

City of Edinburgh Council

10.00am, Thursday 19 November 2020

Community Centres and Libraries reopening (update) – referral from the Policy and Sustainability Committee

Executive/routine

Wards

Council Commitments

1. For Decision/Action

The City of Edinburgh Council is asked to approve the additional cost of £200k being made available from Council reserves.

Andrew Kerr

Chief Executive

Contact: Jamie Macrae, Committee Services

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Referral Report

Community Centres and Libraries reopening (update)

2. Terms of Referral

- 2.1 On 10 November 2020, the Policy and Sustainability Committee considered a report which outlined the present adaptation and renewal arrangements in Community Centres and Libraries, including performance data for libraries and approved use of Centres.
- 2.2 A written deputation was presented on behalf of the Jack Kane Community Centre in relation to the opening of the community centre for the resumption of limited indoor youth work. The board and committee were looking to deploy a single occupancy pilot project which would seek to open the centre in a safe and compliant way.
- 2.3 The Policy and Sustainability Committee agreed:

Motion

- 1) To note the current use of libraries and community centres.
- 2) To note the additional cost of the approach set out in these papers was £200k, subject to resources being made available from Council reserves.
- 3) To note the resource challenges for the Council in maintaining a safe environment for citizens and staff across the estate.
- 4) To approve the addition of youth work (as defined by Youthlink Scotland) and community services that supported the vulnerable to the list of essential services that required access to community centres.
- 5) To approve that community centres would be able to apply to reopen for indoor youth work.
- 6) To agree to delegate to officers to renegotiate changes to leases with community centres as a matter of urgency, where new leases could resolve some issues preventing reopening.
- 7) To agree that discussions with community centre management committees were due to begin this week.
- 8) To agree that prioritisation would be given to libraries in areas of SIMD 1 and 2 for stage 2.

- 9) To refer the approval of the additional cost of £200k being made available from Council reserves to Full Council as a recommendation.
- moved by Councillor McVey, seconded by Councillor Perry

Amendment 1

- 1) To note the current use of community centres and libraries.
 - 2) To note the approach being adopted to reopen libraries and community centres, subject to the available resources being made available from Council's depleting Reserves. The additional cost was £200k.
 - 3) To regret the continued exclusion of Ratho Library and the specific set of issues this valued service was facing and request a feasibility study on the use of Mobile Library service as an alternative in one cycle.
 - 4) To note the intention at Stage 2 to open libraries in areas of Multiple Deprivation but ask that this was reviewed to consider opening Edinburgh's most used libraries (for example Blackhall and Morningside) in order to gain the greatest service reach given the limited financial resources available for this opening programme.
 - 5) To approve the addition of youth work (as defined by Youthlink Scotland) to the list of essential services that may be able to access community centres.
 - 6) To approve that, subject to risk management, governance and available resources, community centres would be able to apply to reopen for indoor youth work.
- moved by Councillor Webber, seconded by Councillor Whyte

In accordance with Standing Order 22(12), paragraph 3 of the amendment was accepted as an addendum to the motion.

Voting

The voting was as follows:

For the motion (as adjusted) – 12 votes

For the amendment – 5 votes

(For the motion (as adjusted): Councillors Aldridge, Child, Campbell, Doran, Gardiner, Gloyer, Macinnes, Main, McVey, Munn, Perry and Staniforth.

For the amendment: Councillors Cook, Hutchison, Rose, Webber and Whyte.)

Decision

To approve the following adjusted motion by Councillor McVey:

- 1) To note the current use of libraries and community centres.
- 2) To note the additional cost of the approach set out in these papers was £200k, subject to resources being made available from Council reserves.

- 3) To note the resource challenges for the Council in maintaining a safe environment for citizens and staff across the estate.
- 4) To approve the addition of youth work (as defined by Youthlink Scotland) and community services that supported the vulnerable to the list of essential services that required access to community centres.
- 5) To approve that community centres would be able to apply to reopen for indoor youth work.
- 6) To agree to delegate to officers to renegotiate changes to leases with community centres as a matter of urgency, where new leases could resolve some issues preventing reopening.
- 7) To agree that discussions with community centre management committees were due to begin this week.
- 8) To agree that prioritisation would be given to libraries in areas of SIMD 1 and 2 for stage 2.
- 9) To regret the continued exclusion of Ratho Library and the specific set of issues this valued service was facing and request a feasibility study on the use of Mobile Library service as an alternative in one cycle.
- 10) To refer the approval of the additional cost of £200k being made available from Council reserves to Full Council as a recommendation.

3. Background Reading/ External References

Minute of the Policy and Sustainability Committee of 10 November 2020.

4. Appendices

Appendix 1 – report by the Chief Executive

Policy and Sustainability Committee

10:00am Thursday, 10 November 2020

Community Centres and Libraries reopening (update)

Executive/routine

Wards

Council Commitments

1. Recommendations

1.1 The Policy and Sustainability Committee is asked to:

- 1.1.1 Note the current use of community centres and libraries.
- 1.1.2 Approve the approach being adopted to safely reopen libraries and community centres, subject to available resources being made available from Council reserves. The additional cost is c£200k.
- 1.1.3 Note the resources challenges for the Council in maintaining a safe environment for citizens and staff across the estate.
- 1.1.4 Approve the addition of youth work (as defined by Youthlink Scotland) to the list of essential services that may be able to access community centres
- 1.1.5 Approve that, subject to risk management, governance and available resources, community centres will be able to apply to reopen for indoor youth work.

Andrew Kerr

Chief Executive

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Report

Community Centres and Libraries reopening (update)

2. Executive Summary

- 2.1 The report outlines the present adaptation and renewal arrangements in Community Centres and Libraries, including performance data for libraries and approved use of Centres.
- 2.2 It proposes next steps: the addition of indoor youth work to the defined criteria; outline plans for library reopening and gradual introduction of services; Council officers and partners to explore a collaborative approach to the gradual adaptation and renewal of community learning and development across the city.
- 2.3 The key pressure on the Council remains the Facilities Management (FM) resource deployed across the schools' estate. Maintaining as far as possible a safe environment for pupils and staff requires a high level and quality of janitorial and cleaning services. The reopening of other Council buildings diverts this key FM resource from schools to those buildings and the service has a consequent pressure in trying to address this gap in capacity.

3. Background

- 3.1 The Council has 35 community centres and 28 libraries offering a wide range of community learning, information and leisure opportunities which are highly valued by citizens and community groups across the city. In addition to the 28 libraries there are targeted mobile library services, a prison library and hospital library.
- 3.2 In response to the Covid-19 pandemic, the Council took the decision to close all non-essential buildings, including all libraries and community centres.
- 3.4 On 6 August 2020 the Council approved a process that could result in approval being given to Management Committees of CEC Community Centres to access centres for essential services. The essential services that were agreed were: hosting of essential voluntary or urgent public support services, such as food banks, homeless services, blood donation sessions, regulated childcare, access to retrieve equipment for outdoor youth work.
- 3.5 It approved the reopening of libraries and on Tuesday 6 October six libraries reopened for public use, offering a range of services.

- 3.6 The operational environment and support for public reopening of Council buildings remains highly challenging, prioritising public and staff safety while developing public access to services within available resources.

4. Main report

- 4.1 Edinburgh has been responding to the Covid-19 global pandemic. There are three drivers guiding the Council's approach:

- 4.1.1 Ensure the most vulnerable in our city and in our care are protected
- 4.1.2 Minimise the risks to Council staff and volunteers
- 4.1.3 Continue to provide services as best we can in challenging circumstances

We will build from the Council's current priorities: poverty, sustainability and wellbeing

- 4.2 The challenge before the City and the Council cannot be underestimated in both the immediate and longer term. The national position regarding Covid-19 continues to evolve. Therefore, any programme arrangements put in place need to have the flexibility to adapt to changing circumstances and Public Health Guidance.

There remains a requirement for some community centres and libraries to be utilised for out of school care, early learning and childcare and as potential alternative accommodation for the contingency plan for the 50% model for schools.

- 4.3 Subject to public health guidance and the capacity to support the safe use of the settings, our ambition is to have a planned, phased reopening of libraries and community centres for the wider public as part of Phase 4 of the Scottish Government's [Scotland's Route map through and out of the crisis](#)

Libraries

- 4.4 Stage 1 saw six libraries reopening on 6 October: Kirkliston, Newington, Fountainbridge, McDonald Road, Stockbridge and Central. Services offered are book returns, browsing and borrowing, Peoples Network (internet and computer access), National Entitlement Card applications and support, printing and photocopying, free sanitary protection, hearing aid batteries. Browsing and borrowing, Peoples Network and National Entitlement Card visits are bookable in advance. Officers successfully met the challenge of developing with the supplier a bespoke library booking system, within a relatively short timescale of three weeks, which was up and running in time for reopening.

- 4.5 Service performance, staff and customer feedback is being monitored and some of the data is included in Appendix 1. Reopening libraries, in a very controlled and managed way, is a learning experience for both customers and staff. Officers are adapting and refining the service model since day one, with daily reporting back by managers on site to the Library Adaptation and Renewal (A&R) Team to monitor and

review progress. The learning from Stage 1 will help inform the development of Stage 2.

- 4.6 The A&R Team is preparing plans to reopen a further four libraries for Stage 2: Wester Hailes, Craigmillar, Gilmerton and Drumbrae. While the selection of Stage 1 libraries was based mainly upon available space for the high volume of books in quarantine, the choice of Stage 2 libraries prioritises as far as possible those communities which have low Scottish Index of Multiple Deprivation (SIMD) Scores (relative measure of deprivation).

Subject to available resources, the team is working towards an indicative date of Monday 14 December.

- 4.7 An Integrated Impact Assessment on library service adaptation and renewal is attached at Appendix 2.
- 4.8 An outline route map for the reopening of further libraries is attached at Appendix 5. This includes a consideration of the factors and conditions which would support further reopening, including staffing and resources.

Community Centres

- 4.9 The Policy and Sustainability Committee agreed on 6 August 2020 a framework and process for limited reopening of community centres.
- The agreed purpose for access to centres is early learning and childcare, out of school care, blood donor services, food banks, access to equipment for outdoor youth work.
- 4.10 To date 5 applications have been received, 4 approved and 1 not approved.
- Although Scottish Government sector Guidance is available for [Community Learning and Development](#), specific guidance on Community Centres (which was expected to be published August/ September) is still awaited.
- 4.11 Some Management Committees have requested access to Community Centres for the purposes of indoor children's clubs and youth work. Officers have written to all management committees on 21 October to ascertain the level of interest, what assistance they may require from the Council and an assurance that they are confident that they can undertake youth work in line with Scottish Government Guidance.
- 4.12 11 of the 35 Management Committees of Community Centres have expressed an interest in gaining access to their Centre for the provision of some children services and or youthwork .The Centres all want different levels of access ranging from one a week for one group to several sessions a week for many different groups .
- 4.13 It needs to be emphasised that the definition of youth work and what is permitted under the Scottish Government [framework](#) for the gradual, phased renewal of youth work services does not include *all* activities that involve children and young people.

- 4.14 There is a risk in asking volunteers to undertake cleaning, particularly in the context of the Coronavirus pandemic. The Council is seeking advice regarding who is responsible for this in terms of the management and governance of public health risk for building users.
- 4.15 If there is an increased cost to the Council to meet these requests, then committee approval will be required to meet the increased costs. If Management Committees can undertake youth work without the need for people or financial assistance from the Council, these may be able to be progressed more quickly, if agreements are in place regarding responsibilities for standards of cleaning and infection control, subject to the risk outlined in the paragraph above. This will involve the review of the existing lease agreements that set out roles, responsibilities and liabilities for all involved.
- 4.16 There is a significant concern that CEC Locality Managers and Local Lifelong Learning Service Managers will ultimately retain individual responsibility for activity within centres but not be in a position to manage and exercise their responsibilities should the centres be allowed to open to the public.

Collaboration

- 4.17 The Edinburgh CLD Partnership and the Council's Community Centre Change Group (CCCG), have identified a need to plan and manage the adaptation and renewal of community learning and development services, in a way that aims to respond to community need while adopting an approach of collective endeavour, in order to come up with creative solutions and ideas.
- 4.18 In October 2019, Finance and Resources Committee approved the commencement of work to amend the existing lease agreements between the Council and the Community Centre Management Committees. This decision was taken in recognition of the fact that the existing lease arrangements are not fit for purpose. This work requires consultation with the Management Committees. Recent months have only served to highlight the need to amend these lease arrangements to allow Management Committees to have more autonomy but also ensure the health and safety of service users and protect the legal and financial interests of the Council.
- 4.19 Engagement will commence with Management Committees as soon as is practical in order to investigate the options for changes in lease and management arrangements. It is important that this work is clearly aligned with wider Council Business Plan and still allows for the delivery of services supported by a sustainable resource and operational model.
- 4.20 This offers an opportunity for the Council to work in partnership with Management Committees and other partners who are critical to the delivery of community based learning, to consider what support and development is in most need in the community that the centre serves and to develop its offer around those needs.
- 4.21 A first step towards this is a series of virtual meetings in late November across the city, involving representatives from management committees, Edinburgh Council of

Voluntary Organisations, Lothian Association of Youth Clubs and Officers from Lifelong Learning Service, Facilities Management and Business Support.

The most recent Community Centre Updates, produced by the CCCG, are attached at Appendix 4.

Resources

- 4.22 Throughout the pandemic, the Council has been trying to balance the need to adapt and renew services for citizens while fulfilling its civic duty to keep residents and staff safe, in line with national guidance.

The pandemic, unprecedented in modern times, has required of local and national government a dynamic response to best manage a grave public health emergency, assessing what are at times competing priorities and demands for services and resources.

Public Health Guidance requires local authorities to apply stringent and prescribed cleaning and hygiene regimes to minimise Coronavirus transmission and infection.

The key pressure on the Council is the Facilities Management (FM) resource deployed across the schools' estate. Maintaining as far as possible a safe environment for pupils and staff requires a high level and quality of janitorial and cleaning services. Cleaning itself is a skilled role and this is perhaps not always fully understood by everyone. It requires formal training, including to Coshh standards for the use of relevant chemicals and specialist equipment.

To work towards mitigating these pressures, the service has been actively recruiting throughout the pandemic.

- 4.23 Plans to reopen community centres and libraries will be considered alongside a range of other priorities within the Adaptation and Renewal workstream under Operations and Services and all work to support the reopening of these buildings is located within that programme.

5. Next Steps

- 5.1 That further details on the reopening of community centres and libraries are included in the wider action plans which will emerge from the Adaptation and Renewal workstream on Operations and Services
- 5.2 Community Centre Management Committee applications to reopen centres for the defined purposes will be considered and progressed.
- 5.3 Work will continue to adapt and renew library services and implement Stage 2, while scoping the work and resources required to support further potential reopening and undertaking preliminary building assessments.

6. Financial impact

- 6.1 Currently the Council is facing a challenge in terms of prioritising Facilities Management (FM) resource support the reopening of schools and has a working assumption that there is a lack of resource and there will be a need to move resources from other CEC buildings e.g. community centres and libraries to support schools. To accommodate any reopening of community centres or libraries will result in an additional budget pressure estimated to be £200k.

7. Stakeholder/Community Impact

- 7.1 Given the huge challenges facing the city and the need for services to adapt to what is a changed world, the Council will continue to engage with citizens on its plans for libraries and community centres adaptation and renewal.

8. Background reading/external references

- 8.1 [Scotland's Route map through and out of the crisis](#)
- 8.2 The Scottish Government and Youth Link Scotland published on 22 September 2020 a [framework](#) for the gradual, phased renewal of youth work services.
- 8.3 The new Scottish Government Strategic Framework (libraries on page 61) - <https://www.gov.scot/publications/covid-19-scotlands-strategic-framework/>

9. Appendices

- 9.1 Appendix 1 Library reopening service data
- 9.2 Appendix 2 Integrated Impact Assessment on library adaptation and renewal
- 9.3 Appendix 3 Link to previous Community Centres and Libraries Reopening (Policy and Sustainability) [report](#) 6 August 2020
- 9.4 Appendix 4 Community Centre Updates 6 and 7
- 9.5 Appendix 5 Route map for gradual reopening of libraries

Appendix 1

Since phase one of reopening, Libraries have been offering a range of services. Customers can return material at any time during opening hours, but all other services require booking in advance. Information about use of the library in the third week (19-24 October) has been used to provide a snapshot of usage since reopening.

Bookings	Borrow & Browse	Children's Browse and Collect	Hearing Aid Replacement Batteries	People's Network	National Entitlement Card
Central Library and Children's Library	293	92	7	79	60
McDonald Road Library	105	26	3	53	60
Newington Library	155	19	8	27	62
Kirkliston Library	31	13	1	6	10
Stockbridge Library	78	26	0	34	39
Fountainbridge Library	89	28	4	51	40
Total	751	204	23	250	271

Context:

- Libraries have operated at capacity since re-opening on 06 October with a small proportion of customers being unsuccessful in securing bookings at every branch every day. Unfortunately, we are not able to increase capacity per building until social distancing restrictions are relaxed.
- Compared year on year these statistics would show a steep and uniform drop. This is due to significantly reduced capacity for customers in branches indicated by social distancing measures and Scottish Government and Public Health Scotland guidelines as well as advice from Health and Safety and Environmental Health partners.
- The booking system is being continuously monitored and adapted to best to reflect customer needs e.g. we have allowed booking much further ahead in time for National Entitlement Card as this was in such high demand, and we have shortened the time allocated to some booking slots to allow more customers access per day where it has been shown that this is appropriate.
- Reduced opening hours and the requirement for cleaning between use has reduced the sessions available on the People's Network (public access computers and internet).
- The bulk of bookings have been for Borrow & Browse slots. There have been very few missed appointments.
- During October 15,063 items were returned and 13,179 items issued.

Appendix 2

Integrated Impact Assessments

Introduction

We know that services are under pressure, difficult decisions are being made and normal working practices may need to change or be adapted very quickly to ensure we can deliver essential services at this challenging time. However, it's important that we don't lose sight of our legal responsibilities in relation to equality, socio-economic disadvantage, climate change, sustainability, the environment and human rights.

The Council uses an Integrated Impact Assessment (IIA) tool to help ensure we are meeting those duties when developing policies and making service decisions. We recognise that it may not be possible to carry out all elements of the Council's IIA process when making rapid decisions in relation to the Council's response to Covid-19. However, the Council remains under these duties and it's vital we continue to have due regard to potential impacts, and record our consideration of these and any mitigating actions required. We have produced this shortened guide to help relevant staff to do this.

Heads of Service remain ultimately responsible for deciding whether an assessment is required and ensuring potential impacts are considered and recorded. The [full Council IIA process](#) should be followed in all but emergency circumstances and [Equality Diversity and Rights Advisors](#) nominated by each service area have a role in supporting the process. We are also making arrangements for IIA training to be provided remotely and offered to a wider range of staff, beyond Equality Diversity and Rights Advisors, with further information to follow.

The remainder of this document provides guidance on:

1. Deciding whether an impact assessment is required
2. Considering potential impacts
3. Recording impacts and mitigating actions

1. Deciding whether an IIA is required

- 1.1. The first stage is to consider whether a proposal requires an impact assessment. If you answer yes to any question in the high relevance category, then an IIA is required. If you identify that an IIA is not required, then you need to explain why/how you have reached this decision and send a brief statement to your Head of Service for agreement and approval. This can be done by email, but it is important you retain a record of this approval as evidence.

High Relevance	Yes/no
The proposal could potentially affect people for example in the availability, accessibility or quality of goods, facilities or services	Yes
The proposal has potential to make an impact on equality even when this only affects a relatively small number of people	Yes
The proposal has the potential to make a significant impact on the economy and the delivery of economic outcomes	Yes
The proposal is likely to have a significant environmental impact	No
The proposal is considered strategic and high level in the organisation	Yes
Low Relevance	
The proposal has little relevance to equality	No
The proposal has negligible impact on the economy and the delivery of economic outcomes	No
The proposal has no/minimal impact on the environment	Yes

If you have identified only low relevance please give a brief statement of your reasoning and report this to your Head of Service/NHS Project Lead for approval. Please then insert the statement in the section in the relevant management or committee report.

2. Considering potential impacts

- 2.1. IIAs are normally carried out by a group of at least four people, to increase the diversity of perspectives and provide supportive challenge. We would encourage you, when possible, to make use of skype to facilitate this. If this is not possible, we would recommend that the lead officer involves at least one other staff member.
- 2.2. Gather relevant data and evidence about the needs and experiences of people with protected characteristics and those vulnerable to experiencing poverty and ill health in the context of the work you are undertaking. A list of the types of evidence you will want to consider is included within the summary report template at Annex A. Much of this evidence will already be available within services; where evidence is not available, this should be noted.
- 2.3. As a group exercise if possible, think critically about how your proposal will impact on different groups of people, including those with protected characteristics, and/or impact on human rights, sustainability and the environment. A list of population groups and potential impacts is provided at Annex B as a prompt to aid thinking (and is not intended to be exhaustive).

3. Recording impacts and mitigating actions

- 3.1. Taking account of what the evidence gathered is telling you, critically consider how the proposal might impact on different groups in different ways. Consider positive, as well as negative impacts, and consider what actions might be necessary to prevent or mitigate negative impacts and/or maximise positive impacts.
- 3.2. Record a summary of the anticipated impacts and mitigating actions. A summary report template for recording this information is provided at Annex A.
- 3.3. Return the completed summary report template to strategyandbusinessplanning@edinburgh.gov.uk for publication on the Council website.

INTEGRATED IMPACT ASSESSMENT SUMMARY REPORT TEMPLATE FOR EMERGENCY DECISIONS

Please complete as many of these sections as possible

1. Title of proposal

Library Service – adaptation and renewal (re-opening phase) of libraries following closure in response to Covid-19 virus

2. What will change as a result of this proposal?

The first phase of reopening libraries will see a selection of branches across the city opening on Tuesday 6 October, for a range of services.

The initial service offer will include access to library buildings for browsing and borrowing, returning items, free access to computers, internet and WiFi, support with National Entitlement Card online applications, Hey Girls free sanitary provision, collection of hearing aid batteries, printing and photocopying.

The 6 libraries are Central, Kirkliston, McDonald Road, Fountainbridge, Stockbridge and Newington.

The choice of locations for the first phase of reopening is a pragmatic one, based upon the availability of space to manage an expected early surge in demand. We also wanted to avoid (initially at least) library hub buildings where critical resilience services are operating

3. Briefly describe public involvement in this proposal to date and planned

In planning the reopening of Edinburgh's libraries our top priority is the health of residents and colleagues, and the process is directed by [Scottish Government guidance](#) and [Safer Workplace Guidance for Public Libraries](#). Planning has taken into account the specific considerations for each library building and we have examined different approaches adopted by our colleagues in many services across Scotland and more widely afield.

The date and rationale for re-opening has been communicated via notices on buildings, library account email, library web page, mainstream media, library social media and main Council web page and social media communications.

As part of monitoring and evaluating the impact of this library reopening, we will seek customer and staff feedback.

4. Date of IIA

05/10/2020

5. Who was involved in carrying out the IIA? (please list lead officer and other staff)

Name	Job Title
Louise Graham	Lifelong Learning Strategic Development Officer (Libraries)
Paul McCloskey	Lifelong Learning Service Manager (CLD and Libraries)

6. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you about different groups who may be affected?
Data on populations in need	Scottish Index of Multiple Deprivation (SIMD); 2011 census data; free school meals and school clothing grants; RNIB sight loss data tool; the number of individuals in key demographics within Edinburgh, accessing specific Council care packages and services.	Identifies small area concentrations of multiple deprivation across all of Scotland in a consistent way; declared ethnic group; local authority register of areas of need; figures for Edinburgh compared to Scotland http://www.rnib.org.uk/knowledge-and-research-hub ; the percentage of vulnerable communities and individuals likely to be impacted by a loss of service
Data on service uptake/access	Library Management System; E-service supplier platforms People's Network (public access computer) usage	Loan figures for physical stock e-audio issues e-book issues PressReader statistics RB Digital e-magazine issues Number of library members Number of virtual users
Data on socio-economic disadvantage e.g. low income, material/area-based deprivation.	Scottish Index of Multiple Deprivation (SIMD); free school meals and school clothing grants; DWP Universal Credit application data	Identifies small area concentrations of multiple deprivation across all of Scotland in a consistent way; local authority register of areas of need; number of residents per locality accessing benefits/seeking employment
Data on equality outcomes	https://scvo.org.uk/digital https://www.microsoft.com/en-us/accessibility	Digital equality – SCVO - Confidence, skills, access and affordability may prevent people from being online. Accessibility equality - tools to provide digital solutions which reflect the diversity of a wide range of issues.
Research/literature evidence	<i>The Place of Kindness: Combating Loneliness and Building Stronger Communities</i> Carnegie UK, 2017 <i>Shining A Light: Country Factsheet (Scotland)</i> Carnegie UK, 2017	Libraries' positive role in social inclusion and mental wellbeing. A summary of Scottish data on attitudes to and use of public library services.

Evidence	Available – detail source	Comments: what does the evidence tell you about different groups who may be affected?
	<p><i>Ambition and Opportunity: A Strategy for Public Libraries in Scotland 2015-2020</i> Scottish Library and Information Council (SLIC) and Carnegie UK, 2015</p> <p><i>The Next Chapter</i> SLIC and Young Scot, 2018</p>	<p>National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.</p> <p>Insights, ideas and recommendations for policy and practice in public libraries following co-design process with SLIC and Young Scot panel members.</p>
Public/patient/client experience information	Council complaint and compliment process; library enquiries email; library membership account help; e-services account help	Customers are able to contact staff, request help and feedback on issues in a variety of ways.
Insight from public / service user engagement	Libraries enquiries email accounts; Libraries social media accounts; event and activity evaluation and feedback	Active web and social media presence – monitoring customer requests and feedback.
Evidence of unmet need	N/A	
Good practice guidelines	<p><i>Ambition and Opportunity: A Strategy for Public Libraries in Scotland 2015-2020</i> Scottish Library and Information Council (SLIC) and Carnegie UK, 2015</p> <p><i>How Good Is Our Public Library Service – A Public Library Improvement Model for Scotland</i> SLIC, 2014</p>	<p>National strategy – sets out the vision, mission and outcomes for public libraries across Scotland.</p> <p>A framework designed for public library managers and staff to evaluate the quality and effectiveness of their service provision, identify areas for improvement, and demonstrate their contribution to overall corporate performance.</p>
Carbon emissions generated/reduced	Business support library van run schedule; Mobile library van routes; Library Link journeys to libraries.	Drop in carbon emissions indicates a proportionate drop in service delivery – and types of services used by more vulnerable customers
Environmental data	N/A	
Risk from cumulative impacts	N/A	
Other (please specify)	N/A	
Additional evidence required?	N/A	

7. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>Restricted movement of people – customers and staff throughout the city in line with government and council instructions not to travel unnecessarily: phased opening approach allows impact of opening to be measured and rolled back if necessary.</p> <p>Citywide staffing approach supports reduced travel where appropriate.</p> <p>Staffing has been considered in discrete cohorts (bubbles) to limit transmission.</p> <p>Social distancing measures enforced in library buildings supports staff and customer health and safety e.g. altered layouts, reduced capacity, protective barriers, booking system, PPE.</p> <p>Increased access through technology to greater choice and improved accessibility (in some cases) to information and resources.</p> <p>Improved staff skills in use of technology and development of these life skills in the population (increasingly essential for employability).</p> <p>New developments and innovation in service delivery methods and programme development.</p> <p>Increased engagement with audiences via social media.</p> <p>Renewed access to physical book stock.</p> <p>Enable fulfilment of customer reservations from open branches.</p> <p>Physical, welcoming space – hub of community and place of social inclusion re-opens – positive impact on local community.</p> <p>Negative</p> <p>Location of 6 sites (three are city centre locations) does not support the library and information needs of other communities which may not be able to easily travel to the open libraries. Stage 2 plans to prioritise libraries in areas of social disadvantage.</p> <p>Booking system in place – at least initially – off-putting to some and barriers to some for online and/or telephone booking.</p>	<p>All</p> <p>All</p>

<p>Reduction in availability of specialist resources: health, rights, law, community languages etc. – not all services fully functioning yet and expectations raised.</p> <p>Social isolation and lack of support for mental wellbeing, community support, peer mentoring and neighbourhood networks – not able to fully support with short booked appointments and current social distancing guidelines.</p> <p>Necessary cancellation/postponement of programmed live events, festivals and group activities – until otherwise indicated by relaxation in Scottish Government guidelines.</p>	
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Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Positive</p> <p>Drop in carbon emissions as library van run is reduced, Mobile Library vans and Library Link transfers stop during restricted opening.</p> <p>Majority of library buildings (24) remain closed – reduction in water, power and lighting.</p> <p>Less use of paper-based resources.</p> <p>Negative</p> <p>Minerals and natural resources (e.g. Cobalt) used for new and emerging technologies has environmental impacts.</p> <p>Six Library buildings re-open – water, power, lighting.</p> <p>Library van run and stock transfer re-starts in a limited form.</p> <p>New stock deliveries re-start.</p> <p>Having six open may encourage people to travel across the city by car thereby increasing carbon emissions.</p>	All

Economic including socio-economic disadvantage	Affected populations
<p>Positive</p> <p>Access to the People's Network (free computer and internet access) will support employability and training initiatives.</p> <p>Staff training packages developed to be delivered remotely and online – investment in webcams to continue this type of delivery – part of service adaptation and renewal.</p> <p>Development of free “face to face” digital skills sessions for customers delivered using learning and teaching digital platforms – also including signposting to self-help for customers in essential</p>	All

<p>digital skills - lack of one-to-one help available in line with social distancing rules</p> <p>Programme of activities and events tailored for online delivery and lockdown conditions continued as part of service offer.</p> <p>Bespoke Children and Young People Libraries Facebook page created to support parents.</p> <p>E-issues have no fines and no fees.</p> <p>E-learning content is free.</p> <p>E-services are free.</p> <p>E-resources offers e.g. family history e-resources available to use from home – usually only available within libraries.</p> <p>Negative</p> <p>Libraries in areas of low SIMD scores (social and economic disadvantage) remain closed. The intention in Stage 2 is to prioritise those libraries located in areas which have low SIMD scores.</p> <p>Extra investment in digital technology and e-services in order to deliver library services effectively – laptops/tablets ordered per branch in order to improve customer experience.</p> <p>Loss of income generation to Library Service from community group room bookings.</p> <p>Loss of income generation to Library Service from event ticket bookings.</p> <p>Significant loss of fines and loans charges income to the Council</p>	<p>All</p>
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- 8. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human right, including socio-economic disadvantage, environmental and sustainability issues be addressed?**

No.

- 9. Describe how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language?**

We will communicate the reasons and process around libraries re-opening in various ways: with posters, via web, social media and mainstream media. Messages will also be conveyed through Government issue leaflets and mainstream media. We will promote the services that are available, advertise how to make a booking, and how to contact the libraries that are open. We will continue to communicate with Communities and Families staff, partners in adult learning, youthwork and disabilities organisations.

10. Is the policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this.

No.

11. What, if any, actions are recommended in response to the impacts identified above? This can include keeping the proposal under review, gathering more data, or specific actions to mitigate identified impacts.

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Development of basic essential digital skills updates for staff including self-help signposting links.	Libraries Digital team Lead Officer: Eamonn Glancy, Libraries Development Leader (Digital)	06 th October 2020	30 th November 2020
Continued programme of activities and events tailored for online delivery and lockdown conditions.	Libraries CYP team, Libraries Development Leaders, Libraries Digital team Lead Officer(s): Louise Graham, Lifelong Learning Strategic Development Officer (Libraries) Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	6 th October 2020	03 rd January 2021
Library booking system to be sourced/developed and implemented.	Libraries Digital team Lead Officer: Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	06 October 2020	03 rd January 2021
Bespoke Children and Young People Libraries Facebook page curated and	Libraries CYP team, Libraries Digital team	06 October 2020	03 rd January 2021

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Children and Young People offer further developed to support families during limited opening.	Lead Officer: Diane Yule, Lifelong Learning Development Leader (CYP)		
Housebound delivery service and customer care calls continued to support our most vulnerable customers	Lead Officer: Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	06 October 2020	03 rd January 2021
Investment in e-resources to support sustained increase in issues and use.	Libraries Digital team Lead Officer: Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	06 th Oct 2020	03 rd January 2021
Proposal to adapt and renew mobile library services (subject to Scottish Government guidance) in development. This could significantly mitigate the impact of libraries remaining closed in areas of the city furthest away from an open library.	Lead Officer: Cleo Jones, Lifelong Learning Strategic Development Officer (Libraries)	09 November 2020	03 January 2021
Use partnerships with organisations supporting employability so that the People's Network access can be prioritised to those in greatest need.	Lead Officer: Louise Graham, Lifelong Learning Strategic Development Officer (Libraries)	26 October 2020	03 January 2021
Review the requirement for a booking system (which is a barrier) for browsing visits once the initial weeks of opening are underway.	Lead Officer: Louise Graham, Lifelong Learning Strategic	26 October 2020	

Specific actions (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
	Development Officer (Libraries)		

Are there any negative impacts in section 7 for which there are no identified mitigating actions?

The fact that 6 libraries out of 28 are open cannot be easily mitigated for those people living in areas of the city distant from a library. While the revised mobile library programme in development will have some impact, this will be limited. However, we are living through a pandemic and reopening of six city libraries, with a range of services for customers, with public, staff and volunteer safety as a priority, is a positive step forward for the world's first City of Literature and its people.

#13. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Through existing Council, partners and third sector organisational contacts for groups with protected characteristics. In addition, monitoring channels of customer engagement and feedback e.g. complaints and compliments process, library emails and library social media channels.

14. Sign off by Head of Service

Name

Date

15. Publication

Completed and signed IIAs should be sent to strategyandbusinessplanning@edinburgh.gov.uk to be published on the IIA directory on the Council website www.edinburgh.gov.uk/impactassessments

Population groups and potential impacts

POPULATION GROUPS

Think about how the policy or proposal could impact (positively or negatively) on the following groups.

People with protected characteristics

- Older people and people in their middle years
- Young people and children
- Men (include trans men), Women (include trans women) and non-binary people. (Include issues relating to pregnancy and maternity including same sex parents)
- Disabled people (includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems)
- Minority ethnic people (includes Gypsy/Travellers, migrant workers, non-English speakers)
- Refugees and asylum seekers
- People with different religions or beliefs (includes people with no religion or belief)
- Lesbian, gay, bisexual and heterosexual people
- People who are unmarried, married or in a civil partnership

Those vulnerable to falling into poverty

- Those who have low or no wealth
- Those on low income
- Those who live in areas of deprivation
- Those experiencing material deprivation
- Unemployed
- People in receipt of benefits
- Lone parents
- Vulnerable families eg young mothers, people experiencing domestic abuse, children at risk of statutory measures, includes disabled adult/child, minority ethnic families
- Families with a child under 1
- Larger Families (3+ children)
- People in receipt of pensions
- Looked after children and young people
- Those leaving care settings (including children and young people and those with illness)
- Homeless people
- Carers (including young carers and carers with protected characteristics)
- Those involved in the criminal justice system
- People with low literacy/numeracy
- People experiencing difficulties with substance use
- Others e.g. veterans and students

Geographic / other communities

- Rural/semi-rural communities
- Urban communities
- Coastal communities
- Business community

Staff

- Full-time / Part-time
- Shift workers
- Staff with protected characteristics
- Staff vulnerable to falling into poverty

POTENTIAL IMPACTS

Think about how the policy or proposal could impact (positively or negatively) on the following objectives, and how this might affect the population groups listed above in different ways:

Equality and Human Rights

- Eliminate discrimination and harassment
- Advance equality of opportunity e.g. improve access / quality of services
- Foster good relations within and between people who share protected characteristics
- Enable people to have more control of their social/work environment
- Reduce differences in status between different groups of people
- Promote participation, inclusion, dignity and control over decisions
- Build family support networks, resilience and community capacity
- Reduce crime and fear of crime including hate crime
- Protect vulnerable children and adults

Promote healthier lifestyles including:

- diet and nutrition,
- sexual health,
- difficulties with substance use
- physical activity
- life skills

Environmental

- Reduce greenhouse gas (GHG) emissions (including carbon management)
- Reduce need to travel and promote sustainable forms of transport
- Plan for and adapt to future climate change
- Pollution: air/ water/ soil/ noise
- Protect coastal and inland waters
- Enhance biodiversity
- Encourage resource efficiency (energy, water, materials and minerals) eg avoid single use plastic

Public Safety eg:

- minimise waste generation
- infection control
- accidental injury
- fire risk

Improve the physical environment eg:

- housing quality
- public space
- access to and quality of green space

Economic (including socio-economic)

- Improve quality of and access to services
- Reduce cost of living
- Maximise income and/or reduce income inequality
- Support local business
- Improve local employment opportunities
- Help young people into positive destinations
- Help people to access jobs (both paid and unpaid)
- Improve working conditions, including equal pay
- Improve literacy and numeracy

APPENDIX 4

COMMUNITY CENTRE UPDATE 6 7TH FEBRUARY 2020

Handbook

The Community Centre Handbook was introduced at all centres in July 2018, with the intention of reviewing and revising this after 12 months. Feedback was sought from the different parties involved in the operational management of centres. One aspect of the Handbook is that although it aimed to be a guide on matters of health and safety (H&S), there remained some ambiguity as to who was responsible for specific aspects of H&S.

The new handbook will have two sections: section one - a set of questions and answers covering areas such as insurance, public entertainment licences, safeguarding of children and vulnerable adults, serving of alcohol; section two - the self-assurance questionnaire.

A Self Assurance framework (SAF) is in place across schools and it was felt that the instruction of this approach could help all parties to identify risk and provide a framework to manage risk through the provision of a questionnaire, issued annually and validation guidance which provides guidance on how to ensure the mitigations detailed in the questionnaire are operating effectively. Extending the questionnaire to Community establishments ensures a comprehensive approach to how we manage risk with and through partnerships by being clear about roles/responsibilities/requirements.

Locality engagement with Management Committees (MCs) on this approach took place across the city – South West 22 October, North West 23 October, North East 28 October and South East 30 October 2019.

A summary of the feedback is set out below:

- The assurance framework could assist risk management
- Management committees would like to be part of shaping the questionnaire
- It would be good to have regular updates on risk management
- It would be good to receive Risk Matters (risk communications)
- Management Committees would like to attend risk training for example health and safety training, courses such as Ready for Winter

Following up on the engagement sessions, the focus now is on shaping the questionnaire with Management Committees and that we seek volunteers for this with a “you said/we did” approach.

It was clear that asking MCs to adopt a framework was welcomed by some and seen as a burden by others and that capacity will need to meet what is required.

Completing the SAF is an exercise that will involve all parties – Management Committees, Facilities Management, Business Support, Lifelong Learning. It isn’t only the MCs who are responsible: given the shared nature of centres all parties need to actively input to the completion of the framework.

Before that happens, we will be asking for **your input to the design of the questions**. The questionnaire was designed for schools and while some of the questions still stand others will need to be deleted or changed to reflect a community centre environment.

What came through the locality engagement was the need to involve management committees in a meaningful way to shape the content of the self-assurance framework, adapting this to reflect a community centre context including specific questions in the SAF questionnaire.

These questions are the scaffolding which underpins the framework and it is felt that getting this first stage right is essential, so all the parties involved in community centres, particularly the volunteer Management Committees, feel fully involved and engaged in adopting the SAF. This will mean that actual implementation of the SAF itself will take place in the Spring (once the questions have been developed).

We suggest that a first step is to ask for volunteers who would want to be part of a **questions design working group**. This work could lead to the formation of a management committee partnership risk group. The group would develop a specific term of reference which could lead to an effective risk management process, including identification/assessment/action management/escalation. Council officers would support the group and enable its development. **1. Would you be interested in volunteering for such a group?**

One emerging idea at the engagement sessions was that of MCs supporting each other in terms of aspects of Community Centre management, perhaps through sharing knowledge or ‘how do you do this ...?’ type of assistance. Management Committees advised that they wanted Council officer co-ordination and support with this. There was also discussion on sharing of resources/ideas/good practices – focusing on opportunities looking at what is being done well alongside what can be improved. There was discussion about centres

sharing a booking database and busy centres sharing bookings with quieter centres where this suited

The Council is supportive of these ideas. It seems more empowering for people to help each other and if you feel that specific Council support for this idea would help, we would very much welcome your ideas. **2. What would this support look like for your MC?**

One centre asked if MCs were willing to share their email contacts then MCs could more easily contact one another, and this could help communication and some of the mutual support and help as above. **3. Are you happy for your key contact email to be shared with all other MCs?**

Centres are putting in place Red Button folders for emergency information and Risk Matters, a regular update compiled by the Council Risk Management team is being shared with all Community Centre MCs.

The Community Centre Change Group (CCCG) is a Council officer group, with representatives from Facilities Management, Business Support, Lifelong Learning, Health & Safety, Estates, Resilience, Risk (and when required Fire Safety, Insurance, Human Resources and Legal services).

4. How do you feel that your voice as a management committee could be fed into the work of this group and future developments in a more direct way? Would the idea of locality or smaller local forums help, each choosing a spokesperson who would attend the CC Change Group meetings or meet with Service Managers who are on the CC Change group? There could be more than one way of doing this.

Seminar/ workshop

One idea to increase collaboration is to hold a half day seminar/ workshop (perhaps two or three times per year) to which all MCs across the City are invited:

Possible themes might be

- Volunteer Recruitment, Support and Development
- Managing Financial Accounts
- Fundraising applications and Fundraising Strategy
- Health and Safety
- Good practice sharing.

If successful, these events could be repeated, reflecting themes suggested by MCs and the CCCG.

5. What themes do you think it would be useful to explore at such events?

Lease Review Consultation

Most of the leases to management committees date back to 1994 and need modernisation and renewal. On 10 October 2019, Finance and Resources committee agreed the principle of implementing modern leases on standard terms in all community centres with management committees and that there will be consultation with the management committees on the draft standard lease terms appended to the report.

A copy of the report is enclosed with this Update.

Here is an electronic link to the report:

<https://democracy.edinburgh.gov.uk/documents/s9350/Community%20Centre%20Leases.pdf>

(If the link does not work when you click on it, please copy and paste the link into your Internet browser and it should take you to the report)

The consultation will begin later this year and the outcomes will be reported back to Finance and Resources Committee for their consideration.

Summary of the questions asked through the Update:

- 1. Would you be interested in volunteering for a question design working group?**
- 2. What would this Council support (to enable MCs to better support each other) look like for your MC?**
- 3. Are you happy for your key contact email to be shared with all other MCs?**
- 4. How do you feel that your voice as a management committee could be fed into the work of this group (the Community Centre Change Group) and future developments in a more direct way?**
- 5. What themes do you think it would be useful to explore at half day seminars?**

Please feedback any answers or comments to your **Lifelong Learning Service Manager in the first instance**.

Thank you.

Kind regards



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If you have any questions, please contact the Lifelong Learning Service Managers below:

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APPENDIX 4

COMMUNITY CENTRE UPDATE 7 26 OCTOBER 2020

Context

Colleagues, volunteers and partners, we are living through a pandemic, unprecedented in modern times, one which has changed many aspects of life for citizens and communities.

Such times can place an extra burden, particularly on the most vulnerable in society, given the isolation some experience and the necessary social contact restrictions.

Community learning and development in all its forms, statutory and voluntary, supports primarily disadvantaged or vulnerable groups and individuals to engage in learning, personal development and active citizenship. A challenge facing us all is how can we best continue to try and adapt services to reach out those who may be struggling while meeting public health requirements (which themselves are subject to flux and change depending on levels of virus transmission) and having the necessary resources to ensure the services are as safe as they can be.

Collaboration and partnership

There is a need to plan and manage community learning and development services in a way that while it tries to respond to and meet community need, at the same time requires our ***collective endeavour*** in order to come up with creative solutions and ideas.

As you will know Community Centres closed in March 2020 as a consequence of the Covid-19 pandemic and it was agreed at Policy & Sustainability Committee on 6 August that Management Committees can apply for reopening only for the purposes of food banks, homelessness services, blood donors and access to retrieve equipment for outdoor youth work.

While it is natural for people to wish for a return to business as usual, this is not likely to happen. Partly to do with the significant Health and Safety considerations attendant upon the resumption of all activity whether in or out of buildings and how this influences numbers of participants; partly to do with the additional resources required to ensure that as far as possible all parties are safe - volunteers, staff and citizens; partly to do with the budget challenges for many organisations including the Council.

A priority in Scotland is continuity in children's education – ensuring as far as possible that the learning of future generations is maintained and that they have the best start in life. What this means for the Council is that the facilities management support for schools remains a priority, as it responds to an ongoing, changing situation which requires significant levels of cleaning and facilities support. Added to this is the support required for other Council buildings such as Critical Resilience Centres and most recently the reopening of six libraries.

Conversation

Council officers who have a working relationship with Community Centres would like to have a conversation with Management Committees and some of our third sector partners, to explore some questions which it is hoped could help us to adopt a more strategic, planned approach to the adaptation of community learning and development. There are no easy answers to the intrinsic challenges we all face together – but there may be some possible solutions through dialogue and conversation.

The suggestion is that we hold video meetings using Teams (used by the Council and there are ways of people joining in as 'guests', which we can share information about when we get to the stage of setting these up). We had thought of setting up a meeting for each Locality and that one person from each MC to attend one of these. The reason for this is that having meaningful conversations with large groups can be particularly difficult in the artificial environment of Teams.

In attendance would be representatives of Lifelong Learning Locality Service Managers, Business Support, Facilities Management, Edinburgh Council of Voluntary Organisations, Lothian Association of Youth Clubs and myself (as meeting chairperson/ facilitator).

In order to help facilitate discussion and make best use of the time, it would be useful to know in advance:

- what are the top three areas you would like to explore in the conversation?

This information could help us to group the questions into themes and structure the discussion.

The days and times aim to offer a variety of slots – management committee representatives would choose the day and time suits best.

The suggested days and times are:

Can you please let Seth Henderson seth.henderson@edinburgh.gov.uk know by November your top three areas, preferred date and time and the email address you want the meeting invite sent to. If willing to share, a mobile contact number would be useful should you have any problems connecting to the meeting on the day.

Lease Review Consultation

The planned consultation on the review of the standard lease for community centres was placed on hold at the start of lockdown as the preferred option was to hold the consultation in person. Given the uncertainty over when that will be possible, it is now proposed to undertake the consultation by supplying written information on the proposals and requesting written feedback from the management committees which can then be collated and submitted to Finance and Resources committee for their consideration. This process will be supported through online sessions using Microsoft Teams.

These online sessions would be set up following on from the more general sessions as outlined above.

Assurance Framework

I attach Update No 6 which refers to the Assurance Framework – at the time some Management Committee members expressed an interest in contributing the design of questions. We plan to pick this work up again and perhaps we can touch on this in our Teams meetings?

Thank you for your support and commitment

Take care



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Appendix 5 – Library Service – Building/Service Implications – Covid – 19

Scottish Government Framework – Applicable Library Service

The table below illustrates the three Service Stages (1,2 and 3) of the library offer and cross references this to the Scottish Government Guidance and levels.

Service Offer	Implications	Level 0	Level 1	Level 2	Level 3	Level 4
STAGE 1 Service Phase: <i>Browsing</i> – Booking Required – including children's areas <i>Bus Pass Application</i> – Booking required <i>Computer Access</i> – Booking required <i>Hearing aid batteries</i> – At door – no entry Strict controls over numbers of customers based on building size	Distinct service areas require dedicated staff resource to maximise throughput of customers. Staff numbers higher than pre lockdown requirements Web and telephone booking in operation Strict health and safety measures	NO	NO	YES Strict Protective measures in place	YES Strict Protective measures in place	NO All Buildings Closed
STAGE 2 Service Phase: <i>Browsing</i> – No booking required <i>Bus Pass Application</i> – Booking required – Avoid queuing <i>Computer Access</i> – Booking required <i>Hearing aid batteries</i> – Entry to branch to pick up	Potential for slight reduction of number of staff required to maintain safe operations. Health and safety measures still required	NO	YES Maintain state of awareness based on guidance	N/A	N/A	NO All buildings closed
STAGE 3 Service Phase: Move to pre – lock down conditions. Open browsing, return of group-based activity, children's activities, teenagers activities, booking system remains for bus pass and computers, partners activities	Service prepared to return to Covid – 19 restrictions Staff ratios per branch return to normal levels. Maintain hygiene practices.	YES Maintain state of awareness and high alert	N/A	N/A	N/A	NO All buildings closed

Branch	Current Status	Floor Space (Sqm)	Max Number of Customers in line with H&S requirements / Service Offer/Building size	Scottish Government Framework Level	Service Stage	Other factors to consider
Central	Open – Service offer at Stage 1. Not all areas of building are open.	1624	16	0 – 3	1	
Fountainbridge	Open - Service offer at Stage 1. Not all areas of building are open to accommodate storage/quarantine.	291	12 – Distinct computer access area	0 – 3	1	Parts of building being used to support storage and quarantine with additional staff welfare
Kirkliston	Open - Service offer at Stage 1.	242	8	0 – 3	1	Significant challenges exist with storage solutions
MacDonald Road	Open - Service offer at Stage 1. Not all areas of building are open to accommodate storage/quarantine.	443	9	0 – 3	1	Building not fully open to accommodate storage and quarantine
Newington	Open - Service offer at Stage 1. Not all areas of building are open to accommodate storage/quarantine.	420	9	0 – 3	1	
Stockbridge	Open - Service offer at Stage 1. Not all areas of building are open to accommodate storage/quarantine.	293	11 – Under review	0 – 3	1	Not all of the building is available for customer use to accommodate service offer, storage and quarantine
Craigmillar	Proposed second phase of opening with stage 1 service offer. Also operates as Crisis Response Centre	583	7 (under review)	0 – 3	1	Shared space with Crisis Response Centre – loss of library space at east end of building

Branch	Current Status	Floor Space (Sqm)	Max Number of Customers in line with H&S requirements / Service Offer/Building size	Scottish Government Framework Level	Service Stage	Other factors to consider
Drumbrae	Proposed second phase of opening with stage 1 service offer. Not all areas of building will be available.	330	10	0 – 3	1	Building was being used by Royal High School delaying potential for Stage 1 opening.
Gilmerton	Proposed second phase of opening with stage 1 service offer.	217	6	0 – 3	1	Potential issues associated with building storage space resolved
Wester Hailes	Proposed second phase of opening with stage 1 service offer.	607	12	0 – 3	1	Proposed to open as part of second phase.
<hr/>						
Piershill	Closed	317	N/A	0 – 3	1	
Portobello	Closed	282	N/A	0 – 3	1	
Moredun	Closed	250	N/A	0 – 1	2 / 3	Building layout/condition presents challenges around safe operation
Morningside	Closed	455	N/A	0 – 1	2 / 3	Upper floor inaccessible presenting reconfiguration challenges on ground floor.
Balgreen	Closed	112	N/A	0	3	On primary school footprint. Size of building impacts on type of service alongside appropriate safety measures
Colinton	Closed	134	N/A	0	3	Size of building impacts on type of service alongside safety measures

Branch	Current Status	Floor Space (Sqm)	Max Number of Customers in line with H&S requirements / Service Offer/Building size	Scottish Government Framework Level	Service Stage	Other factors to consider
Currie	Closed	190	N/A	0	3	Size of building impacts on type of service alongside safety measures
Granton	Closed	153	N/A	0	3	On Primary School footprint. Size of building impacts on type of service alongside safety measures
Balerno	Closed	52	N/A	0	3	Size of building impacts on type of service alongside safety measures
<hr/>						
Blackhall	Closed – Refurbishment Work started 5 October with estimated completion on 11 December.	868	N/A	0 – 3	1	Dependent on refurbishment works completion
Corstorphine	Closed – Refurbishment Mid to late November start. Contract works to be completed February 2021	276	N/A	0 – 1	2 / 3	Layout of building impacts on type of service alongside safety measures. Consider proximity to Drumrae Hub
Oxgangs	Closed – Refurbishment Work started 1 October planned completion March 2021					
Granton	Closed	153	N/A	0	3	Unrealistic with H&S/social distancing restrictions
Central	Open – Refurbishment estimated start 1 December with completion August 2021.					

Gate 55	Closed	Not Known	N/A	N/A	N/A	Covid -19 test centre
Muirhouse	Closed – Due to be demolished to accommodate new build Culture & Learning Hub	410	N/A	N/A	N/A	New Cultural & Learning Hub to be completed 2022
Branch	Current Status	Floor Space (Sqm)	Max Number of Customers in line with H&S requirements / Service Offer/Building size	Scottish Government Framework Level	Service Stage	Other factors to consider
Oxgangs	Closed - Refurbishment Contract works to be completed February 2021	338	N/A	0 – 3	1	Significant works taking place until March 2021
Ratho	Closed – Due to be demolished to create new school/library hub	91	N/A	N/A	N/A	
Sth Queensferry	Closed -	137	N/A	0 – 1	2 / 3	Building layout creates challenges around distancing and service offer
Leith	Closed -	537	N/A	N/A	N/A	Covid-19 Test Centre

NOTE:

Buildings

Current conditions mean all buildings must be inspected and involve Health & Safety with a view to creating a safe layout, distinct service spaces and functionality for staff welfare.

Each building will have a safe maximum number of occupants both in terms of staff and customers. This ensures effective distancing and monitoring of hygiene in line with infection control and health & safety.

Staffing

More staff are required in each branch to ensure each distinct service area is fully supported, manage customers through their allotted booking time period and ensure the next customer can access the service. Where social distancing measures relax going forward, staffing will begin to retract to normal numbers. As the number of libraries reopening increases towards the maximum number, the service will need to recruit to some of the posts currently vacant.

Covid-19 cleaning

Library staff undertake regular touchpoint cleaning during the day to maintain standards of hygiene and reduce potential virus transmission. However, there is a daily requirement for cleaning carried out by Facilities Management cleaning operatives as well as monthly fogging of each building. This includes an additional requirement for cleaning on Saturdays and on Thursdays (at those libraries which were previously closed on that day).

Library futures

As part of the Adaptation and Renewal Wellbeing strand, a library futures option paper is in development, looking at the development of hub models and taking into account the new build developments at Ratho (Nursery and Library) and Muirhouse (Nursery, Library and North Edinburgh Arts); the role of library and information services in supporting community wellbeing and wider access to Council and partner services and information; extending choice for citizens by their being able to access services through the use of Open + technology.