provision there.

General or universal services:

- 3 library premises are proposed to no longer be used to deliver services in Penwortham, Lostock Hall and Bamber Bridge. This will impact children and young people who are proportionately the highest group of library users, older people who are the highest proportion of adult library users and disabled people or those with prams who will need to travel to other towns/villages to access library services. They may be unlikely to access them as easily independently. The extent of this disadvantage may depend on the availability of public transport to alternative locations and its frequency.

Information from the Mid-Year Population Estimates 2015 and 2011 Census has been used to provide some background and context for the protected characteristics profile of South Ribble. The mid-year population estimates 2015 report that South Ribble has a population of 109,651.

The 2011 Census reported a population for South Ribble of 109,057, so the population of South Ribble has risen by around 600 over the last 4 years.

Age – the 2011 Census reported that 23% of South Ribble residents are aged 0-19, which is slightly under the Lancashire area percentage of 24%. 59% of South Ribble residents are aged 20-64 which is slightly higher than the 58% of people in the LCC area for this age group. 18% of South Ribble residents are aged 65 and above which is the same as the LCC area percentage.

Ethnicity – the 2011 Census reported that 2.9% of South Ribble's population (3,210 people) were from BME communities comprising of 1.2% (1,174 people) of South Ribble residents were from mixed/multiple ethnicities; 1.5% of South Ribble residents (1,612 people) were Asian/Asian British; 0.2% of South Ribble residents (268 people) are Black/Black British and 0.1% of South Ribble residents (156 people) are from "other ethnic groups". 97.1% of South Ribble residents (105,847 people) are described as being from "All White groups". South Ribble has a lower BME population than the LCC area percentage of 7.7%. 17 residents of South Ribble were described as being from Gypsy/Irish Traveller backgrounds, no percentages are included for this group but 821 Gypsy/Irish Travellers were residents of the LCC area at the time of the 2011 Census.

Disability – information most closely associated with the disability protected characteristic is provided by the 2011 Census question asking if normal day to day activities are limited a lot or a little by any disability or health condition. In South Ribble 8.5% of residents (9,227 people) said their activities were limited a lot, which is significantly lower than the LCC area percentage of 9.8%. 9.5% of residents (10,409 people) said their activities were limited a little which is again lower than the percentage for the LCC area of 10.2%. 82% of South Ribble residents (89,421 people) do not have their activities limited by any disability or health condition which is higher than the 79.9% figure for the LCC area.

Religion or Belief – the 2011 Census reported that 76% residents are Christian, slightly more than the LCC area percentage of 69%. 17% identified as having no religion, slightly lower than the LCC area percentage of 19%. There are small communities of the Buddhist, Hindu, Muslim and Sikh faiths in South Ribble.

Marriage or Civil Partnership Status – the 2011 Census reported that 42% of South Ribble residents (45,821 people) are married, higher than the LCC area percentage of 39%. 136 people (0.124% of residents) are in a registered same sex civil partnership which is slightly lower than the LCC area figure of 0.14%. This information is likely to have changed in the intervening years.

Authoritative information is not available at District level for the pregnancy and maternity, transgender or sexual orientation protected characteristics.

Car Ownership – given the nature of the Property Strategy proposal it is helpful to include information about car and van ownership from the 2011 Census for the South Ribble District. 15.6% of households do not have a car or van, which is significantly lower than the 22.9% for the LCC area. For all the categories for numbers of vehicles owned by households from one vehicle to four or more cars and vehicles in a household, South Ribble residents have a higher percentage of car/van ownership than for the LCC area. As people from the protected characteristics groups of older people, younger people and some with disabilities – e.g. sight loss – are likely to be more heavily represented amongst non-drivers the impact of the proposal may be increased for these groups.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. The age profile at December 2015 was 4.45% of employees aged 16-24, 23.3% of employees aged 25-39, 66.6% of employees are aged 40-64 and 4.4% of employees are aged 65 and over. The HR employee information system's equalities suite does include the facility for employees to record their sexual orientation and religion or belief but the data is very incomplete, individuals cannot

record their marriage or civil partnership status, transgender status or if they are pregnant or on maternity leave.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process).

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but have been reflected in this Equality Analysis.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. To date we have received a petition containing 2286 signatures in support of retaining Priory Lance Young Peoples Centre as well as the following Epetitions which are all closed now:

<u>Title</u>	<u>Respondents</u>
Save Bamber Bridge Library	12
Save Lostock Hall Library	48
Save Longton Library	200

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have been held for County Councillors on a District by District basis and meetings have also been held with District, Town and Parish Councils.

A public consultation was held on the Property Strategy proposals between 18 May and 14 August 2016. The consultation materials were available on the "Have Your Say" area of the County Council's website and responses could be submitted on line. Printed versions of the consultation documents were also available from a wide range of County Council service points across Lancashire and completed responses could be returned to any of these. Throughout the consultation period social media and other communications were issued to encourage people to take part in this consultation. 7,719 responses have been received.

In South Ribble 636 consultation responses have been received and based on the mid-year population estimates 2015 of 109,651 this gives a response rate per 1,000 of 5.8. The equalities profile of respondents is included in the Property Strategy District EAT Protected Characteristics Data appendix.

The table below shows respondents who used buildings proposed to continue being used within the last 3 years and future use.

Property	Count used in last three years	Count will likely use in the future
Kingsfold Library (182)	192	157
Leyland Day Centre (183)	6	18
Leyland Library (184)	129	93
Longton Library (185)	153	123
South Ribble Adult Disability Day Services (Crossways) (186)	10	14
The Zone in South Ribble (187)	28	32
Wade Hall Children's Centre (188)	35	34
Walton-le-Dale Young People's Centre (189)	46	37

The table below shows responses those who had used in the last 3 years premises which were proposed to no longer deliver services

Property	Count used in last three years
Bamber Bridge Children's Centre (190)	120
Bamber Bridge Library (191)	237

Kingsfold Children's Centre (192)	41
Longton Children's Centre (193)	36
Lostock Hall Library and Children's Centre (194)	258
Penwortham Library (195)	157
Penwortham Young People's Centre (196)	92
Wellfield Children's Centre (197)	27

Respondents who had used premises which were proposed to continue to deliver services were asked which of those premises remaining they would use in the future. Most would use some premises but 7 respondents for the Zone in South Ribble, Wade Hall Childrens Centre and Walton-le-Date Young People's Centre would not use any of the remaining premises, 5 users of Kingsfold Library, 4 users of Longton Library and between 3 and 0 users of other buildings.

Respondents who currently use premises which are proposed to cease delivering LCC services were also asked which of the remaining premises they would use as an alternative. 45 respondents who use Lostock Hall Library and Childrens Centre said that they would not use any of the alternative premises listed, 34 users of Bamber Bridge Library, 18 respondents for Bamber Bridge Library, 16 respondents of Penwortham Library and 6 users of Penwotham Young People's Centre also said that they would not use any of the other premises listed. There were between 2 and 0 respondents for other premises who would use none of the remaining buildings.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

- 23% I will have to make alternative travel arrangements (eg drive, use public transport) causing inconvenience
- 22% Closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing
- 20% Closing the library will negatively impact on children's education , literacy, ability to access information and reading
- 15% Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost
- 15% Closing the library will remove my main/sole access to computers/the internet

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 response were:

20% It is vital to children's literacy, education, access to information , stimulation and pleasure

18% It provides computer/internet access for those without it

17% They are vital to the community/community asset

15% I would no longer borrow books/read regularly

14% It's a social hub. Without it people may become lonely/isolated, elderly especially

14% Some people might not be able to get to new service locations because its inconvenient

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses were:

31% Prioritise this area/don't close specific property

13% Other budget comment (e.g. save money elsewhere, reduce costs)

9% Other comments that don't naturally fall into a category but are detailed in appendix 4 of the full consultation report submitted with this Equality Analysis

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Consultations on both the Libraries, Museums, Cultural and Registration Services and Wellbeing Prevention and Early Help consultations had included comments about the possible difficulties of combining different service in the same location including whether service users would feel comfortable and have the same interaction with staff and service users. Particular concerns were raised by some library staff respondents about proposals for Lostock Hall and Bamber Bridge libraries in terms of the distance users would need to travel for alternative provision and impact this could have on older people and children and young people.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Within South Ribble difficulties may be experienced by service users who are older people, disabled people or have prams in travelling to alternative libraries particularly where they do not drive given the nature of bus routes (whether they are direct routes or need a change of bus) and frequency of services between some locations, or similarly by users of children's and youth centres.. This was specifically raised in relation to Lostock Hall and Bamber Bridge libraries but can be viewed more widely

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a

particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits). Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

Those older people or disabled people who use Older Peoples Day Services or Adult Disability Day Services will also be affected by arrangements being implemented from September 2016 arising from the Transport to Day Services decision.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.

- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full

Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups – e.g. younger people, older people, those who are pregnant or on maternity leave or disabled people - may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Availability of a mobile library services and, for eligible older and disabled people, the availability of the Home Library Service;
- Availability of free loan from libraries of e-books and e-audio books which can be downloaded on to computers, e-readers, tablets or smartphones;
- The Wellbeing and Early Help Service include within their service offer outreach and detached services;
- The outcome of considerations on expressions of interest under the Community Asset Transfer Policy and possibilities of an independent community library offer

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
197. Wellfield Children's Centre, Wellfield High School, Leyland	Not proposed for future use.	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well).	The building provides a local facility for the delivery of schools training and development functions.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements, e.g. Libraries have arrangements in place to

review numbers of issues and registered borrowers whilst Wellbeing Prevention and Early Help collect information on users of their services.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLs

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

West Lancashire

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with particular reference to West Lancashire. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in West Lancashire. The report contains a 'long' list of 19 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in West Lancashire.

The premises in West Lancashire proposed to continue to deliver County Council services and the services it is proposed to deliver from them are as follows:

- Frist Steps Children's Centre, Eavesdale, Skelmersdale – service delivery broadly unchanged (0-11 years);
- Ormskirk Library, Burscough Street, Ormskirk – currently used as a Library Service location and will continue as a Library Service but is also proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre)
- Ormskirk Mere Brook Day Centre, Brookside, Aughton Street, Ormskirk – service delivery unchanged;
- Park Children's Centre, Barnes Road, Skelmersdale – service delivery broadly unchanged (0-11 years);
- Skelmersdale Library, Southway, Skelmersdale – currently used as an Adult Social Care and Library Service location and proposed to continue delivering these service and to also become a Childrens Social Care location.
- Tarleton Library, Mark Square, Tarleton – service delivery unchanged;
- The Grove Young People's Centre and Children's Centre, Station Approach, Burscough – currently delivers Welfare Rights Service, Wellbeing Prevention and Early Help Service (designated children's centre) and Wellbeing Prevention and Early Help (Young People's Service). It is proposed to continue to deliver these Services and to provide a Library Service satellite at this location;
- The Zone in West Lancashire, Southway, Skelmersdale – service delivery unchanged;
- Upholland Children's Centre, St Thomas the Martyr CE Primary School, Mill Lane, Upholland – service delivery broadly unchanged (0-11 years);
- West Lancashire Adult Disability Day Services (Whiteledge), Spencers Lane, Skelmersdale – service delivery unchanged;
- West Lancashire Registration Office, Charter House, 52A Derby Road, Ormskirk – service delivery unchanged.

The premises in West Lancashire from which it is proposed to no longer deliver County Council services from are as follows:

- Burscough Library, Mill Lane, Burscough;
- Children's Social Care (Fairlie, Skelmersdale), Fairlie, Birch Green, Skelmersdale;
- Hesketh with Beconsall Children's Centre, Hesketh with Beconsall CE Primary School, Shore Road, Hesketh Bank;
- Moorgate Children's Centre, Moorgate Nursery School, Moorgate, Ormskirk;
- Ormskirk Derby Street Day Centre (Older People), Derby Street, Ormskirk;
- Parbold Library, The Common, Parbold;
- St John's Children's Centre (Skelmersdale), St John's Catholic Primary School, Flamstead, Birch Green, Skelmersdale;
- Upholland Library, Hall Green, Upholland;

The proposal for West Lancashire contained 19 buildings from which it was proposed that 11 continue to deliver County council services and 8 would no longer deliver them.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities, the proposal for West Lancashire lists 19 premises.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality

- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposals for West Lancashire relate to 19 premises with 8 proposed to no longer be used to deliver County Council services. This may impact on people with protected characteristics:

Targeted Services:

- 1 older people's day services premises in Ormskirk – Derby Street - is proposed if it is feasible, merge with Mere Brook Day Service. This may create some disruption and anxiety for service users at both Services in terms of changes of staff or service users, although the service will try to minimise this as far as possible.
- 4 premises which deliver children's centres or children's social care are included amongst those proposed to no longer deliver services. Depending on the location of alternative premises this may impact to differing degrees on parents, those who are pregnant or on maternity leave and young children. For some locations an alternative service will be close by so the disruption may be in staff and service users they interact with, however, for those in locations such as Hesketh and Beconsall it may be some distance to an alternative Centre.

General or universal services:

- 3 libraries are proposed to no longer deliver services which will impact on a wide range of people but it may particularly disadvantage children and young people who are proportionately the highest group of library users, older people who are the highest proportion of adult library users and those with prams (pregnancy and maternity) or disabled people where villages/towns such as Parbold or Upholland no longer have a library as travelling to alternative towns/villages may be more difficult.

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted).

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following specific public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposals for West Lancashire relate to 19 premises with 8 proposed to no longer be used to deliver County Council services. This may impact on people with protected characteristics:

Targeted Services:

- 1 older people's day services premises in Ormskirk – Derby Street - is proposed if it is feasible, merge with Mere Brook Day Service. This may create some disruption and anxiety for service users at both Services in terms of changes of staff or service users, although the service will try to minimise this as far as possible.

- 4 premises which deliver children's centres or children's social care are included amongst those proposed to no longer deliver services. Depending on the location of alternative premises this may impact to differing degrees on parents, those who are pregnant or on maternity leave and young children. For some locations an alternative service will be close by so the disruption may be in staff and service users they interact with, however, for those in locations such as Hesketh and Beconsall it may be some distance to an alternative Centre.

General or universal services:

- 3 libraries are proposed to no longer deliver services which will impact on a wide range of people but it may particularly disadvantage children and young people who are proportionately the highest group of library users, older people who are the highest proportion of adult library users and those with prams (pregnancy and maternity) or disabled people where villages/towns such as Parbold or Upholland no longer have a library as travelling to alternative towns/villages may be more difficult.

The mid-year population estimates 2015 and 2011 Census information has been used to provide some background and context about the population profile of West Lancashire in relation to protected characteristics. The mid-year population estimates report a population of 112,742.

The 2011 Census reported a population of 110,685 for West Lancashire, which indicates that the population has risen by over 2,000 in the intervening four years.

Age – the 2011 Census reported that 24% of West Lancashire residents were aged 0-19, the same as the percentage for this age group in the LCC area. 57% of West Lancashire residents were aged 20-64 which is slightly below the LCC area percentage of 58%. 19% of West Lancashire residents were aged 65 and over which is slightly higher than the LCC area figure of 18%.

Ethnicity – the 2011 Census recorded that 1.9% of West Lancashire residents (2,082 people) were from BME communities comprising of 0.7% (866 people) described as mixed/multiple ethnicities, 0.8% (913 people) described as Asian/Asian British, 0.2% (174 people) described as Black/Black British and 0.1% (129 people) as from "other ethnic groups". 98.1% of the West Lancashire population (108,603 people) are categorised as in "All White groups". The BME population in West Lancashire is significantly lower than the 7.7% figure for the Lancashire County Council area. The 2011 Census also reported that 8 residents of West Lancashire were Gypsy/Irish Travellers, there is no percentage figure for this element but the Lancashire County Council area had a total of 821 people identified as Gypsy/Irish Travellers then.

Disability – the closest 2011 Census information relating to disability is obtained from the information on whether respondents normal day to day activities were limited a lot or a little by a disability or health condition. In West Lancashire 10.1% of residents (11,212 people) said their activities were limited a lot which is slightly higher than the LCC area percentage of 9.8%. 9.9% of West Lancashire residents (10,926 people) reported that their activities were limited a little which is slightly lower than the LCC area percentage of 10.2%.

Religion or Belief – the 2011 Census reported that 76% they were Christian, higher than the LCC area percentage of 69%. 17% said they had no religion, slightly lower than the LCC area percentage of 19%. There are smaller numbers of people of the Buddhist, Hindu, Jewish, Muslim and Sikh faith in West Lancashire.

Marriage or Civil Partnership Status – the 2011 Census reported that 45,457 residents of West Lancashire, 41.06% of the population, were married which is higher than the LCC area percentage of 39%. 98 people were in a registered same sex civil partnership (0.088% of the population which is lower than the LCC area percentage of 0.14%). This information is likely to have changed in the intervening years.

Authoritative information is not available at District level for the protected characteristics of pregnancy or maternity, transgender status or sexual orientation.

Car Ownership – given the nature of these proposals it seems useful to include information on the levels of car ownership per household in West Lancashire as reported in the 2011 Census. 19.8% of households did not have a car or van in their household which is lower than the 22.9% figure for the LCC area. 41% of households had one car or van, which is lower than the 43.5% for the LCC area. For the categories covering households having two cars or above West Lancashire's percentages were higher than for the LCC area. It is likely that people from the protected characteristics groups of older and younger people and people with some disabilities – e.g. sight loss – will be more heavily represented amongst those who do not drive and may be more disadvantaged when services move from a town or village.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. In December 2015 the age profile of County council employees was 4.45% are aged between 16-24, 23.3% are aged 25-39, 66.6% are aged 40-64 and 4.4% are aged 65 and over. Although the HR recording system's equalities suite includes facilities for employees to record their sexual orientation and religion or belief this information is very incomplete, this area of the system does not

include recording information for employees' marriage or civil partnership status, transgender status or whether they are pregnant or on maternity leave.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but will be reflected in this Equality Analysis.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings. In terms of the West Lancashire District area we have received 3 Petitions as follows which have all now concluded:

<u>Title</u>	<u>Respondents</u>
Save Upholland Library	558
Tarleton Library	2218
Save Parbold Library	1210

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations on the Corporate Strategy. Whilst neither of these consultations specifically referenced issues included in the Property Strategy consultation, they provided

some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have also been held on a District by District basis for County Councillors and meetings have also been held with District, Town and Parish Councils.

The public consultation on the Property Strategy took place between 18 May and 14 August 2016. The consultation materials were available in the "Have Your Say" area on the County Council's website and responses could be submitted on line. Alternatively printed versions of the consultation documents were available at County Council service points throughout Lancashire and could be returned to any of these locations when completed. Throughout the consultation period social media and other communications were issued to encourage people to take part in the Property Strategy consultation. 7,719 responses have been received.

497 responses have been received in relation to the proposals for West Lancashire. Based on the mid-year population estimate 2015 of 112, 742 this gives a response rate per 1,000 of 4.4. The Equality profile of respondents is included in the appendix at the end of this document.

Respondents were asked which of the premises which are proposed to continue delivering County Council services they had used within the last 3 years.

Property	Count used in last three years	Count will likely use in the future
First Steps Children's Centre (198)	32	33
Ormskirk Library (199)	146	111
Ormskirk Mere Brook Day Centre (200)	12	20
Park Children's Centre (201)	41	36
Skelmersdale Library (202)	142	115
Tarleton Library (203)	117	109
The Grove Young People's Centre and Children's Centre (204)	63	59
The Zone in West Lancashire (205)	22	32
Upholland Children's Centre, St Thomas the Martyr CE Primary School (206)	20	24
West Lancashire Adult Disability Day Services (Whiteledge) (207)	11	14
West Lancashire Registration Office (208)	58	50

The respondents for premises proposed to no longer deliver services, who had used them in the last 3 years were:

Property	Count used in last three years
Burscough Library (209)	110
Children's Social Care (Fairlie Skelmersdale) (210)	36
Hesketh with Becconsall Children's Centre (211)	11
Moorgate Children's Centre (212)	37
Ormskirk Derby Street Day Centre (Older People) (213)	43
Parbold Library (214)	81
St John's Children's Centre (Skelmersdale) (215)	63
Upholland Library (216)	128

Respondents who had used premises proposed to continue were asked which remaining premises they were likely to use in the future. Although most respondents would use other premises, 10 users of Ormskirk Library, 9 users of Skelmersdale Library, 2 users of Tarleton Library and one user of First Steps Childrens centre would not use any other premises. Everyone for other premises would use a building in the future.

Respondents who have used a premises which is proposed to no longer deliver County Council services were also asked which of the remaining premises they would use as an alternative. 10 users of Upholland Library, 8 users of Burscough Library, 7 users of St Johns Childrens Centre and 5 users of Parbold Library, 3 users of Derby Street Day Services and 2 users of Moorgate Children's Centre and Fairlie Skelmersdale said they would not use any of the remaining premises. Respondents for other premises identified other remaining premises that they would use.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

26% Concern that session/groups such as baby bounce and rhyme session, exercise class and health walks will be lost

22% closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing

16% closing the library will impact on community cohesion because it's a vital community asset

14% closing the library will negatively impact on children's education, literacy, ability to access information and reading

14% I will miss my library greatly if it closed (devastate/depressed)

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 responses were:

22% They are vital to the community/community asset

20% Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact

19% No alternative place for organised groups to meet in the area

18% It's a social hub. Without it people may become lonely/isolated, elderly especially

15% It is vital to children's literacy, education, access to information, stimulation and pleasure

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses were:

38% of respondents wanted their areas prioritised/don't close specific property

13% Made specific comments that could not easily be categorised and are included in Appendix 4 of the full consultation report submitted with this Equality Analysis

9% Stop cutting useful social services e.g. children's/youth centres

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. The Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service consultations have both taken place. Some respondents to these consultations have raised concerns about different services being located in the same building and whether this will work effectively for users with different needs – e.g. older people or those with disabilities in the same location as teenage/young people. West Lancashire is the location for a satellite library at The Grove, Burscough and there is concern about how particularly older and disabled people will respond to the predominantly unstaffed, self-service nature of the satellites.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

There are concerns about the possible distance service users may need to travel to access services particularly from places such as Parbold, Upholland or Hesketh and Beconsall which may mean reduced service use depending on the availability of buses, etc.

Where children's centres, youth centres or older people's day centres are combined there may be issues for varying lengths of time where service users feel disrupted or anxious about building relationships with different staff and service users. Employees will endeavour to ease this transition but concerns will remain for some people.

The Grove at Burscough is proposed to host one of the satellite libraries. Unfamiliarity with the nature of the satellite offer is likely to result in disruption for most users but this will ease for many. However particularly older and disabled people may find it harder to feel at ease with the self-service system and miss the social interaction with regular library staff.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that disabled and older people are also less likely to have the internet at home.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also

highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

The proposal may combine for those older people or disabled people who use Older Peoples or Adult Disability Day Services with the implementation from September 2016 of changes resulting from the Transport to Day Services decision. The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours. It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older People's Daytime Support Service.	Proposed for future use by Older People's Daytime Support Service subject to confirmation of arrangements with the premise owner.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on

			a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.	
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale	
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.	
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.	

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy

communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.

- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;
- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups - e.g. older people, those who are pregnant or on maternity leave, young people and disabled people - may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation documents.
- Availability of the Mobile Library Service and for those older and disabled people who are eligible, the Home Library Service;
- Availability of free loan of eBooks and audiobooks from the Library Service which can be downloaded on to a computer, e-reader, tablet or smartphone,
- The Wellbeing Prevention and Early Help Service have arrangements for outreach and detached service provision as part of their service offer;
- Neighbourhood Centres will be designed where practicable to meet the needs of all service based there including meeting rooms, interview rooms and consulting rooms;
- Outcome of considerations of expressions of interest for Community Asset Transfer and possible consideration of independent community libraries offers.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery)	Rationale
200. Ormskirk Mere Brook Day Centre	Proposed for future use by Older	Proposed for future use by Older People's Daytime Support Service subject to	This proposal will replicate the service model delivered at Vale View and Fosterfield

	People's Daytime Support Service.	confirmation of arrangements with the premise owner.	Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
213. Ormskirk Derby Street Day Centre (Older People)	Not proposed for future use.	Not proposed for future use.	This proposal will replicate the service model delivered at Vale View and Fosterfield Daytime Support Centres within Mere Brook Day Centre providing a range of support for older people on a single site and within appropriate settings in response to their identified needs and so reduces the potential for movement to alternate provision should their care needs increase.
Building	Consultation Proposal (Main service delivery)	Revised Proposal (Main service delivery) – SUBJECT TO FURTHER CONSULTATION	Rationale
206. Upholland Children's Centre, St Thomas the Martyr CE Primary School *	Proposed for future use by WPEH 0-11 years (designated children's centre).	Not proposed for future use – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain St John's Children's Centre, St John's Catholic Primary School (designated children's centre) due to its current location best serving the access and reach requirements for the service.
215. St John's Children's Centre (Skelmersdale), St John's Catholic Primary School (designated children's centre) *	Not proposed for future use.	Proposed for future use by WPEH 0-11 years (designated children's centre) – SUBJECT TO FURTHER CONSULTATION	It is proposed to retain due to its current location best serving the access and reach requirements for the service.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continued following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. For example Library Services will review library issues and borrower registrations and Wellbeing Prevention and Early Help Service have arrangements in place which collect data on service users.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head:

Mel Ormesher Head of Asset Management

Decision Signed Off By

Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Wyre

Section 4

Equality

Analysis Toolkit

Property Strategy (Neighbourhood
Centres) v3

For Decision Making Items

August 2016

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance at:

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty>

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting:

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Service contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Property Strategy (Neighbourhood Centres) proposal with particular reference to Wyre. This supports the Property Strategy/Neighbourhood Centres All Lancashire Equality Analysis.

What in summary is the proposal being considered?

Consideration of a proposed list for consultation of future building use by the County Council in Wyre. The report contains a 'long' list of 22 premises from which it is proposed that premises/multi-functional Neighbourhood Centres could be selected and form the basis for future service delivery in Wyre.

The premises which the County Council propose to continue delivering services from in Wyre and the services which it is proposed to deliver from them is as follows:

- Children's Social Care (The Anchorage, Fleetwood) and West View Childrens Centre, Rothwell Drive, Fleetwood – service delivery broadly unchanged (0-11 years);
- Fleetwood Children's Centre (Flakefleet satellite), Fleetwood Flakefleet Primary School, Northfleet Avenue, Fleetwood – service delivery broadly unchanged (0-11 years);
- Fleetwood Library and Registration Office, North Albert Street, Fleetwood – service delivery unchanged;
- Fylde and Wyre Adult Disability Day Services (Larkholme), Larkholme Avenue, Fleetwood – service delivery unchanged;
- Garstang Library, Windsor Road, Garstang – currently a Library Service and proposed to continue to be a Library Service and also a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre);
- Knott End Library, Lancaster Road, Knott End, Fleetwood - service delivery unchanged;
- Poulton Library, Blackpool Old Road, Poulton-le-Fylde – service delivery unchanged;
- Teal Close Day Centre, Teal Close, Off Mayfield Avenue, Thornton-Cleveleys – service delivery unchanged;
- The Zone in Wyre, Milton Street, Fleetwood – currently a Wellbeing Prevention and Early Help (Young People's Service) location and proposed to become a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre) and Youth Offending Team location;
- Thornton Children's Centre, Thornton Primary School, Heys Street, Burn Naze, Thornton-Cleveleys – currently a Wellbeing Prevention and Early Help Service (designated children's centre) and proposed to be a Wellbeing Prevention and Early Help Service (0-19+ years) (designated children's centre).

The following premises in Wyre are proposed to no longer deliver County Council services:

- Cleveleys Library and Children's Centre, Rossall Road, Thornton-Cleveleys;
- Fleetwood Children's Centre, Kemp Street, Fleetwood;
- Garstang Young People's Centre, Wyre Borough Council Offices, High Street, Garstang;
- Northfleet Library, Fleetwood Flakefleet Primary School, Northfleet Avenue, Fleetwood;
- Over Wyre Children's Centre (Hambleton satellite), Hambleton Primary Academy, Church Lane, Hambleton;
- Over Wyre Children's Centre (Preesall satellite), Preesall Fire Station, Sandy Lane, Preesall;
- Poulton-le-Fylde Children's Centre, Carleton Green Primary School, Arundel Drive, Carleton, Poulton-le-Fylde;
- Preesall Young People's Centre, Sandly Lane, Preesall;
- Rural Wyre Children's Centre, Garstang St Thomas CE Primary School, Kepple Lane, Garstang;
- Thornton Library, Victoria Road, Thornton-Cleveleys;
- Thornton Young People's Centre, Marsh Road, Thornton-Cleveleys;
- Thornton Youth Offending Team, Marsh Mill Village, Fleetwood Road North, Thornton-Cleveleys.

Of the 22 premises in Wyre it is proposed to continue to deliver services from 10 premises and to no longer use 12 premises.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

Yes it will impact on all communities. It concerns 22 premises in Wyre.

We will use evidence based premises information, including the Indices of Multiple Deprivation (IMD), population distribution and natural geographical communities alongside the draft Corporate Strategy to reflect the different levels and types of needs within our communities alongside responses to the Property Strategy consultation. The information received from Stage 1 consultations for the Library Service, Wellbeing Prevention and Early Help Service and other service consultations will also help to inform this process.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

Any proposed reduction in the number of service delivery premises will impact on all residents and others who use county council services. People from all protected characteristics groups will be included within those affected.

The proposal listed 22 premises in Wyre, 10 of which would continue to be used to deliver County Council services and 12 would no longer be used. Of those proposed to no longer be used there may be implications for:

Targeted Services:

- 6 childrens centres are proposed to close which may impact most on those who are pregnant or on maternity leave and parents of young children. For some locations there may be an alternative location within the town/village this may create some disruption in terms of going to a new location and interacting with some different staff and service users which may create some anxiety. This may be increased for those who use services at, for example, Hambleton or Pressall where alternatives may be beyond their village or town and involved travel issues or increased distance.

- Young People – the location of the Youth Offending Team's office will change but a location at The Zone may be more convenient for service users. Garstand and Preesall Young Peoples Centres are proposed to no longer be used to deliver services which may negatively impact 12-19+ young people who may find it harder to travel to other locations.

General/universal services

- 3 libraries are included amongst premises proposed to no longer deliver services at Northfleet, Thornton and Cleveleys. This will impact on children and young people who are the highest proportion of library users, older people who make up the highest proportion of adult library users and those with disabilities or who are pregnant or have young children as travel to alternative libraries may involve changing buses to complete a journey adding to the inconvenience or reduced independence for some service users..

Services will be expected to have due regard to the requirements of the Public Sector Equality Duty when decisions are being made on future service delivery and premises use. The outcome of the Property Strategy consultation will help inform these developments and assess any possible adverse impact on people from protected characteristics groups.

The outcome of this process will also potentially impact on employees of the County Council. Whilst arrangements are in place for specific staff consultations to be carried out separately, in line with service structure proposals (e.g. Libraries, Museums, Cultural and Registration Service and Wellbeing Prevention and Early Help Service staff structure consultations) – staff may potentially also be affected by the outcome of the Property Strategy proposals.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted).

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc. to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

It is proposed that the reduction in premises from 238 be based upon need across the County using the 2015 English Indices of Multiple Deprivation, population density, detailed analysis of each premise and consultation to identify the candidates for inclusion in the new 'Neighbourhood Centres' portfolio and by exception, which premises would be recommended for disposal. This Equality Analysis reflects the position following the specific public consultation on the property strategy and has been updated to reflect the outcome of the consultation.

The proposal listed 22 premises in Wyre, 10 of which would continue to be used to deliver County Council services and 12 would no longer be used. Of those proposed to no longer be used there may be implications for:

Targeted Services:

- 6 childrens centres are proposed to close which may impact most on those who are pregnant or on maternity leave and parents of young children. For some locations there may be an alternative location within the town/village this may create some disruption in terms of going to a new location and interacting with some different staff and service users which may create some anxiety. This may be increased for those who use services at, for example, Hambleton or Pressall where alternatives may be beyond their village or town and involved travel issues or increased distance.
- Young People – the location of the Youth Offending Team's office will change but a location at The Zone may be more convenient for service users. Garstand and Preesall Young Peoples Centres are proposed to no longer be used to deliver services which may negatively impact 12-19+ young people who may find it harder to travel to other locations.

General/universal services

- 3 libraries are included amongst premises proposed to no longer deliver services at Northfleet, Thornton and Cleveleys. This will impact on children and young people who are the highest proportion of library users, older people who make up the highest proportion of adult library users and those with disabilities or who are pregnant or have young children as travel to alternative libraries may involve changing buses to complete a journey adding to the inconvenience or reduced independence for some service users..

Information on the profile of Wyre residents has been taken from the mid-year population estimates 2015 and 2011 Census in terms of protected characteristics to provide some background and context for this analysis. The mid-year population estimates 2015 report that Wyre has a resident population of 109,745 people.

The 2011 Census reported that Wyre had a population of 107,749 meaning that the population has risen by almost 2,000 people in the intervening 4 years.

Age – The 2011 Census reported that 21% of Wyre residents were aged 0-19, which is lower than the Lancashire County Council area percentage of 24%. 54% of Wyre residents were aged 20-64 which is significantly lower than the 58% of the LCC area population in this age group. 25% of Wyre residents are aged 65 and over which is considerably higher than the 18% in this age group for the LCC area.

Ethnicity – the 2011 Census reported that 1.8% of Wyre's population were from BME groups, comprising of 0.6% (664 people) who were of mixed/multiple ethnicities, 0.9% (993 people) who were Asian/Asian British, 0.1% (130 people) who were Black/Black British and 0.1% (110 people) who were from "other ethnic groups". Wyre has a much lower percentage of BME residents than the Lancashire County Council area's 7.7%. 98.3% of Wyre's residents (105,852

people) were described as being in "All White groups". Wyre also had 96 residents who were Gypsy/Irish Travellers recorded in the 2011 Census, no percentage are given but the total for the Lancashire County Council area is 821 people who identified as Gypsy/Irish Travellers.

Disability – the closest information from the 2011 Census in terms of numbers of disabled people comes from the question asking if people's normal day to day activities were limited a lot or a little by and disability or health condition. In Wyre 11.7% of residents (12,656 people) said their activities were limited a lot which is significantly higher than the LCC area percentage of 9.8%. 12% of Wyre residents (12,945 people) said their activities were limited a little, which is also significantly higher than the 10.2% figure for the LCC area. 76.2% of Wyre's population (82,148 people) did not have their normal day to day activities limited by a disability or health condition which is considerably lower than the 79.9% figure for the LCC area.

Religion or Belief – the 2011 Census recorded that 75% of Wyre residents were Christian, higher than the LCC area percentage of 69%. 17% of residents had no religion, slightly lower than the LCC area percentage of 19%. There are small numbers of people from the Buddhist, Hindu, Jewish and Muslim faith in Wyre.

Marriage or Civil Partnership status – in the 2011 Census 46,940 people were married, 43.56% of the population which is higher than the LCC area percentage of 39%. 256 people were in registered same sex civil partnerships, 0.237% of the Wyre population which is higher than the LCC area percentage of 0.14%.

Authoritative information is not available for the pregnancy and maternity, transgender or sexual orientation protected characteristics at District level.

Car Ownership – given the nature of this proposal it can be helpful to consider the levels of car ownership in Wyre. The 2011 Census reported that 20.1% of households in Wyre did not have a car or van, which is below the LCC area percentage of 22.9%. 44.6% of households had one car or van in their household which is slightly higher than the LCC area percentage of 43.5%. 26.4% of households had 2 cars or vans, the LCC area percentage is 26.3%. The percentages of households with three cars and four or more cars were both higher in Wyre than for the LCC area as a whole.

The final outcome of the Property Strategy proposals may also impact on employees of the County Council in various locations and services. The workforce includes employees from all protected characteristics groups which includes over 73% female employees, 3.34% who are from Black and Minority Ethnic backgrounds and 2.13% who consider themselves to have a disability or to be Deaf people. In December 2015 the age profile of employees was 4.45% are aged 16-24, 23.3% are aged 24-39, 66.6% are aged 40-64 and 4.4% are aged 65 and over. The Hr recording system's equalities suite allows employees to record

their sexual orientation and religion or belief but the information is incomplete, it does not include options to record whether an employee is pregnant or on maternity leave, is married or in a civil partnership or is transgender.

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

The proposed strategy for the rationalisation of public facing service delivery premises has developed alongside the draft Corporate Strategy and has been discussed with relevant heads of service with a view to ensuring that any final recommended list of premises to remain as Neighbourhood Centres would align operationally with various delivery plans, e.g., the Libraries Strategy and the Wellbeing, Prevention and Early Help Strategy which have both been the subject of public consultation during the early months of 2016. The results of these public consultations have been included within service specific equality analyses but are reflected in this Equality Analysis.

To date, a number and range of e-petitions and hard copy petitions have been received with regard to reductions in services generally or to concerns about the future of particular buildings/services. In terms of Wyre District we have a petition with 3265 signatures in respect of the Ferry, buses, library and Youth services in Knott End and Preesall. In addition, we have received the following e-petitions:

<u>Title</u>	<u>Respondents</u>
Save Fleetwood	Library 175
Saving the Knott-End-on-Sea	Library 16

A stakeholder consultation on service budget proposals took place between 10 December 2015 and 18 January 2016 which included circulating by email a letter outlining the County Council's budget position, a link to the individual budget proposals and link to an on-line questionnaire. This went to 334 stakeholders including County Councillors, District/Borough and Unitary Councils, the Older Peoples Forum, young people's engagement forums, the Lancashire Parent Carers Forum, Lancashire Carers Forum, Third Sector Lancashire and other contacts. These stakeholders had also been contacted as part of consultations

some context and background for the Property Strategy proposals for stakeholders.

There have also been briefing sessions for County Councillors and other engagement with them which has provided intelligence on the local context of buildings and service delivery. Briefings have been held for County Councillors on a District by District basis and meetings have also been held with District, Town and Parish Councils.

A public consultation on the proposed Property Strategy took place between 18 May and 14 August 2016. The consultation materials were available on the "Have Your Say" area of the County Council's website and responses could be submitted on line. Alternatively printed versions of the consultation documents were made available at a wide range of County Council service locations across Lancashire and completed responses could be returned to any of them. Throughout the consultation period social media and other communications were issued to encourage people to take part in the consultation. 7,719 responses have been received.

720 responses have been received in relation to the proposals for Wyre. Based on the mid-year population estimates 2015 of a population of 109,745 this gives a response rate per 1,000 of 6.6. The equalities profile of respondents is included in the Protected Characteristics of Respondents Appendix.

The table below shows the number of respondents who had used premises proposed to continue delivering services in the last 3 years.

Property	Count used in last three years	Count will likely use in the future
Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre (217)	42	31
Fleetwood Children's Centre (Flakefleet satellite) (218)	40	34
Fleetwood Library and Registration Office (219)	257	203
Fylde And Wyre Adult Disability Day Services (Larkholme) (220)	13	23
Garstang Library (221)	154	135
Knott End Library (222)	104	91
Poulton Library (223)	254	201
Teal Close Day Centre (224)	9	12
The Zone in Wyre (225)	15	13
Thornton Children's Centre (226)	75	57

The table below shows respondents who had used premises proposed to no longer deliver services, within the last 3 years.

Property	Count used in last three years
Cleveleys Library and Children Centre (227)	243
Fleetwood Children's Centre (228)	47
Garstang Young People's Centre (229)	29
Northfleet Library (230)	53
Over Wyre Children's Centre (Hambleton satellite) (231)	24
Over Wyre Children's Centre (Preesall satellite) (232)	16
Poulton-le-Fylde Children's Centre (233)	49
Preesall Young People's Centre (234)	14
Rural Wyre Children's Centre (235)	28
Thornton Library (236)	301
Thornton Young People's Centre (237)	31
Thornton Youth Offending Team (238)	8

Respondents for premises which are proposed to continue to be used were also asked which remaining premises they would use in the future. Most would use some of the remaining premises but 12 users of Fleetwood Library and Registration Office, 10 users of Garstang Library and between 2 and 4 users of the other premises said they would use none of the remaining properties.

Respondents for those premises which are proposed to no longer deliver County Council services were also asked which, if any, of the remaining premises they would use as an alternative. Numbers of respondents who said they would not use any alternative premises in Wyre were 21 for Cleveleys Library, 17 for Thornton Library and between 5 and 2 for the remaining premises.

Respondents of premises proposed to no longer deliver services were also asked three questions. Firstly what impact would this have on them? The top 5 responses were as follows:

26% closing the library will result in a lack of access to reading material which would negatively impact on my mental wellbeing

24% Concern that sessions/groups such as baby bounce and rhyme session, exercise class and health walks will be lost

18% I will miss my library greatly if it closed (devastating/depressed)

18% Closing the library will remove my main/sole access to computers/the internet

17% Closing the library will impact on community cohesion because it's a vital community asset

Respondents were also asked what their reasons were for wanting services to continue to be delivered from a building. The top 5 responses were:

27% Sessions/groups such as baby bounce and rhyme session, exercise class and health walks would stop leading to a negative impact

25% They are vital to the community/community asset

20% It is vital to children's literacy, education, access to information, stimulation and pleasure

20% It's a social hub. Without it people may become lonely/isolated, especially the elderly

19% Should be protected from budget savings/cuts because they provide people's services

Finally respondents were asked if there was anything else they felt should be considered or could be done differently. The top three responses were:

35% Prioritise this area/don't close specific property

12% Other budget comment – (e.g. save money elsewhere, reduce costs)

12% Heart of the community/community asset/hub

Wyre was also a location for one of the children's centres Property Strategy focus groups. Attendees were particularly concerned that if the service was no longer delivered from Fleetwood Children's Centre (Kemp Street) there could be a loss of the sensory room and that Fleetwood and Cleveleys Children's Centres were easily accessible by tram. There was also a fear that some communities/areas were losing all services – e.g. Cleveleys – and their were concerns about social isolation and losing support networks parents had built up at the Centres.

Separate consultations are being carried out with staff affected by service structure changes and these will be conducted using agreed consultation arrangements. Consultations for staff in Libraries, Museums, Cultural and Registration Services and Wellbeing Prevention and Early Help Services have already been carried out. Amongst responses have been concerns from staff in both Services about the

effects of co-locating services in the same premises and the impact this may have on service users.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting

understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

In developing the premise proposals the County Council assessed a lot of different information including reviewing key facts about each building used now e.g. how close its building is to the local population; where each building is compared to where our services are most in demand; public transport links; buildings costs, etc. alongside feedback received from the various consultation elements outlined above.

It is recognised that this proposal will still impact on people with protected characteristics in terms of location of the new Neighbourhood Centres in particular disabled, age (young and old), pregnancy & maternity e.g. who may have transport, travel and accessibility issues. The criteria used to form the basis of suggestions for the future of individual premises have therefore included features such as numbers of storeys within buildings, car parking facilities and distance from public transport amongst the assessment criteria.

Concerns have been expressed from consultation respondents and the Yre childrens centres Property Strategy focus groups, about communities which may be losing all their services – e.g. Cleveleys – and about the difficulties this could create for service users who may find reaching premises by tram at present very easy, but may find it less easy in future to reach a childrens centre if this requires changing buses to complete a journey especially with a pram or buggy. There have also been concerns about whether facilities such as the sensory room in Fleetwood Childrens Centre (of particular value to disabled children) will be available in future provision.

Concerns have been raised by a wide range of consultees about the impact the proposal may have in advancing of opportunity amongst protected characteristic groups with specific mention made on the impact on children and young people if their access to literacy, education, information, stimulation and pleasure is reduced by a service no longer being available close to them. The proportion of children and young people who use libraries in particular is higher than for other age groups in the library users profile whilst they form a major focus of the Wellbeing Prevention and Early Help Service 0-19+ work. The Wyre focus group were concerned that their children may not be as "school ready" and may be more socially isolated as a result of reductions in childrens centres.

Similarly, the availability of computers and the internet featured heavily in consultation responses. It was stated that job seekers, older people, children and young people and disabled people made use of these facilities in libraries and that for many of these people alternative digital access is not available locally, information from our Living in Lancashire residents panel also indicates that

disabled and older people are also less likely to have the internet at home. The proposals for Wyre include the loss of two large library service points in Cleveleys and Thornton which are well used.

Participation in public life was also raised as a concern for a number of consultation respondents in terms of both libraries and children's centres as where a local building is proposed to no longer deliver services consultees felt that for those who are pregnant or have very young babies, older people and disabled people, travelling to an alternative location would be more difficult than for other groups. This might lead many to stop using the service or to visit less frequently leading to isolation, loss of peer and other support.

A number of consultation respondents in the various methods of consultation – stakeholders, focus groups, staff structure consultations and the public consultation – have highlighted the importance of libraries and WPEHS/children's centres as community hubs and for bringing people of different backgrounds together. The provision of space for activities or groups to meet was also highlighted as contributing to this and there are concerns that any reductions in premises will adversely affect this in affected areas.

The nature of the property strategy means that some locations may retain premises whilst others will no longer have services delivered from a location or the location may change. There is a risk that members of some communities will perceive that a different community has fared better than they have – this might be based on perceptions of one area having a greater proportion of residents from a particular ethnic group or be based on geographic/traditional area rivalries within a District. Either could increase tensions within communities and adversely affect community cohesion/fostering good relations.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot control some of these decisions, they could increase the adverse effect

of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

Proposals contained within the Property Strategy have been developed in light of recent County Council budget proposals concerning the withdrawal of subsidised bus services, so the criteria relating to distance from a bus stop has taken into account changes in bus services which took effect from 3 April 2016. These service changes resulted from recommendations of a Cabinet Working Group on Bus Services as a result of which 40 previously subsidised services would be run commercially, 28 services would be supported by the County Council and 2 others by a combination of the County Council and Chorley Borough Council. A £3 million budget has been allocated to support this. In some cases this has led to the merging of some bus services and changes in route which may affect the ease with which people can travel to current and alternative premises. Changes relating to bus subsidies arrangements has significantly reduced evening and Sunday/Bank Holiday bus services which may combine with proposals in the Property Strategy to more adversely affect some communities and protected characteristic groups – e.g. young people, older people and disabled people who are over-represented amongst bus users.

For those older or disabled people who use Older Peoples Day Services or Adult Disability Day Services, this proposal may combine with the implementation from September 2016 of arrangements arising from the Transport to Day Services decision.

The proposal should also be viewed alongside others about the future delivery, need and use of services such as the Library Service, Wellbeing Prevention and Early Help Service and consultations on the County Record Office opening hours.

It should be noted that issues relating to the future of the Museums Service are being addressed by separate proposals and consultations.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

Mitigating issues already identified which are of particular relevance in relation to the Public Sector Equality Duty are:

- Cultural identifiers – whilst the IMD measure in the proposed calculation would take travel horizons into account to some extent, the calculation would not allow for the fact that communities recognise and take ownership of places through cultural identifiers. This can provide a barrier to needy communities in the ownership and access of services, and where possible this will be taken into account in making recommendations.
- The county council's Access Budget may be able to address any accessibility issues.
- Services reducing the number of premises will make greater use of outreach and mobile services – e.g. the Mobile Library Service will operate on 68 routes with 792 stops and Wellbeing Prevention and Early Help Service also have mobile facilities as part of their young people's offer.
- Availability of the Home Library Service for the collection and delivery of library materials to Lancashire residents who are eligible as because of age, disability or ill health they are unable to visit their library;
- There is evidence of an increasing move away from visiting some premises. Libraries and Registration Services are seeing increasing use of on-line visitors with Libraries having 1,473,938 visits to the services' website in 2015/16.
- As part of the Libraries digital offer there is a free e-books and e-audio books service which allows users to borrow books for the same loan period as physical books which can be played or easily accessed via e-readers, computers, tablets, smartphones and other devices;
- Some Neighbourhood Centres will offer increased flexibility such as extended opening hours, meeting rooms and private rooms for interviews and consultations;
- Consideration is still being given to expressions of interest for individual premises under the Community Asset Transfer Policy;

- Consideration is also being given to the possibility of independent community libraries offers in some areas.

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

This proposal has emerged following the need for the County Council to make unprecedented budget savings. The Medium Term Financial Strategy reported in the November 2015 forecast that the Council will have a financial shortfall of £262 million in its revenue budget in 2020/21.

This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the Council is facing significant increases in both the cost (for example as a result of inflation and the national living wage) and demand for its services.

The revised position following the financial settlement for 2016/17 is now a budget gap of £200.507m by 2020/21. This revised gap takes into account the impact of the settlement, new financial pressures and the savings decisions taken by the Full Council in 2014/15, 2015/16 and 2016/17 regarding the future pattern of council services.

We acknowledge that some protected characteristic groups – e.g. those who are pregnant or on maternity leave, young people, older people and disabled people - may be negatively affected by the finalised Property Strategy (Neighbourhood Centres) however we have tried to minimise any negative impacts by developing as many mitigating actions as possible including

- using the agreed methods of scoring and weighting which reflect protected characteristics considerations for premises identified in the consultation
- documents.

- Availability of the Mobile Library Service and, for those eligible older and disabled people the Home Library Service;
- Offering free loans of e.books and e.audiobooks as part of the libraries service which can be downloaded on to a computer, e.reader. tablet or smartphone;
- Wellbeing Prevention and Early Help Service include outreach and detached services as part of their service offer;
- Neighbourhood Centres are being designed to accommodate the needs of services to be based within them wherever practicable including having meeting rooms, interview rooms and consultation rooms;
- The outcome of consideration of the expressions of interest associated with the Community Asset Transfer Policy and possibilities of consideration of independent community libraries offers.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

Appropriate monitoring procedures will continue following the implementation of this proposal based on the relevant protected characteristics affected and individual service arrangements. For example the Library Service reviews information on library issues and borrower registrations whilst the Wellbeing Prevention and Early Help Service collects information on the protected characteristics of service users.

Equality Analysis Prepared By Emma Pearse

Position/Role: Property Asset Manager (Review)

And Jeanette Binns (Equality and Cohesion Manager)

Equality Analysis Endorsed by Line Manager and/or Service Head: Mel Ormesher Head of Asset Management

Decision Signed Off By Cabinet Member or Director

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Service contact in the Equality and Cohesion Team.

Service contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult Services; Policy Information and Commissioning (Age Well); Health Equity, Welfare and Partnerships (PH); Patient Safety and Quality Improvement (PH).

Jeanette Binns – Equality & Cohesion Manager

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Contact for Community Services; Development and Corporate Services; Customer Access; Policy Commissioning and Information (Live Well); Trading Standards and Scientific Services (PH), Lancashire Pension Fund

Saulo Cwerner – Equality & Cohesion Manager

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Contact for Children's Services; Policy, Information and Commissioning (Start Well); Wellbeing, Prevention and Early Help (PH); BTLS

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Governance, Finance and Public Services; Communications; Corporate Commissioning (Level 1); Emergency Planning and Resilience (PH).

Thank you

Cabinet

Meeting to be held on 4 February 2016

Report of the Head of Business Intelligence

Electoral Division affected: All

Lancashire County Library Service consultation – stage one

Contact for further information:

Mike Walker, 01772 533445, Information, Intelligence, Quality and Performance Manager,
mike.walker@lancashire.gov.uk

Executive Summary

This report provides a summary of the responses received following the first stage of the consultation on libraries. The consultation was on the service's design, need and use, and was available to complete between 4 January and 31 January 2016.

The majority (95%) of respondents were current library members and therefore the consultation findings predominantly represents the views of this group. 92% of respondents use the library at least once a month and 97% are very or fairly satisfied with the service.

Those responding agreed the service should provide helpful and knowledgeable staff, encourage people to enjoy reading, have space to enjoy culture and learning, have easy to use online services and help people to reach their potential.

Respondents commented that they wanted their library to remain open, they valued borrowing books and improving literacy and there were positive comments about staff. Libraries were seen as community hubs, improving wellbeing and cohesion, and groups and events were valued.

The report represents the responses and feedback that have been processed up until 1 February. Given the level of response, there are some responses that are still awaiting processing. There will be a further management report on this consultation, which will be published on the Have Your Say website once it has been compiled. It will incorporate all consultation responses and provide more detailed demographic analysis, with the findings from the report feeding into the service design.

Recommendations

Cabinet is asked to note the report.

Background and Advice

At its meeting on 21 January Cabinet received a report summarising the views of respondents to the consultation on the budget proposals. The report set out that it was the first of a series of consultations on the budget proposals, with the remainder focusing on specific service areas. This report summarises the responses to the Lancashire County Library Service consultation on service design, need and use.

The consultation used a questionnaire that was available in the county's 74 libraries and published on the county council's Have Your Say webpage, where it was available for anyone to complete. The fieldwork ran from 4 January until 31 January 2016 in which time 6,932 questionnaires were completed and processed, comprising 973 paper-based and 5,959 online. The data are unweighted.

The questionnaire asked respondents library usage and frequency, reasons for visiting and not visiting, which libraries they used, what they did on their last visit, use of online library services, the importance of specific library service, future library service provision and usage times and any suggestions or comments about the service.

Additionally, there have been a number of ePetitions registered on the county council's website along with petitions and letters received. The ePetitions on the council's website for libraries are shown in the table.

ePetition	Respondents	Closing date
Don't Close Heysham Library	188	31 January 2016
Save Ingol Library	33	9 February 2016
Save Longridge Library	257	16 February 2016
Save Garstang Library	324	16 February 2016
Don't close 40 out of 74 Libraries	114	23 February 2016
Save Kingsfold Library	19	24 February 2016
Save Coppull Library	186	24 February 2016
Saving the Knott-End-On-Sea Library	5	25 February 2016
Save Longton Library	37	3 March 2016
Save Savick Library	4	7 March 2016
Tarleton Library	22	7 March 2016
Keep Carnforth Library	32	13 March 2016
Save Fleetwood Library	9	31 March 2016

As at 1 February 2016

Also, a number of hardcopy signed petitions have been received. There were approximately 650 signatures for Kingsfold Library, 65 signatures for save libraries in Hyndburn and Rossendale and 3,265 signatures as part of wider petition for saving the ferry, buses, library and youth service in Knott End.

To date there have been 249 responses logged on the council's VIP communication system about libraries. The service has received 14 enquiries from councillors linked

to the consultation. 103 emails have been received to the Have Your Say address. Social media has been used along with other online petition websites. The invitation for expressions of interest on community assets and community service continues.

Summary of responses to the consultation

This report sets out the responses to the first phase of the consultation on libraries.

Almost all (95%) of respondents are current library members, with a further 3% saying they used to be a library member, but are not anymore. A quarter (27%) use a library more than once a week, and overall 92% of respondents use the library at least once a month. In the last year, 5% had used the mobile library service, 6% had used the Home Library Service and 21% had used a library not provided by the Lancashire County Council.

Two-thirds (68%) of respondents were female, over half (54%) were aged 35-64, with a further 33% aged 65+, one in nine (11%) was is deaf or has a disability, and 62% have no children aged under 20. 96% were white British, 69% Christian and 63% married. 98% were Lancashire residents, 18% were members of a voluntary or community organisation and 8% were employees of Lancashire County Council.

Overall, 85% of respondents were very satisfied with the library service in Lancashire with a further 12% fairly satisfied.

Respondents were asked about their most recent visit. Almost half (49%) visited alone, a third (33%) visited with children or young people and a quarter (23%) visited with other adults.

The small number of respondents who hadn't visited a library in the last 12 months were asked why this was. Three-in-five (38%) said they had the internet at home, a third (33%) preferred to buy books or ebooks and a quarter (27%) said they had no time or were too busy. They were also asked what would encourage them to use the libraries more. Over a quarter (28%) said nothing, two-in five (23%) said a wider range of books and other loan material, two-in-five (19%) said a wider range and frequency of activities and event, and 16% said opened when they needed it.

Over half (56%) of respondents had borrowed a book in the last week, and a further quarter (28%) in the last month. In the last week a third (34%) picked up non-library information, a third (31%) had used an online library service, a quarter (30%) read a newspaper, a quarter (25%) used a computer, a quarter (24%) undertook reference or research, one fifth (23%) used free wifi, one fifth (20%) had reserved a book online, one in six (17%) attended a social or group activity, one in seven (15%) attended a children's event.

The library services that were most important to respondents are borrowing a book (95%), the use for reference or research (53%), using a computer (50%), attending a children's event or activity (37%), picking up other information (37%), borrowing a CD,

DVD or talking book (36%), attending a social or group activity (35%), reading a newspaper or magazine (27%), using the online library service (22%), reserving a book online (21%) and using the free wifi (20%).

The questionnaire asked respondents what they thought the Lancashire County Library Service should provide, in line with the service's strategic objectives. 92% strongly agreed it should provide helpful and knowledgeable staff, 92% said encourage people to enjoy reading, 71% strong agreed it should provide spaces to enjoy culture and learning, 65% easy to use online services, 63% help people reach their potential and live independent lives, 58% support for communities to stay healthy and 47% strongly agreed that there should be opportunities for volunteers to help in libraries.

Those responding were asked when they would be most likely to visit the library if the opening times were available. During weekdays, 10am-11:59am (56%) and 2pm-3:59pm (49%) were the most cited times. For Saturdays respondents were most likely to indicate 10am-11:59am (57%) and 12-13:59pm (34%), and on Sundays it was 10am-11:59am (23%) and 2pm-3:59pm (20%).

Respondents were asked to provide any suggestions or other comments about the Lancashire County Library Service. Of those completing the question, two fifths (39%) stated their library should remain open, a quarter (27%) were positive about the staff, a quarter (26%) said libraries were vital for individual wellbeing and community cohesion, a quarter (24%) made positive comments about being able to borrow books and improving literacy generally, a fifth (22%) saw libraries as vital or important, and a fifth (26%) commented on the libraries as community hubs and meeting places.

Implications:

This item has the following implications, as indicated:

Financial

The county council is facing an unprecedented financial challenge. The Medium Term Financial Strategy reported in November forecast that the council will have a financial shortfall of £262m in 2020/21. This is a combination of reducing resources as a result of the government's extended programme of austerity at the same time as the council is facing significant increases in both the cost (for example, as a result of inflation and national living wage) and the level of demand for its services. The revised position following the financial settlement for 2016/17 is now for a financial shortfall of £200.5m in 2020/21. This revised gap is after the impact of the settlement, new financial pressures and the £64.8m of savings proposals agreed at Cabinet in November.

Any savings that are not taken and implemented will require financing from reserves.

Equality Act 2010

The responses to the library consultation identified a number of general concerns and issues which should be considered in terms of designing a future library service, some of which are of particular significance to vulnerable groups and people with protected characteristics.

The accompanying updated Equality Analysis for this budget option identifies some areas of possible concern or consideration raised during the initial consultation stages in relation to protected characteristics groups which should be considered in designing the future library service. This Equality Analysis will be further updated to reflect the next stages of this consultation process in due course.

List of Background Papers

Paper	Date	Contact/Tel
The County Council's budget position	26/11/2015	http://council.lancashire.gov.uk/ielIssueDetails.aspx?Ild=44566&PlanId=0&Opt=3#A135594 Neil Kissock, Acting Director of Financial Resources, 01772 534715

Reason for inclusion in Part II, if appropriate

N/A



Wellbeing, Prevention and Early Help
Service for Children, Young People and
Families in Lancashire

Service offer and specification

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The case for effective Wellbeing, Prevention and Early Help is well documented and understood and has been robustly made in a number of key national reports. This is that Early Help for children, young people and their families does more to reduce the prevalence of abuse and neglect than reactive (costly) specialist statutory services. That it focuses on impacting the wider determinants for health, including economic, social and environmental improvement in both local and national context.

Prevention and Early Help is a way of working **with** children, young people and families, offering help and support at the earliest opportunity. This prevents problems from getting worse and in turn, prevents children, young people and families requiring more intensive/specialist help. By responding to people's needs earlier we believe it is more likely that demand on emergency and specialist services, which are expensive, will reduce. Early Help can involve a number of agencies to help a family get the support they need and operates by providing a 'lead professional' who can coordinate the support needed and be the key contact for a family.

By working **with** families Early Help aims to build their resilience, increasing their ability to manage challenging circumstances before they become a problem. Early Help offers children, young people and families more than just a solution to a specific problem; it offers them help to develop the skills needed to deal with a similar problem if it arises in future. Early Help is offered within a family context but can also focus on individual family members specific needs.

The Wellbeing, Prevention and Early Help Service (WPEHS) brings together a range of former services that work with children, young people and families, including Children's Centres, Young People's Service, Prevention and Early Help and Lancashire's response to the national Troubled Families Unit programme.

By doing this, the service is able to offer a **wide range of support across the 0 - 19yrs+ age range (25 years for SEND)** with a **whole family** approach, and ensure that the needs of children, young people and families who are vulnerable to poor outcomes are identified early and that those needs are met by agencies working together effectively and in ways that are shaped by the views and experiences of the children, young people and families themselves.

Effective early help requires a whole family approach and can encompass a multi-agency response for those with more complex needs. It contributes to meeting key targets focussed on the wider determinants for health, including economic, social and environmental improvement in both local and national context, building resilience within individuals, families and communities and increasing their capacity to manage challenging circumstances before poor outcomes develop. This provides more than a solution to a specific problem; it builds skills to deal with a similar problem if it arises in future. Preventative work focus on reducing risk and promoting protective factors in the child, young person or family thereby promoting resilience and improving wellbeing.

Section 3 Service specification

WPEHS delivers its services within communities and will operate from a number of **neighbourhood centres** across the County. The service operates a flexible programme, largely targeted in response to need, but also including some universal drop-in services and groups.

Each will work to a **core (group based) delivery specification** (around seven delivery sessions per week) which may be split across two specific neighbourhood centres in order to better respond to the different access needs of children/families and young people.

One identified neighbourhood centre in each 'district' area provides an **enhanced group based delivery specification** (twelve delivery

sessions per week), though this may also be split across two centres for the same access reasons

Within this number of delivery sessions the service is accessible when most needed, Monday- Friday (inclusive), throughout the daytime and provides some evening sessions, largely focussed on young people. The service also



has some weekend opening hours as needed. Overall this will enable **452 delivery sessions per week across Lancashire**.

The services are prioritised to targeted groups and those who are most vulnerable.

It is delivered through one to one key worker support and group based activities from neighbourhood centres or through one to one outreach and detached support.

By using outreach and detached methods we ensure a wide reach of our services across communities and where appropriate, this can be delivered within families' homes, or from other appropriate community settings.

The services include 'virtual' support, accessed for example via telephone, internet or mobile phone as part of the 'Talkzone' suite of services.

Further details and information about the service delivery model are available in the appendices to this document.



Section 4 Service description

The following information sets out a description of Wellbeing, Prevention and Early Help Service in the context of its delivery model;

4.1 Service Purpose

Lancashire's Wellbeing, Prevention and Early Help service offers support to children, young people and families age 0-19+yrs (0 - 25yrs for SEND) and their families. The service identifies as early as possible when a child, young person or family needs support, helping them to access services to meet their needs, working **with** them to ensure the support offered is right for them, offered in the right place, at the right time.

4.2 Target groups

The main focus of the service will be on providing an enhanced level of support to individual children, young people or families with higher levels of need. The service will uphold its statutory universal responsibilities in delivering a core 'children centre' offer for 0-5yrs, including universal information, advice and guidance. This will operate alongside key partners including Midwifery, Health Visiting and School Nursing.

WPEHS will prioritise resources towards identified key priority target groups or individuals at risk.

The targeted early help offer will be delivered to those assessed using Lancashire's Common Assessment Framework (CAF) as having more complex or intensive needs aligned to Lancashire's

Revised Continuum of Need (CoN) at Levels 1, 2 and additional support where required of the service (by social care) to level 3.

NB: The Lancashire CoN was revised from July 2016 and level indicators changed. Formerly early help sat at Level 3 on the CoN and now sits at Level 2, whilst statutory responses sat at Level 4 and now sit at Level 3.

See **Appendix C** for details of these priority target groups and **Appendix M** for details of the revised Lancashire Continuum of Need (CoN).

4.3 Service outcomes

The key outcomes the service aims to achieve include:

- a) Children and young people are safe and protected from harm
- b) Children, young people and their families are resilient, aspirational and have the knowledge, capability and capacity to deal with wider factors which affect their health and wellbeing, life chances and economic wellbeing
- c) Children, young people and families are helped to live healthy lifestyles, engage in positive social activities and make healthy choices
- d) Children, young people and families health is protected from major incidents and other threats, whilst reducing health inequalities
- e) Those in more disadvantaged communities, the number of children, young people and families living with preventable ill health and dying prematurely is reduced

See **Appendix B** for details of the WPEHS Outcomes Framework



4.4 Service delivery footprint.

For organisation and management purposes, front facing service delivery will be structured around five cluster areas (localities) which will form the service delivery footprints for WPEHS. These are;

- Lancaster, Fylde and Wyre
- Preston
- Chorley, South Ribble, and West Lancashire
- Hyndburn, Ribble Valley and Rossendale
- Burnley and Pendle

These service delivery footprints are configured appropriately with other current key operating frameworks such as Health economies/CCGs, Travel to learn areas and arrangements around Children's Partnership/ Health and Wellbeing Boards. This provides some level of future-proofing around planning alignment as well as operating efficiencies

4.5 Service point of access

The Wellbeing, Prevention and Early Help service will be based in neighbourhood centres and will operate a flexible programme of service delivery, drop-in services and groups, to meet the identified needs of children, young people and families in the local neighbourhood.

Section 3 gives further detail of the delivery specification for the services in neighbourhood centres.

The following factors, amongst others, have been considered when determining the combination of 'neighbourhood centres' most suited to hosting WPEHS delivery. This ensures sufficiency of both 'access' and 'reach' for delivery model for WPEHS;

- Points of access within principle communities with good access and sufficient neutrality to ensure different communities will use the facilities.
- Spread of access points which ensure the ability to establish links to centres within defined reach areas (Department for Education defined/children centres)
- Distance gaps between provision – it is good practice to aim for access within 30 minutes reasonable travel distance (walking)

- Buildings which are sufficiently flexible to respond to the diverse needs of 0-19+ and families, including discrete one to one spaces, flexible group spaces, adequate storage and access facilities etc.

4.6 Service delivery methods

The service will be offered in the main to groups and individuals whose needs are our priority and use four principle methods for service delivery;

- One to one key worker support
- Group based programmes operating from neighbourhood centres
- One to one and group based outreach and detached support.
- Virtual and digital support, which is accessed for example via telephone, internet, mobile phone and social media.

Using outreach and detached delivery is critical and means that there is a wide reach of our services across communities and where appropriate, this can be delivered within families' homes, or from other appropriate environments.

See **Appendix E** for details of the proposed service delivery model for group based delivery through Neighbourhood Centres.

4.7 Anticipated demand and resource allocation model for casework.

Based on an assessment of the pattern of historic service demands, it is anticipated that WPEHS requires capacity to safely respond to approximately 10,000 cases each year, comprising a mixture of children, families and young people.

This incorporates Lancashire's response to the national Troubled Families Programme.

Further to this, WPEHS will allocate resources to enable neighbourhood centre based and outreach group activity which can cost effectively respond to defined needs and include an appropriate response to universal statutory responsibilities.

Resources are deployed using a caseload allocation model which balances the distribution of personnel in order to meet the demand.

See **Appendix D** for further details of proposed resource model for case allocation.



4.8 Governance arrangements

WPEHS reports on its outcomes and performance through a multi-agency governance structure (Children's Partnership Board) and where appropriate the Health and Wellbeing Board, as well as reporting to Lancashire Safeguarding Children's Board. This aligns with service delivery footprints at a County and local level. The governance role responds to the national Troubled Families Unit programme in Lancashire.

The children centre 'advisory board' function, in line with statutory expectations, is aligned with appropriate clustering arrangements at a local level (districts) to ensure local accountability and the inclusion



of local stakeholders including parents. This meets the requirements of the statutory Ofsted Inspection framework.

The voice and influence of children, young people and parents is embedded within governance arrangements and strong links are maintained with appropriate networks and forums which enable this dialogue and influence on WPEHS delivery arrangements. This includes e.g. Lancashire Youth Council, Parent Forums etc.

Governance structures will work to defined terms of reference and core suggested membership which will outline their role as providing 'challenge/scrutiny and support' to locally delivered WPEHS. They will not manage delivery of services nor any associated budgetary resources. Early Help and the designated Children Centre function within WPEHS will continue to be subject to external Ofsted inspection.

Appendix A WPEHS outcomes framework

WPEHS focusses on achieving positive impact for children, young people and their families in five key areas. These 'outcomes' are strategically aligned with Lancashire's expectations in the Children and Young People's Plan and to the Marmot principles (Fair Society, Healthy Lives, and Marmot 2010) and incorporate our responsibilities in responding to the requirement of the national Troubled Families Programme.

Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
Children and young people are safe and protected from harm. <i>(Children and Young People's Plan Objective 1)</i>	Children, young people and families are resilient, aspirational and have the knowledge, capability and capacity to deal with wider factors which affect their health and wellbeing, life chances and economic wellbeing <i>(Children & Young People's Plan Objective 2, 3)</i>	Children, young people and their families are helped to live healthy lifestyles, engage in positive social activities and make healthy choices <i>(Children & Young People's Plan Objectives 2, 4, 5)</i>	Children, young people and families health is protected from major incidents and other threats whilst reducing health inequalities <i>(Children & Young People's Plan Objective 1, 4)</i>	Targeting those in more disadvantaged communities, the number of children, young people and families living with preventable ill health and dying prematurely is reduced <i>(Children & Young People's Plan Objective 1, 3, 4)</i>
Marmot Objective A, B, C, D, E, F	Marmot Objective B, C, D	Marmot Objective A, B, C	Marmot Objective D, F	Marmot Objective A, C, D, E
TFU Criteria 1, 3, 5	TFU Criteria 1, 2, 3, 4, 5, 6	TFU Criteria 1, 2, 4, 5, 6	TFU Criteria 1, 3, 5, 6	TFU Criteria 4, 5, 6
Marmot Objectives A. Best start in life for children. B. Maximise your capabilities and have control over your life. C. Fair employment and good work for all. D. Healthy standard living. E. Healthy and sustainable places and communities. F. Ill health prevention				
Troubled Families Unit Criteria 1. Parents or children involved in crime or anti-social behaviour 2. Children who have not been attending school regularly 3. Children who need help: children of all ages, who need help, are identified as in need or are subject to a child protection plan 4. Adults out of work or at risk of financial exclusion or young people at risk of worklessness 5. Families affected by domestic violence and abuse 6. Parents or children with a range of health problems				

Appendix B WPEHS key priority target groups

When considering targeting services, Wellbeing, Prevention and Early Help Service will prioritise the following groups/ individual children, young people or families;

- With Special Educational Needs and/or Disabilities or with behaviour difficulties
- Experiencing Neglect
- Workless or at risk of financial exclusion
- With a range of health problems
- Affected by domestic abuse
- Affected by emotional and mental health issues
- Young Parents/ new parents
- Parents who are unlikely to take advantage of universal early childhood services
- Young Carers
- Homeless
- Asylum seekers and refugees
- At risk of and/or having experienced child sexual exploitation
- Who are transient including asylum seekers, economic migrants and traveller communities
- Involved in crime or anti-social behaviour
- Not attending school regularly and at risk of exclusion
- Engaging in / affected by risk taking behaviours
- With protected characteristics as defined by the Equality Act 2010

(WPEHS will support Children's Social Care cases (including Children in Need (CiN) and those stepping down from social care), where in the best interest of the child/young person, and as part of plans for children and young people looked after by the local authority and those subject to a child protection plan)

Appendix C Demand and resource allocation model for casework

Based on historic knowledge of service demand we have established baselines which indicate predicted levels of demand within an annual cycle. Based on the levels of response required, this then indicates the required resource investment to meet the level of predicted. The following numbers are a snapshot of historical demand based on the former Lancashire CoN levels (pre-July 2016).

Overarching Demand		Allocated Caseload Demand		Footfall		Cases Continuum of Need (CoN) Level 2 (NB: former Lancashire CoN level – pre July 2016)	
Embedded within are minimum 1420 (plus c.25% for outcome security) TFU family cases comprising c.4,686 individuals (average per annum)							
Open CAFs	Early Support Requests for Support	Children Centres Family Support (Level 3,4a-c CoN) (NB: based on former Lancashire CoN level – pre July 2016)	Targeted Youth Support (Level 3,4a-c CoN) (NB: based on former Lancashire CoN level – pre July 2016)	Children	Young People	Children	Young People
4597	4147	1,182	3,463	71,102	16,802	4,387	885
Multi-agency identified needs where WPEHS is not the only responding agency (Lead Professional)		Direct casework demand within WPEHS (Includes proportion of cases which originate through CAF/Early Support-Requests for Support)		Centre Based and outreach group activity responding cost effectively to common themes in response to defined needs		Universal responses and family support where there is identified unmet needs	

In the future, WPEHS needs to be in a position to adequately respond to up to **10,000 cases per year** as this will build in sufficient flexibility to respond to increase and peaks in demand and some cases at the margin of CoN 1 which are considered important to limit escalation. From this indication of demand levels we have calculated our caseload capacity and from this an indication of the minimum levels of staffing which will be needed to provide a safe and sufficient response. The following profile of the 10,000 cases in WPEHS is used to calculate the workforce response that will be required. In general terms, based on this demand, we calculate the profile to breakdown as follows (based on the revised Lancashire CoN levels;

	General % Profile	Case numbers
CoN cases at level 3. To support de-escalation and transition pathways (where the service is identified to address a specific identified need as part of a statutory plan).	5%	500
CoN cases at level 2 - Type A (requiring higher frequency of intervention and programmes which require weekly contact)	40%	4,000
CoN cases at level 2 - Type B (requiring less frequency of intervention support)	50%	5,000
CoN cases at level 2 de-escalating to level 1 (requiring less frequency of intervention support)	5%	500

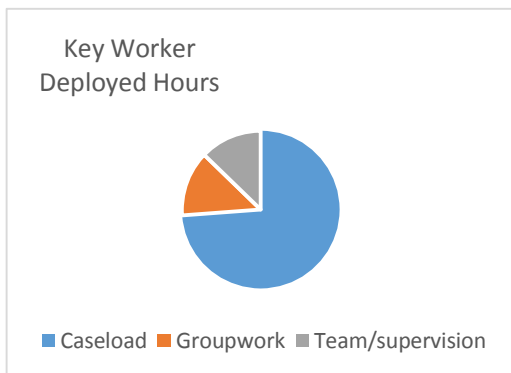
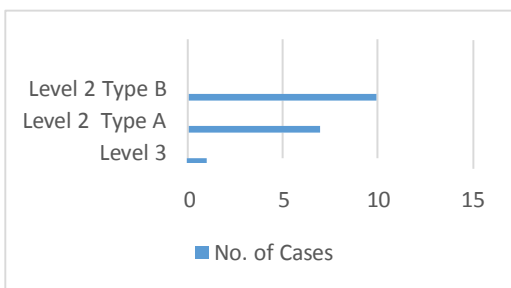
Overview of Caseload Allocation Formula WPEHS

Allocation of caseload at levels 2 and above on the Continuum of Need is based on the above profile and governed by the following principles;

	Frequency of intervention	Frontline Delivery Visit/Group Duration	Support Schedule	TOTAL delivery slots	Cycles per year
CoN cases at Level 3	Weekly (incorporating review meetings (multi-agency))	Up to 2.5hrs (to include recording and initial actions/ follow up)	15 weeks (extensions by review)	15 per case cycle	3
CoN cases at Level 2 Type A	Weekly	Up to 2.5hrs to include recording and initial actions/follow up	12 weeks (extensions by review)	12 per case cycle	3.8
CoN cases at Level 2 Type B & Level 2 de-escalating to universal support	Fortnightly	Up to 2.5hrs to include recording and initial actions/ follow up	12 weeks (extensions by review)	6 per case cycle	3.8

WPEHS staff who hold caseloads will carry an average mixed caseload of 18 cases, with the following general proportionality (drawn from the profile above);

Caseload Allocation – 18 cases



Caseload calculations are based on each FTE staff member having a 'frontline delivery visit/group' potential of;

- 46 weeks per year
- Up to 11 'visits' per week (mitigated by demands of complex cases/ partnership contact/ follow up and multi-agency processes)

Maximum potential of **506 delivery slots** per annum – per FTE.

NB: A case in WPEHS is not a count of individuals linked to a caseworker. A case may be a family with multiple individuals – therefore the total number of 'held' individuals may be significantly higher than 18 individuals.

Mixed caseloads of 18 cases – cycling at the above duration and frequency would necessitate per FTE;

	Delivery Slots	Number of cases (families) per year
1 cases @ Level 3	1 x 15 x 3 = 45 delivery slots	1 x 3 = 3
7 cases Level 2 Type A	7 x 12 x 3.8 = 319 delivery slots	7 x 3.8 = 27
9 cases Level 2 Type B	9 x 6 x 3.8 = 205 delivery slots	9 x 3.8 = 34
1 case Level 2 De-escalating to universal support	1 x 6 x 3.8 = 23 delivery slots	1 x 3.8 = 4
TOTAL	592 delivery slots	68 Cases.

It is recognised that the calculations demonstrate that holding a mixed caseload of 18 families (which may mean multiple individuals beyond 18), in time and motion terms, exceed (by c.15%) the minimum time available per FTE. It is noted however that there will be variables in the model around frequency and duration where some families don't require the full allocated time when worked with more flexibly, and it is anticipated that this will balance out some of the demands.

On this basis however, **it is more realistic to calculate that the maximum case load capacity per FTE staff member, per annum will be around 60 cases.**

Further to this, it would be important to build in sufficient flexibility (c. 5%) to the model to cope with increases in patterns of demand.

Appendix D Service delivery model for group based delivery through Neighbourhood Centres

Service Access

WPEHS provides advice and deliver integrated support and group based programmes from a neighbourhood centre, bringing together and coordinating services around the prevention and early help agenda, from midwives and health visitors to childcare and support for young people and families, building early help at the core. WPEHS embeds its services within the communities it supports, offering a single front door for the local community within Lancashire. By being located within a neighbourhood centre, WPEHS will co-locate alongside a range of other relevant key partners and Council services to ensure joined up delivery to meet local need.

There will be two operational delivery model offers from neighbourhood centre's to support delivery, blended in each locality (subject to needs) and denoted by their varied scope and scale of provision.

(Enhanced) offer– 1 in each district area (12 total)

Providing a range of direct access to integrated universal services, specific key services for 0-5yrs and a targeted group work programme for children, young people, their families and vulnerable adults in the community. These will provide enhanced access to group based provision and an extended range of on-site universal services and drop in advisory provision, delivered in a multi-agency context. They will be suitably located to enable them to respond to an extended reach area.

In each district, the enhanced model will additionally respond to the discrete needs of 12-19+yrs, providing targeted group work and an evening/weekend programme as appropriate. It will host a range of provision prioritising discrete targeted groups. Within these neighbourhood centres other key partner services may be co-located e.g. Library services, young people's health services.

(Core) offer – Minimum 1 in each neighbourhood planning area (44 total)

Based in neighbourhood centres within priority neighbourhoods, the core delivery offer will provide signposting and a more limited range of direct access to integrated universal services, some specific key services for 0-5yrs, with more limited targeted group based provision for children, young people, their families and vulnerable adults. Neighbourhood centres delivering the core model will act as a base for outreach services into local and coterminous neighbourhoods to extend service reach. These may operate on a sessional basis from other key partner facilities in key neighbourhoods.

It should be noted that in some neighbourhoods, the enhanced or core offer may be split across two specific neighbourhood centres in order to better respond to the different access needs of children/families and young people.

Service Methodology

The WPEHS will deliver through **four principle methodologies**;

1. One to one casework with children, young people & families (including public health service provision)

WPEHS keyworkers (case holders) work principally with individual children, young people and their families at Level 2 on the continuum of need (Lancashire revised CoN July 2016). Key workers will meet with 'individuals and families' in a variety of settings to progress assessment and action planning, including family homes, neighbourhood centres, and other community venues. WPEHS key workers carry a mixed caseload, identified through robust assessment processes including the Common Assessment Framework (CAF) and linking to other pathways, e.g.

- WPEHS Request for Support
- MASH/Social Care Step Down
- Troubled Family Programme indicated cases
- Agreed Partnership pathways

WPEHS key workers will work as part of a 'team around the family' and will undertake the Lead Professional role where appropriate within their caseloads. WPEHS recognises and interfaces with other appropriate assessment tools used by key partners.

2. Targeted group based programmes (including drop-in) delivered through neighbourhood centres

WPEHS delivery delivers a balanced programme of group based activities aimed at children, young people and families which will centre around;

- Securing the engagement of those with complex or intensive support needs
- Building resilience, self-esteem and self-efficacy and improving life chances and outcomes
- Awareness raising and enhancing personal learning and development on a range of personal development and public health and wellbeing issues
- Enabling individuals to engage with education, employment and training.

3. Outreach and detached work in targeted neighbourhoods, communities and with priority groups

Outreach and Detached work is a methodology used in both one to one and group work by WPEHS. Workers will use a neighbourhood centre as their base of operations whilst their delivery to children, young people and their families will be remote from the centre into deprived neighbourhoods/outlying areas/rural communities/anti-social behaviour hotspots etc., combining both detached and outreach work for the following purposes;

- **Outreach;**

This work is designed to provide a contained programme of work into communities not easily served by the geographical placement of a Neighbourhood Centre. It will normally offer programmed one to one or group based provision to a given child/young person/family or a number of outlying areas based on need. Areas served may change and rotate.

Delivery may utilise WPEHS vehicles including mobile vehicle based centres or be based in 'other partner's venues' e.g.: a health centre, a village hall. This work would not normally operate in a community where there is existing WPEHS provision provided by another agency/VCFS organisation/commissioned service, in order to maximise the spread of WPEHS offer.

This work may also specifically focus on the objective of reaching children, young people and their families with the aim of encouraging them to access wider opportunities at the Neighbourhood Centre.

There will be proportionate use of outreach work as defined by the needs of children/young people/families, to enable suitable access to services and facilitating excellent reach.

- **Detached;**

Working with groups of young people on the streets that are/would be unlikely to access any other form of provision at a Neighbourhood Centre.

This work may be targeted at vulnerable groups or at groups engaging in risk taking behaviours, and may be geographically targeted to address pockets of anti-social behaviour (in partnership with key agencies).

4. Virtual /digital service provision through 'Talkzone' services

The service will maintain a service response through its 'Talkzone' service which provide information, advice/guidance, follow up and signposting through a range of remote methodologies including telephone, SMS text message, email, webtalk and social media (principally facebook and twitter). This service provides a foundation stone for access, being available 365 days per year (2-10pm), outside 'normal' working hours/ at holiday periods etc.

The total service delivery model comprises 56 bundles of resources comprising;

12 (or more) x Neighbourhood Centres from which the enhanced model will be delivered, which will usually offer

Daytime	Twilight/ Weekends	Evening
6	2	4

44 (or more) x Neighbourhood Centres from which the core model will be delivered, which will usually offer

Daytime	Twilight/ Weekends	Evening
5	1	1

<p>Enhanced Offer</p> <p>Delivery staffing establishment</p> <p>NB: Establishment includes resource to deliver an element of outreach/detached work across the district area.</p>	Expected number of delivery sessions		Number of staff present per session	Number of individual worker delivery sessions required	Grade 6	Grade 4 Neighbourhood Outreach Workers (Type A and B)	Grade 4 Delivery Support Workers
	Weekday Daytime	6	5	30	6	18 (Type A)	6
	Twilight	2	3	6	2	4 (Type A)	0
	Evenings/weekend	4	4	16	4	12 (Type B)	0
	TOTAL		12		42	12	34
Establishment Details							
Level of Worker	Proposed Number of Posts	Establishment			Duties		
Grade 6	Multiple post holders involved as appropriate to the number/cluster of neighbourhood centres linked to team.	1.5fte (allocation of time within wider role for group based delivery – spread across total number of post holders involved)			80% F/F , 10% Management Support Tasks, 10% Personal Training/Supervision		
Grade 4 (NOW Type A & B)	6 to 9	4.3fte			80% F/F, 10% Management Support Tasks, 10% Personal Training/Supervision		
Grade 4 (DSW)	2 or 3	0.8fte			70% F/F, 20% Business Support Tasks, 10% Personal Training/Supervision		
Grade 4 peripatetic	n/a	0.15fte			Casual to cover planned and short term unplanned absence and extend beyond 46 week opening		
Staffing establishment per unit Total		6.6fte (plus 0.15fte casual G4 peripatetic)					

**Core Offer
Delivery staffing
establishment**

**NB: All session
may not be
delivered from
the
neighbourhood
centre but may
be outreach in
accordance to
needs.**

Expected number of delivery sessions		Number of staff present per session	Number of individual worker delivery sessions required	Grade 6	Grade 4 Neighbourhood Outreach Workers (Type A and B)	Grade 4 Delivery Support Workers
Weekday Daytime	5	4	20	5	10 (Type A)	5
Twilight	1	3	3	1	2 (Type A)	0
Evenings/weekend	1	3	3	1	2 (Type B)	0
TOTAL		7	26	7	14	5

Establishment Details

Level of Worker	Proposed Number of Posts	Establishment	Duties
Grade 6	Multiple post holders involved as appropriate to the number/cluster of neighbourhood centres linked to team.	0.9fte (allocation of time within wider role for group based delivery – spread across total number of post holders involved)	80% F/F , 10% Management Support Tasks, 10% Personal Training/Supervision
Grade 4 (NOW Type A & B)	2 or 3	1.7fte	80% F/F, 10% Management Support Tasks, 10% Personal Training/Supervision
Grade 4 (DSW)	1 or 2	0.7fte	70% F/F, 20% Business Support Tasks, 10% Personal Training/Supervision
Grade 4 peripatetic	n/a	0.1fte	Casual to cover planned and short term unplanned absence and extend beyond 46 week opening
Staffing establishment per unit Total		3.3fte (plus 0.1fte casual G4 peripatetic)	

Wellbeing, Prevention and Early Help Service budget including staffing establishment

Grade	FTE	Staffing costs including 'on costs' (based on 80% top of grade 17/18)	Posts
Grade 14	1	£ 85,498	1 x Head of Service
Grade 12	3	£ 177,516	3 x WPEHS Senior Managers
Grade 11	8	£ 434,768	5 x Locality Managers 3 Quality Review Officers
Grade 9	12	£ 524,052	12 x Operations and Delivery Leaders
Grade 8	55	£ 2,081,310	48 x Senior Practitioners 5 x Locality Specialist Support Officers 1 x Operations Assessment and Impact Lead Officer 1 x WPEHS Business Support Manager
Grade 7	3	£ 98,748	3 x Operations and Assessment Impact Officers
Grade 6	273.24	£ 7,579,131	266 x WPEHS Key Workers 5 x WPEHS Talkzone Workers (1fte plus , 4 x @0.81fte) 3 x Business Support Officers
Grade 5	12	£ 285,540	12 x Business Support Officers
Grade 4	185	£ 3,868,535	126.5 x WPEHS Neighbourhood Outreach Workers (97.2fte@ Type A and 29.3fte@ Type B) 40.5 x WPEHS Delivery Support Workers 18 x Business Support Officers
Total	552.24fte	£ 15,135,098	552.24fte

NB: There are an additional c.19fte fixed term funded (WPEHS CEIAG Worker G6) posts which are Schools Forum funded and linked to the short stay schools CEIAG commission – annually reviewed.

WPEH Service – Non staffing support costs

Non-employee – service delivery costs	£	1,166,762
Employee related support/delivery costs	£	553,140
Locality programme delivery support costs	£	375,000
		<hr/>
TOTAL	£	<u>2,094,902</u>

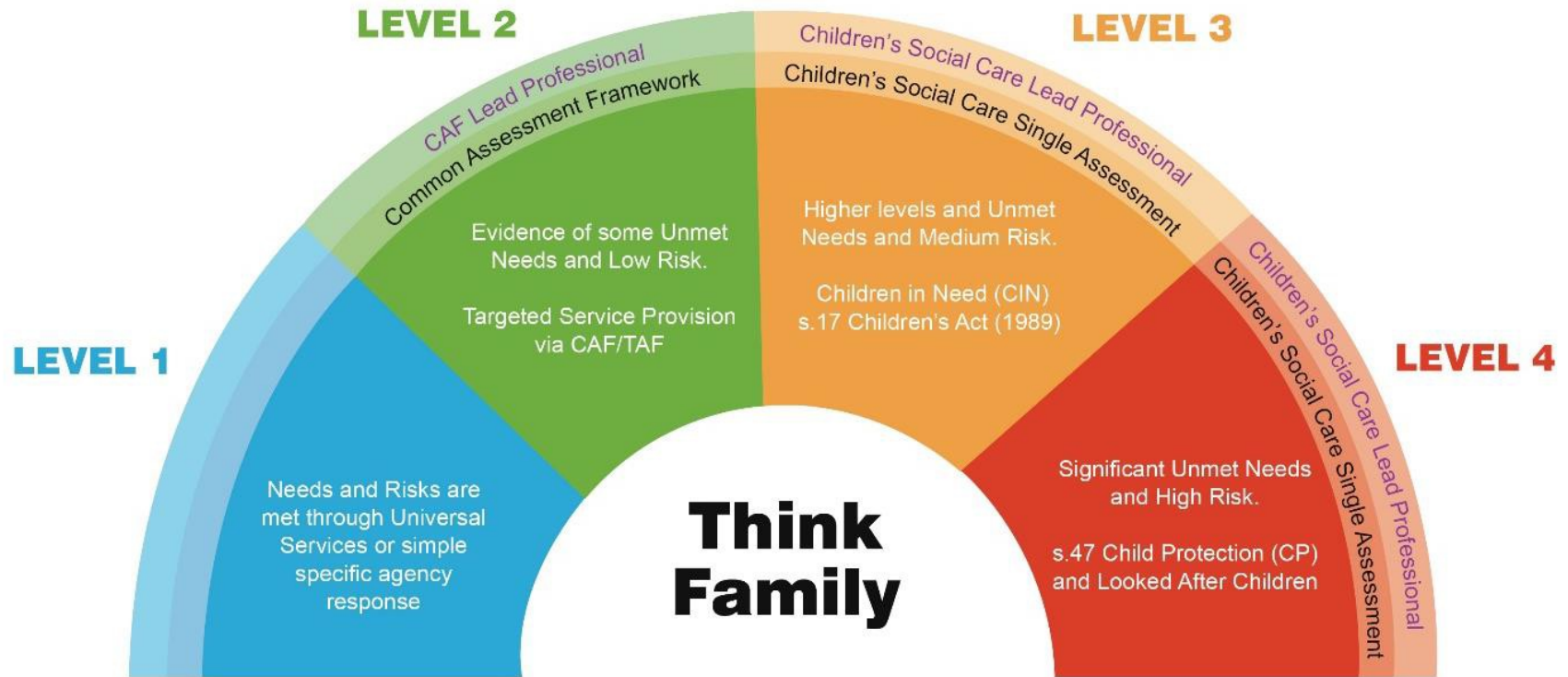
WPEHS Resources are allocated according to defined needs and demands in local areas. This operates with respect to both staffing resources (casework and group based work) and other budget allocations. The service uses a combination of a funding formula approach and a specification outlining minimum staffing arrangements for its various (core/enhanced) group based delivery offers.

Resources are allocated at a locality level (5 Localities e.g., Hyndburn, Ribble Valley & Rossendale, Preston etc.) which can be broken down to team level (12 x district areas). This enables us to quantify both a locality wide staffing resource for outreach/detached and casework delivery and an agreed delivery specification in Lancashire.

SUMMARY

Staffing costs	£15,135,098
Non-staffing costs	£ 2,094,902
TOTAL	£17,230,000

Lancashire Continuum of Need



If in doubt, consult with agency safeguarding leads, or the Duty Social Worker on 0300 123 6720



Information Sharing

District	Consultation Number	Consultation Name	Current Designated Children's Centres	Current Linked Children's Centre	Current Linked to	Current Outreach provision	Future Designated Children's Centres	Future Linked Children's Centre	Future Linked to	Future Outreach provision
Burnley	6	Burnley Wood Children's Centre	•				•			
Burnley	7	Children's Social Care (Easden Clough)					•			
Burnley	9	Ightenhill Children's Centre	•				•			
Burnley	11	Reedley Hallows Children's Centre	•				•			
Burnley	12	South West Burnley Children's Centre	•				•			
Burnley	13	Stoneyholme and Daneshouse Young People's Centre						•	The Chai Centre Children's Centre	
Burnley	14	The Chai Centre Children's Centre	•				•			
Burnley	16	Whitegate Children's Centre	•				•			
Chorley	30	Clayton Green Library					•			Adlington area
Chorley	31	Coppull Library						•		
Chorley	32	Duke Street Children's Centre	•				•			
Chorley	33	Eccleston Library						•		Euxton Library
Chorley	36	Adlington Library and Children's Centre	•							
Chorley	37	Astley and Buckshaw Children's Centre	•							
Chorley	38	Blossomfields Children's Centre		•						
Chorley	41	Clayton Brook Children's Centre	•							
Chorley	42	Coppull Children's Centre	•							
Chorley	45	Highfield Children's Centre	•				•			
Chorley	46	Millfield Children's Centre	•							
Fylde	48	Children's Social Care (Sydney Street) and Oak Tree Children's Centre	•				•			
Fylde	53	The Zone in Fylde					•			
Fylde	54	Weeton Children's Centre		•			•			
Fylde	60	Lytham Children's Centre		•						
Fylde	62	Orchard Children's Centre	•							
Fylde	63	Pear Tree Children's Centre	•							
Hyndburn	66	Clayton-le-Moors and Altham Children's Centre	•				•			
Hyndburn	67	Copper House Children's Centre	•				•			
Hyndburn	68	Fairfield Children's Centre	•				•			
Hyndburn	69	Great Harwood Children's Centre	•				•			
Hyndburn	72	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)	•				•			
Hyndburn	79	Huncoat Children's Centre	•							
Hyndburn	83	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches)	•							
Lancaster	84	Appletree Children's Centre	•				•			
Lancaster	86	Halton Library and Children's Centre		•						
Lancaster	90	Lune Park Children's Centre	•				•			Halton Library
Lancaster	92	The Carnforth Hub Children's Centre and Young People's Centre	•				•			
Lancaster	94	Westgate Children's Centre	•				•			Heysham Library
Lancaster	96	Balmoral Children's Centre	•							
Lancaster	100	Firbank Children's Centre	•							
Lancaster	101	Galgate Children's Centre		•						

District	Consultation Number	Consultation Name	Current Designated Children's Centres	Current Linked Children's Centre	Current Linked to	Current Outreach provision	Future Designated Children's Centres	Future Linked Children's Centre	Future Linked to	Future Outreach provision
Lancaster	102	Heysham Children's Centre and Young People's Centre	•							
Lancaster	105	Poulton Children's Centre	•				•			
Pendle	109	Beacon Children's Centre	•				•			
Pendle	113	Colne Children's Centre	•				•			
Pendle	115	Earby Community Centre						•	Gisburn Road Children's	Trawden area
Pendle	116	Family Tree Children's Centre	•				•			
Pendle	117	Gisburn Road Children's Centre	•				•			
Pendle	120	Walton Lane Children's Centre	•				•			
Pendle	127	Pendleside Children's Centre		•	Beacon Children's Centre					
Pendle	128	Trawden Library and Riverside Children's Centre		•						
Preston	140	Preston West Children's Centre	•				•			
Preston	141	Ribbleton Children's Centre	•				•			
Preston	143	Riverbank Children's Centre	•				•			
Preston	146	Sharoe Green Library and Cherry Tree Children's Centre	•				•			
Preston	147	Stoneygate Children's Centre	•				•			
Preston	148	Sunshine Children's Centre	•							
Preston	149	Sunshine Children's Centre (New Hall Lane Drop-in)		•	Sunshine Children's Centre			•		
Preston	151	Preston East Children's Centre	•				•			
Preston	152	St Lawrence Children's Centre		•						
Ribble Valley	157	Ribblesdale Children's Centre	•				•			
Ribble Valley	164	Whalley Library and Spring Wood Children's Centre		•						
Ribble Valley	165	Willows Park Children's Centre	•				•			
Rossendale	168	Haslingden Community Link Children's Centre	•				•			
Rossendale	171	The Maden Centre	•				•			
Rossendale	172	The Zone in Rossendale					•			
Rossendale	173	Whitworth Children's Centre	•				•			
Rossendale	175	Balladen Children's Centre	•							
Rossendale	178	Staghills Children's Centre	•							
South Ribble	184	Leyland Library						•		
South Ribble	185	Longton Library						•		
South Ribble	187	The Zone in South Ribble					•			
South Ribble	188	Wade Hall Children's Centre	•				•			
South Ribble	189	Walton-le-Dale Young People's Centre					•			Kingsfold Library
South Ribble	190	Bamber Bridge Children's Centre	•							
South Ribble	192	Kingsfold Children's Centre	•							
South Ribble	193	Longton Children's Centre		•						
South Ribble	194	Lostock Hall Library and Children's Centre		•						
South Ribble	197	Wellfield Children's Centre	•							
West Lancashire	198	First Steps Children's Centre	•				•			

District	Consultation Number	Consultation Name	Current Designated Children's Centres	Current Linked Children's Centre	Current Linked to	Current Outreach provision	Future Designated Children's Centres	Future Linked Children's Centre	Future Linked to	Future Outreach provision
West Lancashire	199	Ormskirk Library					•			
West Lancashire	201	Park Children's Centre	•				•			
West Lancashire	204	The Grove Young People's Centre and Children's Centre	•				•			
West Lancashire	211	Hesketh with Becconsall Children's Centre		•						
West Lancashire	212	Moorgate Children's Centre	•							
West Lancashire	215	St John's Children's Centre (Skelmersdale)	•				•			Upholland area
West Lancashire	216	Upholland Children's Centre		•						
Wyre	217	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre	•				•			
Wyre	218	Fleetwood Children's Centre (Flakefleet satellite)		•	Rural Wyre Children's Centre		•			
Wyre	221	Garstang Library					•			Knott End Library/Preesall area
Wyre	225	The Zone in Wyre					•			
Wyre	226	Thornton Children's Centre	•				•			
Wyre	227	Cleveleys Library and Children's Centre		•						
Wyre	228	Fleetwood Children's Centre	•							
Wyre	231	Over Wyre Children's Centre (Hambleton satellite)		•	Rural Wyre Children's Centre					
Wyre	232	Over Wyre Children's Centre (Preesall satellite)		•	Rural Wyre Children's Centre					
Wyre	233	Poulton-le-Fylde Children's Centre		•						
Wyre	235	Rural Wyre Children's Centre	•							

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
Burnley	6	Burnley Wood Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	7	Children's Social Care (Easden Clough)	Children's Social Care			Children's Social Care, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Children's Social Care, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Burnley	9	Ightenhill Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Gannow Community Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	10	Padiham Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)	Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Burnley	11	Reedley Hallows Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	12	South West Burnley Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	13	Stoneyholme and Daneshouse Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years)	The Chai Centre Children's Centre	See note below
Burnley	14	The Chai Centre Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	15	The Zone in Burnley	Leaving Care Outreach, Wellbeing, Prevention and Early Help Service (Young People's Service), Youth Offending Team			Children's Social Care, Leaving Care Outreach, Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team	Children's Social Care, Leaving Care Outreach, Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team		See note below
Burnley	16	Whitegate Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Burnley	19	Brunshaw Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Burnley	21	Hapton Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Burnley	22	Padiham Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Burnley	25	Stoops and Hargher Clough Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Chorley	28	Chorley Library	Children Missing Education and Pupil Attendance Team, Library Service, Welfare Rights, Wellbeing, Prevention and Early Help Service (Young People's Service)			Children Missing Education and Pupil Attendance Team, Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre), Welfare Rights, Youth Offending Team	Children Missing Education and Pupil Attendance Team, Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years), Welfare Rights, Youth Offending Team		See note below
Chorley	30	Clayton Green Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		Adlington area also see note below
Chorley	31	Coppull Library	Library Service			Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years)	Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years)	Duke Street Children's Centre	See note below
Chorley	32	Duke Street Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Chorley	33	Eccleston Library	Library Service			Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years)	Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years)	Highfield Children's Centre	Euxton Library also see note below
Chorley	36	Adlington Library and Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Wade Hall Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Chorley	37	Astley and Buckshaw Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Chorley	38	Blossomfields Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Wade Hall Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Chorley	41	Clayton Brook Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Chorley	42	Coppull Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Chorley	43	Coppull Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
Chorley	44	Eccleston Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Chorley	45	Highfield Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Chorley	46	Millfield Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Wade Hall Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Chorley	47	The Zone in Chorley	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Fylde	48	Children's Social Care (Sydney Street) and Oak Tree Children's Centre	Children's Social Care, Wellbeing, Prevention and Early Help (designated children's centre), Welfare Rights, Wellbeing, Prevention and Early Help Service (Young People's Service)		17 LSA Scout Hall (Mayfield) and Baptist Church Hall rooms	Children's Social Care, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Children's Social Care, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Fylde	53	The Zone in Fylde	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Fylde	54	Weeton Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Oak Tree Children's Centre		Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Fylde	58	Kirkham Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Fylde	59	Lower Lane Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Fylde	60	Lytham Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Oak Tree Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Fylde	62	Orchard Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Warton Scout Hut and Lower Lane Community Centre	Not proposed for future use	Not proposed for future use		See note below
Fylde	63	Pear Tree Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		St Joseph's Primary School, Newton Bluecoat Primary School and Willows Primary School	Not proposed for future use	Not proposed for future use		See note below
Hyndburn	66	Clayton-le-Moors and Altham Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Arthur Wilson Centre	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Hyndburn	67	Copper House Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Rishton Methodist School, Primetimeand Rishton Library	Library Satellite, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Library Satellite, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Hyndburn	68	Fairfield Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Hyndburn	69	Great Harwood Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Hyndburn	70	Great Harwood Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)	Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Hyndburn	72	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Hyndburn	73	The Zone in Hyndburn	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (12-19+ years)	Wellbeing, Prevention and Early Help Service (12-19+ years)		Oswaldtwistle area also see note below
Hyndburn	77	Clayton-le-Moors Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Hyndburn	78	Great Harwood Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Hyndburn	79	Huncoat Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Clayton-le-Moors and Altham Children's Centre	Huncoat House	Not proposed for future use	Not proposed for future use		See note below
Hyndburn	81	Oswaldtwistle Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Hyndburn	83	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches)	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Lancaster	84	Appletree Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
Lancaster	86	Halton Library and Children's Centre	Library Service, Wellbeing, Prevention and Early Help (children's centre)	Lune Park Children's Centre		Library Service, Wellbeing, Prevention and Early Help (0-11 years)	Library Service, Wellbeing, Prevention and Early Help Service (0-11 years) (outreach)		See note below
Lancaster	90	Lune Park Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		Halton Library also see note below
Lancaster	91	Morecambe Library	Library Service, Wellbeing, Prevention and Early Help (Young People's Service), Welfare Rights			Library Satellite, Registration Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre), Welfare Rights	Library Service, Registration Service, Wellbeing, Prevention and Early Help Service (12-19+ years), Welfare Rights		See note below
Lancaster	92	The Carnforth Hub Children's Centre and Young People's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre), Wellbeing, Prevention and Early Help (Young People's Service)			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Lancaster	94	Westgate Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		Heysham Library also see note below
Lancaster	95	White Cross Education Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)		Barton Road Young People's Centre	Registration Service, Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team	Registration Service, Wellbeing, Prevention and Early Help Service (12-19+ years) and support for families, Youth Offending Team		See note below
Lancaster	96	Balmoral Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Sefton Road Church Hall, Salvation Army	Not proposed for future use	Not proposed for future use		See note below
Lancaster	97	Barton Road Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Lancaster	100	Firbank Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Barton Road Young People's Centre	Not proposed for future use	Not proposed for future use		See note below
Lancaster	101	Galgate Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Lune Park Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Lancaster	102	Heysham Children's Centre and Young People's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre), Wellbeing, Prevention and Early Help (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Lancaster	105	Poulton Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Lancaster	106	Ryelands Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Pendle	108	Barnoldswick Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)	Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Pendle	109	Beacon Children's Centre	Welfare Rights, Wellbeing, Prevention and Early Help Service (designated children's centre)		Yarnspinners Health Centre	Welfare Rights, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Welfare Rights, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Pendle	113	Colne Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Colne Library, Safehands Day Nursery, West Street Nursery School, Innisfree Day Nursery, Toddler In Day Nursery, Newtown Nursery School, Club 2000 Nursery, Local Schools	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Pendle	115	Earby Community Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years)	Wellbeing, Prevention and Early Help Service (0-19+ years)	Colne Children's Centre	Trawden area also see note below
Pendle	116	Family Tree Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Satellite, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		12-19 years in Brierfield area also see note below
Pendle	117	Gisburn Road Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Earby Library	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Pendle	119	The Zone in Pendle	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (12-19+ years)	Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Pendle	120	Walton Lane Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		William's Hall Community Centre, Marsden Old Hall	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
Pendle	121	Barnoldswick Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)		Earby Community Centre	Not proposed for future use	Not proposed for future use		See note below
Pendle	124	Brierfield Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Pendle	125	Colne Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)		Trawden Community Centre	Not proposed for future use	Not proposed for future use		See note below
Pendle	127	Pendleside Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Beacon Children's Centre	Barrowford Library	Not proposed for future use	Not proposed for future use		See note below
Pendle	128	Trawden Library and Riverside Children's Centre	Library Service, Wellbeing, Prevention and Early Help (children's centre)	Colne Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Pendle	129	Trawden Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Preston	130	Ashton Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (12-19+ years)	Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Preston	137	Moor Nook Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (12-19+ years)	Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Preston	140	Preston West Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Tanterton Community Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Preston	141	Ribbleton Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Preston	143	Riverbank Children's Centre	Registration Service, Supporting Carers of Children and Young People (SCAYT+), Wellbeing, Prevention and Early Help Service (designated children's centre), Wellbeing, Prevention and Early Help Service (Young People's Service)		Plungington Community Centre	Registration Service, Supporting Carers of Children and Young People (SCAYT+), Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Registration Service, Supporting Carers of Children and Young People (SCAYT+), Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		Plungington area also see note below
Preston	146	Sharoe Green Library and Cherry Tree Children's Centre	Library Service, Wellbeing, Prevention and Early Help (designated children's centre)			Library Service, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Library Service, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Preston	147	Stoneygate Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre), Children's Social Care			Children's Social Care, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Children's Social Care, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Preston	148	Sunshine Children's Centre	Children's Social Care, Wellbeing, Prevention and Early Help Service (designated children's centre)			Children's Social Care, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Children's Social Care and provide contact/access facilities for families		See note below
Preston	149	Sunshine Children's Centre (New Hall Lane Drop-in)	Wellbeing, Prevention and Early Help Service (children's centre)	Sunshine Children's Centre		Wellbeing, Prevention and Early Help Service (0-11 years)	Wellbeing, Prevention and Early Help Service (0-11 years)	Ribbleton Children's Centre	See note below
Preston	151	Preston East Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre) and children's services		See note below
Preston	152	St Lawrence Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Preston West Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Ribble Valley	154	Longridge Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years)	Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Ribble Valley	157	Ribblesdale Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Ribble Valley	158	The Zone in Ribble Valley	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (12-19+ years)	Wellbeing, Prevention and Early Help Service (12-19+ years)		See note below
Ribble Valley	160	Longridge Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Ribble Valley	163	Slaidburn Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Ribble Valley	164	Whalley Library and Spring Wood Children's Centre	Library Service, Wellbeing, Prevention and Early Help (children's centre)	Clayton-le-Moors and Altham Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Ribble Valley	165	Willows Park Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Rosendale	168	Haslingden Community Link Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		12-19 years in Haslingden Library also see note below

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
Rossendale	169	Haslingden Library	Library Service, Wellbeing, Prevention and Early Help (Young People's Service), Welfare Rights			Library Service, Registration Service, Welfare Rights	Library Service, Welfare Rights		See note below
Rossendale	171	The Maden Centre	Welfare Rights, Wellbeing, Prevention and Early Help Service (designated children's centre), Wellbeing, Prevention and Early Help (Young People's Service)			Library Satellite, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Service, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Rossendale	172	The Zone in Rossendale	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Rossendale	173	Whitworth Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Rossendale	175	Balladen Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Rossendale	178	Staghills Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Rossendale	181	Whitworth Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
South Ribble	184	Leyland Library	Library Service, Wellbeing, Prevention and Early Help (Young People's Service)			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years)	Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years)	Wade Hall Children's Centre	See note below
South Ribble	185	Longton Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (0-11 years)	Library Service, Wellbeing, Prevention and Early Help Service (0-11 years)	The Zone in South Ribble	Kingsfold area and Higher Penwortham area also see note below
South Ribble	187	The Zone in South Ribble	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
South Ribble	188	Wade Hall Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
South Ribble	189	Walton-le-Dale Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		Kingsfold Library also see note below
South Ribble	190	Bamber Bridge Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
South Ribble	192	Kingsfold Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
South Ribble	193	Longton Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Wade Hall Children's Centre		Not proposed for future use	Not proposed for future use		See note below
South Ribble	194	Lostock Hall Library and Children's Centre	Library Service, Wellbeing, Prevention and Early Help (children's centre)	Wade Hall Children's Centre		Not proposed for future use	Not proposed for future use		See note below
South Ribble	196	Penwortham Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
South Ribble	197	Wellfield Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use as a Neighbourhood Centre however proposed to be retained for use by Traded Services (Start Well)		See note below
West Lancashire	198	First Steps Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Digmoor Community Centre	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
West Lancashire	199	Ormskirk Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
West Lancashire	201	Park Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
West Lancashire	204	The Grove Young People's Centre and Children's Centre	Welfare Rights, Wellbeing, Prevention and Early Help (designated children's centre), Wellbeing, Prevention and Early Help Service (Young People's Service)			Library Satellite, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Satellite, Welfare Rights, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
West Lancashire	205	The Zone in West Lancashire	Wellbeing, Prevention and Early Help Service (Young People's Service), Youth Offending Team		Upholland Library community rooms	Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team	Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team		See note below
West Lancashire	211	Hesketh with Becconsall Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)	Park Children's Centre		Not proposed for future use	Not proposed for future use		See note below
West Lancashire	212	Moorgate Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below

District	Consultation Number	Consultation Name	Current Use	Current Children's Centre Linked to	Current Outreach provision	Consultation Proposals May 2016	Future Use	Future Linked to	Future Outreach provision - see note below
West Lancashire	215	St John's Children's Centre (Skelmersdale)	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre) - SUBJECT TO FURTHER CONSULTATION		See note below
West Lancashire	206	Upholland Children's Centre	Wellbeing, Prevention and Early Help (children's centre)	First Steps Children's Centre		Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Not proposed for future use - SUBJECT TO FURTHER CONSULTATION		See note below
West Lancashire	216	Upholland Library	Library Service, Wellbeing, Prevention and Early Help (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Wyre	217	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre	Children's Social Care, Wellbeing, Prevention and Early Help (designated children's centre)			Children's Social Care, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Children's Social Care, Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		See note below
Wyre	218	Fleetwood Children's Centre (Flakefleet satellite)	Wellbeing, Prevention and Early Help Service (children's centre) (designated children's centre)	Fleetwood Children's Centre		Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-11 years) (designated children's centre)		Knott End Library and Preesall area also see note below
Wyre	221	Garstang Library	Library Service			Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Library Service, Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Wyre	225	The Zone in Wyre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre), Youth Offending Team	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre), Youth Offending Team		See note below
Wyre	226	Thornton Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		Thornton Library	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)	Wellbeing, Prevention and Early Help Service (0-19+ years) (designated children's centre)		See note below
Wyre	227	Cleveleys Library and Children's Centre	Library Service, Wellbeing, Prevention and Early Help (children's centre)	Fleetwood Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Wyre	228	Fleetwood Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)		United Reformed Church, Dronsfield Road, Fleetwood	Not proposed for future use	Not proposed for future use		See note below
Wyre	229	Garstang Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Wyre	231	Over Wyre Children's Centre (Hambleton satellite)	Wellbeing, Prevention and Early Help Service (children's centre)	Rural Wyre Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Wyre	232	Over Wyre Children's Centre (Preesall satellite)	Wellbeing, Prevention and Early Help Service (children's centre)	Rural Wyre Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Wyre	233	Poulton-le-Fylde Children's Centre	Wellbeing, Prevention and Early Help Service (children's centre)	Fleetwood Children's Centre		Not proposed for future use	Not proposed for future use		See note below
Wyre	234	Preesall Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Wyre	235	Rural Wyre Children's Centre	Wellbeing, Prevention and Early Help Service (designated children's centre)			Not proposed for future use	Not proposed for future use		See note below
Wyre	237	Thornton Young People's Centre	Wellbeing, Prevention and Early Help Service (Young People's Service)			Not proposed for future use	Not proposed for future use		See note below
Note re Future Outreach Provision									
The details in the above table relate to the level of service provision delivered through group based outreach activity. In addition there will be a significant level of outreach provision delivered to children, young people and families through one to one support and which will be delivered in family homes, schools and other community settings.									
Where outreach provision has been specifically linked to a building this has taken into account the LCC estates in the current proposals.									
Where outreach has been identified to be delivered in a specific area the location will be confirmed when a review of both LCC and partner/community estates has been completed.									

Implementation Timeline

As a result of service delivery changes and the development of Neighbourhood Centres some Lancashire County Council service delivery will be re-provided from alternate premises. The timeline for development of Neighbourhood Centres and/or ceasing to deliver services from current buildings falls into the following broad categories:

Buildings where/which:

1. Accommodation is considered fit for purpose for proposed future use and which LCC will continue to be reviewed for best use of space.
2. Works are required to create a Lancashire County Council Neighbourhood Centre, phased between 1st January 2017 and 31st March 2020.
3. Lancashire County Council service delivery will cease on 30th September 2016.
4. Lancashire County Council service delivery will cease between 1st October and 30th November 2016.
5. The full library service will cease between 1st October and 30th November 2016 but there may be a period of transition as satellite libraries are delivered.
6. Subject to ongoing discussion.
7. Lancashire County Council service delivery in the building will cease by 31st March 2017 and LCC will plan the response where there are other organisations occupying.
8. Lancashire County Council service delivery will be relocated to Neighbourhood Centres between 1st January 2017 and 31st March 2020.
9. Are subject to further consultation.

1. Accommodation is considered fit for purpose for proposed future use and which LCC will continue to be reviewed for best use of space.

District	Consultation No.	Building
Burnley	1	Burnley and Pendle Day Service (Temple Street)
Burnley	2	Burnley and Pendle Registration Office
Burnley	5	Burnley The Fold Co-location Project
Burnley	6	Burnley Wood Children's Centre
Burnley	7	Children's Social Care (Easden Clough)
Burnley	8	Coal Clough Library
Burnley	9	Ightenhill Children's Centre
Burnley	11	Reedley Hallows Children's Centre
Burnley	12	South West Burnley Children's Centre
Burnley	14	The Chai Centre Children's Centre
Burnley	16	Whitegate Children's Centre
Chorley	26	Children's Social Care (The Hawthorn's)
Chorley	27	Chorley Adult Disability Day Services (Bankside)
Chorley	29	Chorley Registration Office
Chorley	32	Duke Street Children's Centre
Chorley	34	Euxton Library
Chorley	35	Fosterfield Day Centre
District	Consultation No.	Building

Chorley	45	Highfield Children's Centre
Fylde	48	Children's Social Care (Sydney Street) and Oak Tree Children's Centre
Fylde	49	Fylde Adult Disability Day Services (Sunnybank)
Fylde	52	The Woodlands Resource Centre
Fylde	54	Weeton Children's Centre
Hyndburn	65	Children's Social Care (Silver Birches)
Hyndburn	66	Clayton-le-Moors and Altham Children's Centre
Hyndburn	68	Fairfield Children's Centre
Hyndburn	69	Great Harwood Children's Centre
Hyndburn	72	Sure Start Hyndburn - Church and West Accrington Children's Centre (The Park)
Hyndburn	73	The Zone in Hyndburn
Hyndburn	74	Woodhaven Day Centre
Lancaster	84	Appletree Children's Centre
Lancaster	85	Children's Social Care (Sefton Drive)
Lancaster	86	Halton Library and Children's Centre
Lancaster	87	Heysham Library
Lancaster	88	Lancaster and Morecambe Adult Disability Day Services (Thorpe View)
Lancaster	89	Lancaster Central Library
Lancaster	92	The Carnforth Hub Children's Centre and Young People's Centre
Lancaster	93	Vale View Day Centre
Lancaster	94	Westgate Children's Centre
Lancaster	99	Carnforth Library
Lancaster	105	Poulton Children's Centre
Pendle	109	Beacon Children's Centre
Pendle	110	Burnley and Pendle Adult Disability Day Services (Marsden Centre)
Pendle	111	Byron View Day Centre
Pendle	112	Children's Social Care (Burnley Road Colne)
Pendle	114	Colne Library
Pendle	115	Earby Community Centre
Pendle	117	Gisburn Road Children's Centre
Pendle	118	Nelson Library
Pendle	119	The Zone in Pendle
Pendle	120	Walton Lane Children's Centre
Preston	130	Ashton Young People's Centre
Preston	131	Children's Social Care (Ripon Street)
Preston	134	Ingol Library
Preston	135	Lady Elsie Finney House Day Centre
Preston	136	Lancashire Register Office and Records Office
Preston	137	Moor Nook Young People's Centre
Preston	138	Preston Adult Disability Day Services (Ribblebank)
Preston	140	Preston West Children's Centre
Preston	141	Ribbleton Children's Centre
District	Consultation No.	Building

Preston	142	Ribbleton Library
Preston	143	Riverbank Children's Centre
Preston	144	Savick Library
Preston	145	Scientific Services Laboratory
Preston	146	Sharoe Green Library and Cherry Tree Children's Centre
Preston	147	Stoneygate Children's Centre
Preston	149	Sunshine Children's Centre (New Hall Lane Drop-in)
Preston	151	Preston East Children's Centre
Ribble Valley	156	Mellor Library
Ribble Valley	157	Ribblesdale Children's Centre
Ribble Valley	158	The Zone in Ribble Valley
Ribble Valley	165	Willows Park Children's Centre
Rossendale	166	Bacup Olive House Parkside Day Centre
Rossendale	167	Children's Social Care (Newchurch Road Rawtenstall)
Rossendale	169	Haslingden Library
Rossendale	170	Rawtenstall Library
South Ribble	182	Kingsfold Library
South Ribble	183	Leyland Day Centre (King St)
South Ribble	184	Leyland Library
South Ribble	186	South Ribble Adult Disability Day Services (Crossways)
South Ribble	188	Wade Hall Children's Centre
West Lancashire	198	First Steps Children's Centre
West Lancashire	201	Park Children's Centre
West Lancashire	203	Tarleton Library
West Lancashire	205	The Zone in West Lancashire
West Lancashire	207	West Lancashire Adult Disability Day Services (Whiteledge)
West Lancashire	208	West Lancashire Registration Office
Wyre	217	Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre
Wyre	218	Fleetwood Children's Centre (Flakefleet satellite)
Wyre	219	Fleetwood Library and Registration Office
Wyre	220	Fylde And Wyre Adult Disability Day Services (Larkholme)
Wyre	222	Knott End Library
Wyre	223	Poulton Library
Wyre	224	Teal Close Day Centre

2. Works are required to create a Lancashire County Council Neighbourhood Centre, phased between 1st January 2017 and 31st March 2020.

District	Consultation No.	Building
Burnley	3	Burnley City Learning Centre
Burnley	4	Burnley Library
Burnley	10	Padiham Library
Burnley	13	Stoneyholme and Daneshouse Young People's Centre
Burnley	15	The Zone in Burnley
Chorley	28	Chorley Library
Chorley	30	Clayton Green Library
Chorley	31	Coppull Library
Chorley	33	Eccleston Library
Fylde	50	Milbanke Day Centre
Fylde	51	St Anne's Library
Fylde	53	The Zone in Fylde
Hyndburn	64	Accrington Library and Registration Office
Hyndburn	67	Copper House Children's Centre
Hyndburn	70	Great Harwood Library
Hyndburn	71	Hyndburn Adult Disability Day Services (Enfield)
Lancaster	90	Lune Park Children's Centre
Lancaster	91	Morecambe Library
Lancaster	95	White Cross Education Centre
Pendle	108	Barnoldswick Library
Pendle	113	Colne Children's Centre
Pendle	116	Family Tree Children's Centre
Preston	133	Harris Library- subject to a separate project
Preston	139	Preston Bus Station
Preston	148	Sunshine Children's Centre
Ribble Valley	153	Clitheroe Library
Ribble Valley	154	Longridge Library
Ribble Valley	155	Mearley Fold Day Centre
Rossendale	168	Haslingden Community Link Children's Centre
Rossendale	171	The Maden Centre
Rossendale	172	The Zone in Rossendale
Rossendale	173	Whitworth Children's Centre
South Ribble	185	Longton Library
South Ribble	187	The Zone in South Ribble
South Ribble	189	Walton-le-Dale Young People's Centre
West Lancashire	199	Ormskirk Library
District	Consultation No.	Building

West Lancashire	200	Ormskirk Mere Brook Day Centre
West Lancashire	202	Skelmersdale Library
West Lancashire	204	The Grove Young People's Centre and Children's Centre
Wyre	221	Garstang Library
Wyre	225	The Zone in Wyre
Wyre	226	Thornton Children's Centre

3. Lancashire County Council service delivery in the building will cease on 30th September 2016.

District	Consultation No.	Building
Burnley	18	Briercliffe Library
Burnley	20	Burnley Campus Library
Burnley	23	Pike Hill Library
Burnley	24	Rosegrove Library
Fylde	56	Freckleton Library
Fylde	61	Lytham Library and Registration Office
Hyndburn	75	Accrington Youth Offending Team
Hyndburn	76	Clayton-le-Moors Library
Hyndburn	80	Oswaldtwistle Library
Lancaster	98	Bolton-le-Sands Library
Lancaster	107	Silverdale Library
Pendle	122	Barrowford Library
Pendle	126	Earby Library
Preston	150	Fulwood Library
Ribble Valley	159	Chatburn Library
Ribble Valley	161	Read Library
Rossendale	177	Rossendale Registration Office
South Ribble	191	Bamber Bridge Library
South Ribble	195	Penwortham Library
West Lancashire	214	Parbold Library
West Lancashire	216	Upholland Library
Wyre	229	Garstang Young People's Centre
Wyre	230	Northfleet Library

District	Consultation No.	Building
Wyre	232	Over Wyre Children's Centre (Preesall satellite)
Wyre	236	Thornton Library

4. Lancashire County Council service delivery in the building will cease between 1st October and 30th November 2016.

District	Consultation No.	Building
Burnley	17	Belmont Community Centre
Chorley	36	Adlington Library and Children's Centre
Pendle	128	Trawden Library and Riverside Children's Centre
Ribble Valley	164	Whalley Library and Spring Wood Children's Centre
South Ribble	194	Lostock Hall Library and Children's Centre
Wyre	227	Cleveleys Library and Children's Centre

5. In the following buildings the full library service will cease between 1st October and 30th November 2016 but there may be a period of transition as satellite libraries are delivered:

District	Consultation No.	Building
Chorley	31	Coppull Library
Chorley	33	Eccleston Library
Hyndburn	82	Rishton Library
Pendle	123	Brierfield Library
West Lancashire	209	Burscough Library

6. Subject to ongoing discussion.

District	Consultation No.	Building
Rossendale	176	Crawshawbooth Library and Community Centre (The library service delivery from this building will cease by 30 th September. The expression of interest relates to community use).
Rossendale	179	Whitewell Bottom Community Centre

In response to the consultation there is ongoing consideration being given to the outcome for the following.

District	Consultation No.	Building
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Pendle	123	Brierfield Library
Rossendale	180	Whitworth Library

7. Lancashire County Council service delivery in these buildings will cease by 31st March 2017 and LCC will plan the response where there are other organisations occupying.

District	Consultation No.	Building
Burnley	19	Brunshaw Young People's Centre
Burnley	21	Hapton Young People's Centre
Burnley	25	Stoops and Hargher Clough Young People's Centre
Chorley	37	Astley and Buckshaw Children's Centre
Chorley	46	Millfield Children's Centre
Fylde	58	Kirkham Young People's Centre
Fylde	59	Lower Lane Young People's Centre
Fylde	60	Lytham Children's Centre
Fylde	62	Orchard Children's Centre
Fylde	63	Pear Tree Children's Centre
Hyndburn	77	Clayton-le-Moors Young People's Centre
Hyndburn	79	Huncoat Children's Centre
Hyndburn	81	Oswaldtwistle Young People's Centre
Hyndburn	83	Sure Start Hyndburn - Accrington South Children's Centre (The Beeches)
Lancaster	96	Balmoral Children's Centre
Lancaster	100	Firbank Children's Centre
Lancaster	101	Galgate Children's Centre
Lancaster	102	Heysham Children's Centre and Young People's Centre
Pendle	127	Pendleside Children's Centre
Pendle	129	Trawden Young People's Centre
Preston	132	Children's Social Care (St Luke's Centre)
Preston	152	St Lawrence Children's Centre
Ribble Valley	163	Slaidburn Young People's Centre
South Ribble	196	Penwortham Young People's Centre
South Ribble	197	Wellfield Children's Centre
West Lancashire	211	Hesketh with Becconsall Children's Centre
Wyre	231	Over Wyre Children's Centre (Hambleton satellite)
Wyre	233	Poulton-le-Fylde Children's Centre
Wyre	234	Preesall Young People's Centre

8. Lancashire County Council service delivery will be relocated to Neighbourhood Centres between 1st January 2017 and 31st March 2020.

District	Consultation No.	Building
Burnley	22	Padiham Young People's Centre
Chorley	38	Blossomfields Children's Centre
Chorley	39	Chorley Adult Disability Day Services (Holly Trees)
Chorley	40	Chorley Youth Offending Team
Chorley	41	Clayton Brook Children's Centre
Chorley	42	Coppull Children's Centre
Chorley	43	Coppull Young People's Centre
Chorley	44	Eccleston Young People's Centre
Chorley	47	The Zone in Chorley
Fylde	55	Ansdell Library
Fylde	57	Kirkham Library
Hyndburn	78	Great Harwood Young People's Centre
Lancaster	97	Barton Road Young People's Centre
Lancaster	103	Lancaster Registration Office
Lancaster	104	Morecambe Registration Office
Lancaster	106	Ryelands Young People's Centre
Pendle	121	Barnoldswick Young People's Centre
Pendle	124	Brierfield Young People's Centre
Pendle	125	Colne Young People's Centre
Ribble Valley	160	Longridge Young People's Centre
Ribble Valley	162	Ribble Valley Adult Disability Day Services (Pendleton Brook)
Rosendale	174	Bacup Library
Rosendale	175	Balladen Children's Centre
Rosendale	178	Staghills Children's Centre
Rosendale	181	Whitworth Young People's Centre
South Ribble	190	Bamber Bridge Children's Centre
South Ribble	192	Kingsfold Children's Centre
South Ribble	193	Longton Children's Centre
West Lancashire	210	Children's Social Care (Fairlie Skelmersdale)
West Lancashire	212	Moorgate Children's Centre
West Lancashire	213	Ormskirk Derby Street Day Centre (older people)
Wyre	228	Fleetwood Children's Centre
Wyre	235	Rural Wyre Children's Centre
Wyre	237	Thornton Young People's Centre
Wyre	238	Thornton Youth Offending Team

9. Buildings subject to further consultation

West Lancashire	206	Upholland Children's Centre
West Lancashire	215	St John's Children's Centre (Skelmersdale)

Q15 Are you...?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
A Lancashire resident	97%	96%	97%	98%	97%	97%	97%	95%	99%	97%	97%	91%	99%
A member of a voluntary or community organisation	18%	16%	15%	22%	15%	20%	15%	14%	21%	22%	17%	19%	15%
An employee of Lancashire County Council	7%	6%	6%	4%	8%	8%	7%	12%	6%	7%	9%	11%	5%
A local business owner	4%	1%	3%	5%	2%	5%	4%	2%	6%	7%	3%	3%	3%
An elected member of a parish or town council in Lancashire	1%	1%	2%	0%	1%	1%	1%	0%	2%	1%	1%	1%	2%
Other	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	2%	1%
An elected member of a Lancashire district council	1%	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%
An elected member of Lancashire County Council	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	1%
Total	7461	354	458	746	433	1251	674	430	791	684	621	485	701

Q16 What was your age on your last birthday?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Under 16	4%	13%	11%	0%	2%	2%	10%	1%	7%	3%	1%	0%	0%
16-19	2%	3%	6%	0%	1%	2%	6%	2%	4%	2%	2%	1%	1%
20-34	16%	13%	10%	8%	23%	24%	26%	25%	11%	15%	10%	12%	9%
35-49	20%	12%	20%	17%	21%	21%	18%	26%	20%	27%	24%	19%	13%
50-64	22%	20%	20%	29%	19%	18%	16%	22%	22%	25%	23%	24%	26%
65-74	22%	20%	23%	28%	22%	19%	14%	14%	20%	19%	23%	25%	31%
75+	15%	19%	10%	19%	12%	15%	10%	9%	15%	9%	17%	18%	20%
Total	7482	360	456	742	436	1251	678	436	796	689	617	488	698

Q17 Are you...?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Male	28%	26%	35%	33%	27%	23%	26%	25%	30%	29%	30%	24%	29%
Female	72%	74%	65%	67%	73%	77%	74%	75%	70%	71%	70%	76%	71%
Total	7446	353	456	740	433	1240	678	436	790	683	617	486	697

Q18 Have you ever identified as transgender?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	1%	1%	1%	%	1%	%	1%	%	%	1%	1%	%	%
No	94%	90%	94%	95%	94%	95%	92%	95%	96%	95%	94%	93%	95%
Prefer not to say	5%	9%	5%	5%	5%	5%	7%	5%	4%	5%	5%	6%	5%
Total	6944	332	429	705	409	1143	639	410	749	638	570	455	621

Q19 Are you a deaf person or do you have a disability?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No	81%	79%	81%	82%	78%	81%	81%	84%	82%	80%	83%	81%	79%
Yes, physical disability	9%	10%	7%	9%	12%	8%	7%	7%	8%	9%	9%	11%	13%
Yes, mental health condition	4%	5%	6%	2%	5%	5%	5%	4%	4%	5%	3%	4%	3%
Yes, sensory disability	4%	2%	2%	5%	5%	4%	2%	4%	5%	4%	5%	4%	4%
Yes, other disability	4%	4%	2%	5%	6%	4%	4%	4%	3%	6%	3%	3%	5%
Yes, learning disability	3%	2%	5%	2%	7%	3%	5%	2%	4%	3%	3%	1%	1%
Total	7106	341	432	710	413	1180	655	422	755	654	579	471	655

Q20 Are there any children in your household aged under 20?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No, but expecting	2%	1%	3%	1%	3%	3%	2%	3%	1%	4%	2%	3%	2%
Yes, aged under 5	20%	15%	14%	10%	30%	29%	28%	30%	17%	17%	15%	16%	13%
Yes, aged 5-8	14%	15%	13%	7%	17%	16%	20%	19%	13%	16%	15%	9%	7%
Yes, aged 9-11	10%	11%	13%	4%	11%	8%	18%	14%	10%	12%	9%	7%	7%
Yes, aged 12-16	11%	14%	13%	6%	11%	9%	17%	10%	14%	12%	10%	6%	7%
Yes, aged 17-19	6%	8%	9%	5%	6%	6%	9%	6%	7%	9%	6%	4%	4%
No children aged under 20	59%	62%	55%	75%	52%	54%	45%	43%	59%	53%	61%	68%	73%
Total	7108	338	438	706	412	1177	646	423	773	649	585	467	653

Q21 Are there any children with a disability in your household aged 20-25?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	2%	1%	2%	1%	4%	2%	3%	2%	2%	4%	2%	2%	2%
No	98%	99%	98%	99%	96%	98%	97%	98%	98%	96%	98%	98%	98%
Total	7154	342	442	718	415	1182	645	417	765	652	598	470	671

Q22 Are you in a marriage or civil partnership?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Marriage	56%	51%	51%	64%	55%	54%	46%	54%	59%	52%	61%	61%	59%
Civil partnership	2%	2%	2%	1%	3%	2%	3%	3%	2%	2%	1%	2%	1%
Prefer not to say	4%	4%	5%	4%	5%	5%	6%	6%	3%	4%	4%	5%	5%
None of these	38%	43%	43%	30%	37%	39%	46%	37%	37%	41%	34%	32%	35%
Total	7252	348	447	729	422	1196	660	419	772	671	591	479	678

Q23 How would you describe your sexual orientation?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Straight (heterosexual)	88%	86%	87%	88%	92%	88%	85%	92%	88%	87%	90%	89%	87%
Bisexual	1%	1%	2%	0%	1%	1%	1%	0%	2%	1%	1%	1%	1%
Gay man	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%
Lesbian/gay woman	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%
Other	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%
Prefer not to say	9%	11%	8%	11%	6%	9%	12%	7%	9%	10%	8%	10%	10%
Total	7069	337	438	713	415	1171	632	417	757	648	579	465	660

Q24 Does your household have access to the internet (dial-up, broadband or mobile internet) from home?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
Yes	81%	76%	85%	81%	79%	80%	80%	84%	85%	83%	81%	83%	78%
No	18%	23%	14%	18%	19%	19%	18%	15%	13%	16%	18%	17%	21%
Don't know	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	0%	1%	1%
Total	7359	352	451	730	427	1225	670	435	791	668	610	475	688

Q25 What is your religion?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
No religion	25%	20%	32%	21%	20%	31%	31%	25%	25%	31%	19%	23%	19%
Christian (including CofE, Catholic, Protestant and all other denominations)	69%	70%	64%	75%	73%	65%	48%	65%	71%	64%	77%	75%	77%
Buddhist	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%
Hindu	0%	0%	0%	0%	0%	0%	0%	3%	1%	0%	1%	0%	0%
Jewish	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Muslim	3%	8%	0%	0%	6%	0%	17%	5%	1%	1%	0%	0%	0%
Sikh	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Any other religion	2%	1%	3%	3%	1%	2%	3%	1%	2%	3%	2%	1%	3%
Total	7204	348	448	711	420	1201	660	426	761	659	596	471	666

Q27 Which best describes your ethnic background?

	District												
	Total	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancashire	Wyre
English/Welsh/Scottish/Northern Irish/British	93%	90%	97%	95%	92%	94%	80%	86%	96%	96%	98%	98%	98%
Pakistani	2%	5%	0%	0%	5%	0%	15%	2%	1%	1%	0%	0%	0%
Any other white background	2%	1%	1%	2%	1%	3%	2%	3%	0%	1%	0%	1%	1%
Indian	1%	0%	0%	0%	0%	1%	0%	5%	1%	0%	1%	0%	0%
Irish	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%
Other	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%
White and Asian	0%	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%
Gypsy or Irish Traveller	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Chinese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
White and Black Caribbean	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%

Bangladeshi	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
White and Black African	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Arab	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Caribbean	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
African	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	7226	351	437	715	419	1202	656	420	760	664	596	472	685

Report to the Cabinet Member for Highways and Transport
Report submitted by: Head of Service - Highways
Date: 8 September 2016

Part I

Electoral Divisions affected:
All

Resident Parking Schemes in Lancashire (Appendices 'A' and 'B' refer)

Contact for further information:
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Executive Summary

The Cabinet Member for Highways and Transport on 3 February 2016 approved a report in relation to 'Residents Parking Schemes: Administration and Charges'. The report covered the standardisation of parking permit charges for schemes administered by the County Council. The report also covered the point that schemes administered by district councils on behalf of the County Council should also be considered for the introduction of this standard charge along with the centralisation of the administration of the resident permits to the County Council.

This report recommends further steps relating to this and reports on the implications for both the county and district councils.

This is deemed to be a Key Decision and the provisions of Standing Order No. 25 have been complied with.

Recommendation

The Cabinet Member for Highways and Transport is recommended to:

- (i) Agree to the County Council formally consulting on the possibility of amending the Lancashire County Council (The Whole Of Lancashire) (Revocation and Designation Of On Street Parking Charges) Order 2015 to refer to a standard permit charge of £25 per resident and visitor parking permits in the South Ribble, Chorley and Pendle district areas.
- (ii) Agree to a formal consultation, the effect of which will be for visitor permits in all district areas to be standardised to annual permits and the use of multi-use cards be phased out as soon as is practicable.

- (iii) Authorise the Director of Governance, Finance and Public Services to give three months' notice to South Ribble, Chorley and Pendle Borough Councils that under the Delegation of Function Agreements or equivalent arrangements with said Councils the consent from the County Council required to carry out the permissive task of managing and administering residents parking schemes is withdrawn.
- (iv) Agree that consent for further contracting out of this function at Pendle and Chorley following the end of the present contracts in September only be given on the basis that said contracts end by the end of the Notice given as above.
- (v) Agree that further discussions take place with Preston City Council and Lancaster City Council to ascertain the feasibility and a realistic timescale for the withdrawal of consent from the County Council to the two City Councils to carry out the permissive task of administering resident parking schemes, and that a further report be presented to the Cabinet Member for Highways and Transport for a decision at a later date.

Background and Advice

The function of administering on-street parking permits is a function of the County Council. However, under various delegation of functions agreements or arrangements with the County Council some District Councils can manage and administer residents parking schemes in their areas of Lancashire as a "permitted task". It is advised that a permitted task is a function delegated by the County Council but carried out with the consent of the County Council. The Notice period which is required for the withdrawal of this consent is not specified. It is advised the Notice would need to be a reasonable period.

It is considered that the County Council may, under the agreement or arrangements, put conditions on the carrying out of this function.

The proposed change to this delegated function carried out by some District Councils for the County Council is not an insignificant step and further changes are also being considered.

The charges made for the permits are set out under The Lancashire County Council (The Whole of Lancashire) (Revocation and Designation of On Street Parking Charges) Order 2015 which was made under s46 Road Traffic Regulation Act 1984 and prescribed the charges in the 12 Council areas in connection with the issue of On Street Parking Permits. Different charges applied in different Districts and their administration systems also differed.

On 3 February 2016, the Cabinet member for Highways and Transport approved that discussions with Chorley, Pendle, Preston, Lancaster and South Ribble councils take place in order to understand the implications of the transfer of the administration of resident permits schemes to the county council. It is advised that this would be by

the withdrawing of the express consent referred to above and the Borough Councils thereby no longer carrying out the permissive task.

It is known that Chorley Borough Council and Pendle Borough Council actually contract out the administration of residents parking permit work. The contracts are due to end in September 2016. A condition has already been placed on these Councils that the County Council's consent be required for any extension or new contract and officers are waiting to hear about the intentions of Chorley and Pendle with regard to administering the schemes after the contracts with their providers end.

The initial meetings have taken place and although a few concerns have been raised by some of the authorities involved (Appendices A and B refer) (also see consultation section below), it is not considered that any of the concerns raised by Chorley, South Ribble and Pendle are sufficient to delay the giving of the required notice to withdraw the express consent of the County Council and centralise the administration of the permit schemes back to the county council from the South Ribble, Chorley and Pendle Borough Councils. However the concerns by Lancaster and Preston require further consideration (see consultation section below).

Table 1 below shows the permit and financial details for the 2015/16 financial year. The information has been provided by the district councils.

Table 1: Permit and financial detail for 2015/16

District	Permits Sold	Permit allocation	Current Charge	Total Income	Total Expenditure	Surplus / Deficit
Lancaster (15 schemes)	2100	Resident varies 1, 2 or unlimited	resident varies per scheme £40, £25, £15	£83,000	£86,000	-£3,000
	9900	2 Visitor	Visitor £1 per 10 use strip			
Preston (22 schemes)	820	2 Resident	1st Resident £29, 2nd £45	£48,000	£45,000	£3,000
	2000	2 Visitor	Visitor £5 -15 use card or £75 annual permit			
South Ribble (7 schemes)	190	1 Resident	£28.60	£5,000	£6,000	-£1,000
	90	2 Visitor	£5 per book			
Chorley (6 schemes)	679	2 Resident	1st Permit £10/6month or £15/12m	£26,000	£15,000	£11,000
	255		2nd Permit £20/6m or £35/12m			
Pendle * (29 schemes)	550	4 Resident	£17	£10,000	£15,000	-£5,000
		1 Visitor	£17			
Totals	16584			£172,000	£167,000	£14,000**

* Pendle figures based on 2014/15 returns
council cover deficits

** Only includes surplus as district

Table 2 below sets out the potential income applying the £25 charge to South Ribble, Chorley and Pendle district council's permits and making an adjustment for changing the visitor permit to annual permits in South Ribble.

Table 2: Income based on standard charge for a full financial year

District	Permits Sold	Permit allocation	Standard Charge	Total Income
South Ribble (7 schemes)	220	1 Resident	£25	£5,500
		2 Visitor	£25 each	
Chorley (6 schemes)	930	2 Resident	£25 each	£23,250
			£25 each	
Pendle (29 schemes)	550	4 Resident	£25 each	£13,750
		1 Visitor	£25	
Totals	1700			£42,500

Table 3 below sets out the centralised administration initial set up costs and the annual running costs for the administration of the schemes currently managed by South Ribble, Chorley and Pendle district councils.

Table 3: Centralised administration costs

Set-up Costs	Part year 2016-17	Full year 2017-18
Set up schemes on Permit Module	£6,000	
Dedicated printer	£3,000	
Annual Costs		
Staff cost - New post (Grade 5)		£23,803
Permit issuing cost - permit, postage, printing etc	£500	£1,900
Total Cost		
2016-17 Part Year costs	£9,500	
Annual costs 2017-18 onwards		£25,703

The realistic starting period for bring this work in house is December 2016, meaning there is effectively only a quarter of the year remaining. Based on this the projected income for 2016-17 would be £10,625 with the estimated costs being £9,500. The full year cost for 2017-18 show an estimated income of £42,500 with an associated cost of £25,703. Resulting in a potential amount received not needed to cover the administration work of £16,797.

The monies received would cover the administration costs and therefore the remainder of the income would be used to contribute towards the enforcement of these schemes along with the maintenance of the signs and lines and other associated costs. Any overall surplus would become part of the Section 55 Account and would be subject to the limitations on this account.

The initial set up costs are external costs for setting up the permit schemes on the permit database. It is also proposed to procure a dedicated desk top printer set up just to print the permits in order to avoid any delay in administration and posting of approved permits.

The parking services team currently administer 1300 permits per annum, given that bringing these 3 district council's administration in-house would require an additional 1700 permits to be administered the proposal is that the additional work be covered initially by existing resources and for consideration to be given for a new post to be created for the start of the 2017-18 financial year in order to deal with the increased workload subject to any TUPE implications that result from South Ribble borough council's permit administration work. The approval process for the creation of the post is separate to this report and will be considered as part of the on-going restructure.

The parking services team are currently introducing an online application process for resident parking permits that link directly to the permit processing software. This will simplify the process for residents who chose to apply and pay online for their permit.

The centralisation of the resident permits will mean that all records are stored in one location and as the current system is linked with the penalty charge notice processing system would also allow for virtual permits to be introduced in the future. There would always remain a need to issue physical visitor permits as these are not vehicle specific and can be used by any visitors' vehicle.

The centralisation would also allow the County Council to determine the actual cost of their administering, enforcing and maintaining the parking schemes and therefore set an even more accurate standard charge that reflects the true cost of managing all aspects of these schemes. In addition, it would have the added benefit of promoting transparency and consistency across permit parking in Lancashire.

Next Steps

It is accepted that the transfer of this volume of work will be complex in both volume and in keeping members of the public updated on any potential changes.

The Notice withdrawing consent for this function to be carried out by South Ribble, Chorley and Pendle would need to be given. It is advised that a three month notice period would be reasonable and appropriate.

The change to a standardised residents permit price would need to be subject to the issuing of a notice of variation in accordance with Section 46A of the Road Traffic Regulation Act 1984.

Following the giving of the Notice withdrawing consent there will need to be further discussions with the South Ribble, Pendle and Chorley district councils in regards to the transfer of the work and any TUPE implications. With the limited number of permits in South Ribble it is considered that the risk of TUPE applying to any staff members at South Ribble is low.

The Preston and Lancaster schemes and arrangements are more complex and further discussions with these authorities would also be required to agree a realistic timeframe for the bringing of administration of the schemes into the County Council. It is suggested that it be proposed that this be achieved by January – April 2017, but the giving of the Notice to withdraw consent to the delegation of the function would require a further report and the approval of the Cabinet Member.

Consultations

The County Council has consulted with all of the affected districts and Chorley were opposed to the proposal to centralise the scheme (see Appendix 'B'). General comments and concerns from all district councils are set out in Appendix 'A'.

In response to the concerns made by Chorley (Appendix 'B') the County Council's view is that the service that will be provided by the county council will be as efficient and high quality as that provided by Chorley Borough Council. Particularly given the introduction of the online application process mentioned previously in this report. The county council currently administer the permit parking schemes in Burnley, Fylde, Ribble Valley, West Lancs and Hyndburn and therefore it is felt we are sufficiently familiar with the processes involved. The County Council is confident that it can deal with local residents' requests and have officers within the highways team who can, and do undertake this work in all districts of Lancashire.

It is accepted that some of the concerns require further discussion and consideration before the delegated function be withdrawn from Lancaster and Preston. This is due to the volume of permits involved, possible TUPE implications and a need to agree a suitable timeframe and strategy for transferring the administration function.

Implications:

This item has the following implications, as indicated:

Financial

- 1) Based on current permit numbers issued the proposed standard charge rate of £25 would generate £1,125 additional income in the first full year and £16,797 in subsequent years. This money is proposed to be used to cover

enforcement and other costs associated with managing and maintaining the schemes. Permit numbers may reduce as a result of the change to charging rates, this will be reviewed as part of the overall admin and charging costs with measures taken to mitigate any loss of income but not intended as a fiscal measure.

- 2) There is a small risk of TUPE considerations in respect of permits administered in South Ribble.
- 3) There may be a requirement for increased resources levels.
- 4) There is a risk of further contracts having been entered into by Chorley and Pendle contrary to our requiring to consent and these contracted companies seeking redress from the County Council.
- 5) The Preston and Lancaster implications will be subject to a further report.

Risk Management and Legal

These are set out in the report.

General

The main implications are:

- 1) The proposal brings changes to the functions delegated to certain District Councils.
- 2) The proposal also brings changes to the permit charges in those District Council areas.
- 3) The need for a consistent and standard charges has already been established.
- 4) The charges must reflect the costs they can cover and cannot be intended as a revenue raising exercise. Centralised administration will provide a more transparent process for identifying the administration cost.
- 5) If the standard charge does create a surplus, legislative rules apply as to what that surplus may be spent on.
- 6) The proposal increases the work done in-house at the County Council.

List of Background Papers

Paper	Date	Contact/Tel
None		

Reason for inclusion in Part II, if appropriate

N/A

Appendix A

District Council Implications

Lancaster

Lancaster comments:

Lancaster identified that there could be TUPE implications for up to 2 members of staff. There were also concerns in relation to the standard charge as at present they are administering the scheme at a £3k deficit per annum. The existing permit charges are £15, £25 and £40 depending on the permit zone. The majority of the costs are associated with the administration of the 9900 multi-strip permits, which only cost £1 per 10 use strip.

The county councils response:

Replacing the visitor permits with annual visitor permits the administration costs would be significantly reduced. This scheme is currently outside of the proposals and further discussions are required on the TUPE implications and to fully understand the volume of work before any transfer can be recommended.

Preston

Preston comments:

Although Preston have not raised any staff implications they have raised a number of concerns in relation to the operational practicalities and the implications of the standard charge. There would be a £4 decrease for first resident permits and a £20 decrease for second permits. There would be a £50 decrease in the annual visitor charge. The £5 multi-use visitor card would be replaced with an annual visitor card. Preston have also identified that a 6 week notice period would be required if they were to introduce the standard charge. There was also a concern that the introduction of the standard charge would impact on their ability to deliver the service without making a deficit and questions in relation to the funding of deficits have been queried.

The county councils response:

This scheme is currently outside of the proposals and further discussions are required in order to fully understand the volume of work and the issues raised before any transfer can be recommended.

South Ribble

South Ribble comments:

No concerns from an officer point of view with regards to centralising the administration, the current arrangements are costing South Ribble £1k per annum to administer. The standard charge of £25 per permit would be a £3.60 reduction for residents.

The county councils response:

The visitor permit would be an increase in charge from a £5 for a 10 use visitor card to £25 but this would be for an annual visitor permit. There are no significant implications in relation to transferring these works.

Pendle

Pendle comments:

These permits are administered via the same third party that Chorley use to issue permits. There would be a £8 increase in both the resident and visitor permit charge from £17 to £25. The current arrangements are costing Pendle £5k per annum to administer. Pendle did not raise any staffing implications if the administration was to be centralised.

The county councils response:

The permit increase is required to bring the permit charge in line with the county councils standard charge. There are no significant implications in relation to transferring these works.

Our Ref: CE
Date: 16 May 2016

Mr Paul Riley (Parking Services Manager)
Lancashire County Council
PO Box 78 County Hall
Fishergate
Preston
PR1 8XJ

Town Hall
Market Street
Chorley
PR7 1DP

Dear Paul

ADMINISTRATION OF RESIDENTIAL PARKING PERMIT SCHEMES

Thank you for allowing an opportunity for Chorley Council to provide views on the proposal to centralise administration of residential parking permit schemes.

We have consulted internally and with members and do not agree with these proposals.

At Chorley Council we have developed an efficient process to manage the purchase and renewal of residential parking permits which our customers like. As a consequence Chorley residents are accustomed to receiving high quality service with low wait times for residential parking permit requests.

It is therefore a concern that a change in administrator, with a wider responsibility for other local authority schemes, may not be able to deliver a comparable level of service reducing levels of satisfaction for Chorley residents.

We also deal with requests from local residents regarding residential parking in and around the town centre. We are able to understand the needs of the residents and where appropriate develop proposals which align to our town centre strategy. As you will be aware we have led on consultations around traffic regulation orders. We have resourced this from the funding we receive for administering the residential parking permit scheme. We would not be able to continue to do this with the proposed changes.

Again, I am concerned that you would not have the capacity to deal with these issues as quickly and effectively as we can do at a local level and we would be happy to continue to do so, if you are agreeable to us also continuing the with the administration of the residential parking permits. We would be willing to negotiate on the fee in order to contribute to your savings target.

I hope these comments are helpful to establish the implications, other than those of a financial nature, of centralising the administration of residential parking permit schemes and look forward to a favourable decision.

Yours sincerely



Gary Hall
Chief Executive
Email: gary.hall@chorley.gov.uk
Tel: 01257 515104

Report to the Cabinet Member for Environment, Planning and Cultural Services
Report submitted by: Head of Service for Highways
Date: 14 September 2016

Part I

Electoral Divisions affected:
All

Water and Environment Management Framework

Contact for further information:

Michelle Lockwood, (01772) 531247, Category Manager

michelle.lockwood@lancashire.gov.uk

Executive Summary

This report sets out a recommendation to approve the use of the Environment Agency's Water and Environment Management (WEM) Framework Agreement to procure specialist consultancy and construction works for flood risk projects. The WEM Framework has been awarded following the completion of a tender process managed by the Environment Agency which was conducted in accordance with EU Directives and use of the framework complies with the County Council's Procurement Rules.

This is deemed to be a Key Decision and the provisions of Standing Order No.25 have been complied with.

Recommendation

The Cabinet Member for Environment, Planning and Cultural Services is asked to approve the use of the Environment Agency's Water and Environmental Management (WEM) Framework to procure specialist consultants, contractors and technology for flood related investigations and works.

Background and Advice

In December 2015 intense rainfall from Storm Desmond resulted in widespread flooding across the North-West of England. Lancaster was one of the affected urban areas as the River Lune reached its highest ever recorded flow rate and the overtopping of its banks caused flooding to hundreds of properties and businesses.

Lancashire Highway Services will lead a multi-agency team comprising Lancashire County Council's Flood Risk Management Team, Lancaster City Council, United Utilities and the Environment Agency (EA) to commission a wide scale study to investigate the causes of the flooding and undertake a structural survey.

The WEM Framework will provide immediate access to the most qualified specialist consultants, contractors and technology. Initially the framework would be utilised for the flood related works in Lancaster but there are other areas of Lancashire that would also benefit from our participation of the Framework.

Procurement Procedure

An OJEU Restricted tender process was issued and managed by the Environment Agency.

The framework contains four individual Lots:

Lot 1 – Modelling, Mapping and Data Services
Lot 2 – Environmental Services
Lot 3 – Engineering and Related Services
Lot 4 – Asset Delivery

Duration

The framework agreement was formalised in 2013 and will expire in July 2019.

Evaluation Criteria

Following pre-qualification stage, the Environment Agency appointed specialist consultants and contractors to each Lot within the framework.

It is a requirement of the framework to issue mini-competitions for every project. There is no commitment and a contract will only be formed when a mini-competition has been evaluated and awarded and a purchase order is issued.

Appointments

The consultants and contractors appointed to each Lot are:

Lot 1 – Modelling, Mapping and Data Services

- Capita Symonds Ltd
- Halcrow Group Ltd
- JacksonHyder
- Jacobs UK Ltd
- Jeremy Benn Associates Ltd
- Mott MacDonald Ltd

Lot 2 – Environmental Services

- Capita Symonds Ltd

- Halcrow Group Ltd

Lot 3 – Engineering and Related Services

- Capita Symonds Ltd
- Halcrow Group Ltd
- JacksonHyder
- Jacobs UK Ltd
- Mott MacDonald Ltd

Lot 4 – Asset Delivery

- BMM joint venture (BAM Nuttall, Mott MacDonald)
- GBV joint venture (Galliford Try, Black & Veatch)
- JacksonHyder
- JN Bentley Ltd, Jeremy Benn Associates
- Team Van Oord Ltd (Van Oord, JTMackley, May Gurney, Royal HaskoningDHV)
- VBA consortium (VolkerStevin Ltd, Boskalis Westminster Ltd, Atkins Ltd)

Consultations

Lancashire Highway Services will lead a multi-agency team comprising Lancashire County Council's Flood Risk Management Team, Lancaster City Council, United Utilities and the Environment Agency (EA) to commission a wide scale study to investigate the causes of the flooding in Lancaster and undertake a structural survey.

Implications:

This item has the following implications, as indicated:

Risk management

Although measures have been taken to help with flood alleviation, there is a high risk that without the fundamental study Lancaster City Centre could be subjected to another major food event.

Financial

Initial funding of £0.5m has been secured from the Environment Agency to undertake investigation works and structural survey relating to the flooding in Lancaster. In the longer term LCC can expect to receive anywhere up to £3.5 million additional funding from the Environment Agency for actions resulting from the initial investigation and structural survey.

Legal

No legal risks of using the WEM Framework have been identified. Legal Services have reviewed the framework documents and confirmed it is suitable for the County Council to use.

Traffic Management

During the investigation there will be traffic disruption while access to drainage assets are undertaken.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Agenda Item 9a

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

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Agenda Item 9b

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

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