

AGENDA ITEM 2**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CABINET****4th FEBRUARY 2016****MEDIUM TERM SERVICE PLANNING – SERVICE CHANGE PROPOSALS****REPORT OF THE SENIOR LEADERSHIP TEAM****AUTHOR: Chris Lee, Group Director - Corporate and Frontline Services
(01443 424026)****1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide Cabinet with details of the consultation feedback and full Equality Impact Assessments ('EIA') relating to service change proposals in order to determine whether or not, and if so how, it wishes to proceed with the proposals. The total full year savings of all the proposals consulted upon amounts to £0.937M.

2. RECOMMENDATIONS

It is recommended that Cabinet:

- 2.1 Consider the outcomes of the consultation exercise undertaken in respect of the service change proposals;
- 2.2 Consider the Equality Impact Assessments in respect of each of the service change proposals;
- 2.3 Notes that in officers' opinion the Council would be acting in compliance with its relevant statutory duties (where applicable) as outlined in the report and its appendices, should Cabinet proceed with implementation of the service change proposals;
- 2.4 Decide whether or not, and if so how, it wishes to proceed with the service change proposal (as detailed in paragraph 5 of the report) in respect of :
- 2.4.1 The Library Service;

- 2.4.2 The Youth Engagement and Participation Service (YEPS);
 - 2.4.3 Supported Bus Routes; and
 - 2.4.4 Day Nurseries; and
- 2.5 Request the Group Director, Corporate and Frontline Services to reflect the financial implications of the decision taken at paragraph 2.4 above in the 2016/17 budget strategy, prior to it being submitted to Council for approval.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The recommendations provide Cabinet with the opportunity to determine whether or not, and if so how, it wishes to proceed with the service change proposals following consultation and the completion of the EIAs in order to assist the Council to deliver a balanced budget for 2016/17.

4. BACKGROUND

- 4.1 Cabinet have continued to receive regular updates on the projections of the Council's revenue budget position for the period to 2018/19 as part of the Council's Medium Term Service Planning arrangements.
- 4.2 At the time the original report was considered by Cabinet with regard to these service change proposals (10th November 2015) the latest projections indicated an estimated budget gap over the 3 years from 2016/17 to 2018/19 of £63.2M, with an initial 2016/17 gap of £27.2M. This assessment was based on an assumed Welsh Government settlement level of -4%, -4% and -2% over the respective financial years.
- 4.3 Since this time, Welsh Government have published the provisional local government settlement (on the 9th December 2015) which has resulted in this Council's level of resources reducing by -0.9% for 2016/17. The implications of the provisional settlement for this Council were reported to Council on the 16th December 2015.
- 4.4 The initial budget gap for 2016/17 has now reduced from £27.2M to £19.6M, which after taking into account decisions made during the course of financial year 2015/16 reduces the remaining gap to £17.5M.
- 4.5 Whilst the provisional settlement provided no indication of future year indicative settlement levels beyond 2016/17, it remains highly likely that the 3 year budget gap for this Council will be in excess of £50M.

5. **SERVICE CHANGE PROPOSALS**

- 5.1 The proposed service changes consulted upon are summarised below and are as set out and appended to the 10th November 2015 report to Cabinet which itself is attached to this report at Appendix A.

Library Service

Service Change	Saving £'000
Reduction in number of Reference & Information Service Librarians	37
Reduce overall weekly opening hours of branch libraries to 31.5 hours per library	46
Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)	105
Reduce the Book Fund by 25%	89
Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota	37
Remove Community Learning Worker post (part time)	7
Reduce expenditure on magazines and newspapers purchased	6
Total	327

Youth Engagement & Participation Service (YEPS)

Service Change	Saving £'000
The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
Total	384

Supported Bus Routes

Service Change	Saving £'000
Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A (of Appendix A).	50

Day Nurseries

Service Change	Saving £'000
Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement)	Eliminates risk of overspend
Cease provision of 'fee paying' childcare places and provide Flying Start only services at Aberaman, Tylorstown, Tonyrefail and Pontypridd day nurseries.	113
Close Llantrisant Nursery	63
Total	176

- 5.2 The total full year savings of all the above proposals amounts to £0.937M (full year saving).
- 5.3 Since the decision to initiate a consultation process on the above proposals, Cabinet considered (at its meeting on the 15th December 2015), and will wish to have due regard to, a report of the Director of Education and Lifelong Learning – “Update on Childcare Market in Response to Changes to Nursery Education Funding”.
<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/12/15/Reports/AgendaItem11UpdateonChildcareMarket.pdf> Members will also need to have regard to the Council’s Childcare Sufficiency Audit 2014-2017 triennial plan and its most recent refresh when considering the Day Nurseries service change proposals.
- 5.4 At the same meeting Cabinet determined to proceed with an option to relocate Porth Library from its current location to Porth Plaza. Members will also wish to have due regard to this report.
<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/12/15/Reports/AgendaItem6PorthLibrary.pdf>

6. CONSULTATION

- 6.1 At the aforementioned Cabinet meeting on the 10th November 2015, Cabinet initiated a formal eight (8) week consultation process in relation to these service change proposals. A targeted consultation with service users was undertaken in respect of the Day Nurseries proposals (also for an eight (8) week period).

- 6.2 The comprehensive consultation exercise in respect of the service change proposals commenced on the 23rd November 2015 and ended on the 18th January 2016 (the 'Consultation').
- 6.3 The financial pressures facing the Council are undoubtedly a very important part of the context. However, as part of the decision making process, Cabinet must take into account not only the Council's budgetary position, but also among other matters the Council's relevant statutory responsibilities and the responses received through consultation as well as the EIAs.
- 6.4 The Consultation was conducted in-house. The Consultation process and materials were agreed by the Council's Senior Leadership Team. The Consultation materials (including questionnaire) were considered to provide clear information in an appropriate and understandable format.
- 6.5 The Consultation materials were printed in house and the distribution of materials was undertaken by Council couriers. A comprehensive distribution of the Consultation materials was undertaken. In excess of 47,000 copies of the Consultation booklet were distributed. In addition electronic copies of the booklet were sent to the Council's library card holders (25,000). Copies of the materials were made available and obtainable from doctors surgeries, Council libraries, leisure centres, Communities First offices and One4All centres. A Youtube video was also produced in order to provide an easy to understand introduction to the Consultation, how people could engage in it as well as providing details of the service change proposals themselves.
- 6.6 The Consultation was widely promoted in the press and via social media, including the Council's Twitter account. The Leader of the Council also took over the Council's Twitter account for an hour long session on 18th January. During that session residents and consultees were given the opportunity to ask the Leader any questions they had with regard to the proposed policy and give any feedback.
- 6.7 The Council held 13 engagement sessions across the County Borough affording the opportunity for consultees to discuss and share views on the service change proposals for the Library Service, YEPS and Supported Bus Routes. There was also a session held in each of the 5 Day Nurseries specifically to discuss the Day Nurseries proposals.
- 6.8 'Young persons' versions of the Consultation booklet were also developed for use at Youth Forums and School Council sessions. Young people were also invited to attend a dedicated youth engagement event held at the Council's chamber in Clydach Vale.

- 6.9 Consultees were able to respond to the Consultation through various channels, including a dedicated Consultation email address, a freepost postal address, via a questionnaire/survey and providing feedback at the local engagement sessions.
- 6.10 Over 500 responses to the Consultation were received. A detailed report outlining the methodology used in analysing the responses and the results of the extensive Consultation is attached at Appendix B. Attached as an appendix to that report Members will find a copy of the Consultation materials produced and which were available to consultees in respect of these proposals. The Consultation materials provided the detail of the alternative options that were considered as part of developing the preferred options and provided commentary on those alternatives to consultees.
- 6.11 The Council's Finance and Performance Scrutiny Committee held a special meeting (9th December 2015) during the Consultation period where Committee Members were given the opportunity to provide their views and feedback on the proposed service change proposals. The minutes of this meeting forms an appendix to the Consultation report.
- 6.12 Prior to this Cabinet meeting a facility was made available for Cabinet Members to view all responses received through the various channels as a result of the Consultation. This was done to ensure Cabinet gives due regard and conscientious consideration to all elements of the Consultation feedback and responses received. This approach also ensures Cabinet gains a comprehensive and genuine understanding of the wide range of views and opinions expressed by the consultees prior to making any decision.
- 6.13 It should be noted that the Consultation period did overlap with the consultation undertaken on the Council's Budget Strategy for 2016/17. A report on the outcomes of the Budget consultation exercise will be presented to the Council's Cabinet in due course. However officers have extracted from the Budget consultation feedback comments which were received relevant to the service change proposals together with certain data collated as part of the budget simulator exercise. This information is presented as part of the Consultation report at Appendix B.

Key Themes Emerging from the Consultation

- 6.14 Some of the key themes emerging from the Consultation are set out below. Further detail and discussion of these themes can be found in the Consultation report at Appendix B and the EIAs at Appendix C.

Library Service

- 6.15 The majority of respondents agreed with a reduction to the Mobile Libraries from 4 to 3 retaining a 2 weekly rota (62.1%) along with 68.8% agreeing with reducing expenditure on magazines and newspapers purchased. However, the other options were mostly disagreed with by the majority, particularly option 7 - single staffed branch libraries at 5 branches (65.2%).
- 6.16 The majority of respondents disagreed with all of the alternative options, including option 1, the status quo (63.3%), with the strongest opposition to option 5, Closure of branch libraries (82.0%)
- 6.17 The main themes/concerns (alongside number of responses) to emerge from the Consultation with regards to these service change proposals: -
- Single staff Issues (number = 220)
 - Social Impact (number = 93)
 - Impact on learning, education and job seeking (number = 62)
 - Reduced in access to the service (number = 68)
 - Limited availability of stock (number = 37)
 - Library used for other community purposes, groups, classes (number = 79)
 - Impact on a wider area (number = 24)

YEPS

- 6.18 Approximately 30% of respondents were unsure if they agreed or disagreed with the proposals. 48.9% of respondents agreed with option 7, that management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery.
- 6.19 The majority of respondents either disagreed with the alternative proposals or answered that they didn't know. As is highlighted in the Consultation report 47% of respondents disagreed with option 1 – keeping the status Quo, with only 14.4% suggesting that the service should remain the same.
- 6.20 The main comments can be grouped into the following themes/issues:
- Impact on antisocial behaviour and crime (number = 10)
 - Lack of opportunities for young people/Should be a priority (number = 22)
 - No impact (number = 37)
 - Term time only YEPS (number = 9)

Supported Bus Routes

6.21 46% of respondents stated that they agreed with the proposal. 59% of respondents felt that the Council should continue to financially support bus routes that make a loss. The majority of respondents stated that the Council should prioritise its financial support for bus routes (72%).

79% of respondents said that they agreed with the way that routes are assessed. The majority of respondents disagreed with the alternative.

6.22 The main comments can be grouped into the following themes/issues:

- Impact on people without cars (number = 23)
- Impact on older people/disabled people/isolation issues (number = 60)
- Health Appointments/Hospital (number = 7)
- Impact on those who work or training (number = 10)

Day Nurseries

6.23 The main comments/themes taken from the questionnaires, letters, emails and from discussions at the meetings included:

Disagree / do not support the proposal (ALL respondents)
Not enough sufficient childcare elsewhere (location / cost / environment / personal requirements)
Negative impact on the ability to work (have to reduce hours / stop work etc.)
Promotion, advertising and marketing existing nurseries while lowering fees
Do not stop fee paying childcare
Do not close Llantrisant Nursery
Financial impact - can't afford to pay elsewhere,
Social Impact
Impact on learning and education / development
Other alternative suggestions
Staff issues, loss of jobs
Children have already been affected by cuts
Phase out provision - those currently attending to finish their places as planned
Less management (make cuts elsewhere)
User of public transport - knock on effect

6.24 Should Members decide to proceed with any of the service change proposals, Community Groups and/or individuals interested in

operating replacement services would be invited and supported to develop robust and sustainable business plans for their delivery. This will be facilitated through the process and support arrangements previously agreed by Cabinet.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 Prior to Cabinet initiating the Consultation an equality impact assessment 'pre-screening' exercise was undertaken in respect of the service change proposals. This indicated that a full equality impact assessment should be completed for each and considered by Cabinet prior to any final decision being made in relation to the proposed service changes, alongside and supported by the Consultation.

7.2 Cabinet Members will be fully aware and mindful of the general equality duty introduced by the Equality Act 2010 (the 'Equality Act') and the specific public sector equality duties applicable to the Council as a local authority in Wales.

7.3 Section 149 of the Equality Act (the Public Sector Equality Duty) requires public authorities to demonstrate in decision making that they have paid 'due regard' to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and those who do not.

7.4 The relevant protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. The Council must have due regard to the impact of the proposed policy on those with a protected characteristic. The Council has a specific duty to publish information to demonstrate how they have paid due regard to the aims above as part of their decision making. Undertaking an Equality Impact Assessment would be evidence that the Council has considered its legal obligations in making any decision(s) on the recommendations in this report.

7.5 The Equality Act outlines that having due regard for advancing equality involves:

- removing or minimising disadvantages suffered by people due to their protected characteristics;
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people; or

- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

7.6 In addition to the general duty the Council must:

- assess the likely impact of proposed policies and practices on its ability to comply with the general duty;
- assess the impact of any policy which is being reviewed and of any proposed revision;
- publish reports of the assessments where they show a substantial impact (or likely impact) on an authority's ability to meet the general duty; and
- monitor the impact of policies and practices on its ability to meet that duty.

7.7 In accordance with the Council's duties the EIAs in respect of the service change proposals, attached at Appendix C to this report, have been prepared alongside and supported by the Consultation responses.

7.8 The EIAs and this report considers the potential impact of the service change proposals in respect of the designated protected groups and the Welsh language and identifies any potential mitigation either in place or which could be put in place to limit any impact.

7.9 Members will be aware that the Welsh language has official status in Wales which means that the Welsh language should not be treated less favourably than the English language in Wales. This report and the EIAs considers the potential impact of the proposed new policy on the Welsh language.

7.10 Under the Children and Families (Wales) Measure 2010 the Council must: -

- (a) prepare and publish a strategy for contributing to the eradication of child poverty which the Council has done through the adoption of the Single Integrated Plan. Cabinet Members will, of course, be familiar with the content of this plan; and
- (b) take all reasonable steps to perform the actions and functions set out in the strategy for the eradication of child poverty. The actions and functions, and the steps the Council has taken and will take to perform them, are again set out in the Single Integrated Plan.

7.11 It is a priority of the Council, and its partner organisations of the Rhondda Cynon Taf Local Service Board, to engage with families who

have any additional needs as early as possible to support them to make the most of family life and reach their full potential.

- 7.12 Consideration of the effect of the proposed service changes as regards issues of child poverty and social deprivation are explored in this report and as part of the EIAs.
- 7.13 The Council has also used as a basis for developing its priority of ensuring that the future generations of Rhondda Cynon Taf live in a safe, healthy and prosperous County Borough the shared set of rights for children and young people set out in the United Nations Convention on the Rights of a Child. A link to a summary of these rights is provided below: -

[Summary of United Nations Convention on the Rights of a Child](#)

- 7.14 In order to further assist Members and ensure compliance with the Council's duty the rights of children have been specifically considered in respect of the service change proposals and this assessment forms part of the EIAs.

8. FINANCIAL IMPLICATIONS

- 8.1 The financial implications are as set out in the report (and its appendices).

9. LEGAL IMPLICATIONS

- 9.1 The legal implications with regards to each of the service change proposals, consultation and equalities duties are as set out in the report (and its appendices).

10. LINKS TO THE COUNCIL'S CORPORATE PLAN / OTHER CORPORATE PRIORITIES / SINGLE INTEGRATED PLAN.

- 10.1 The service change proposals link to the Single Integrated Plan primarily in helping to create a more prosperous County Borough. In addition, the service change proposals in relation to the Library Service, Youth Engagement & Participation Service and Day Nurseries also link to the Council's priority area of delivering 'A top quality education for all'.

11. CONCLUSION

- 11.1 In order for a fully informed decision to be taken on the service change proposals it is now for Cabinet to review all the available information in respect of them particularly that information contained in this report, its appendices and the Consultation itself (including the Consultation responses Members have reviewed), the EIAs and decide on whether

or not, and if so how, it wishes to proceed with the service change proposals.

- 11.2 It is also recommended that any decision(s) taken are reflected in the 2016/17 Budget Strategy.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

4TH FEBRUARY 2016

REPORT OF SENIOR MANAGEMENT TEAM

Item: MEDIUM TERM SERVICE PLANNING – SERVICE CHANGE PROPOSALS

Background Papers

- Cabinet Decision Notice – 10th November, 2015.

Officer to contact: Chris Lee, Group Director - Corporate and Frontline Services (01443 424026)

Appendices

- **Appendix A** – Cabinet Report of the 10th November, 2015.
(Page Numbers 17 -110)
- **Appendix B** – Consultation report
(Page Numbers 111- 232)
- **Appendix C** – Equality Impact Assessments (Library Service; Youth Engagement & Participation Service; Supported Bus Routes; Day Nurseries.)
(Page Numbers 233 -296)

APPENDIX A

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AGENDA ITEM 2**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CABINET****10th November 2015****MEDIUM TERM SERVICE PLANNING – SERVICE CHANGE PROPOSALS****REPORT OF THE SENIOR LEADERSHIP TEAM****AUTHOR: Chris Lee, Group Director Corporate and Frontline Services (01443 424026)****1 PURPOSE OF THE REPORT**

- 1.1 The Council is facing an estimated budget gap over the 3 year period from 2016/17 to 2018/19 of £63.2 million. This report details service change proposals to be considered as part of the Council's Medium Term Service Planning arrangements, specifically in the context of the need to reduce spend and enable the Council to fulfil its statutory responsibility and set a balanced budget from 2016/17 onwards.

2 RECOMMENDATIONS

It is recommended that Cabinet:-

- 2.1 Agree to initiate an 8 week consultation on the following service change proposals:
- 2.1.1 **Library Service** as follows (and as set out in paragraph 4 of the report): -

Reduction in number of Reference & Information Service Librarians
Reduce overall weekly opening hours of branch libraries to 31.5 hours per library
Introduce single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)
Reduce the Book Fund by 25%
Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota
Remove Community Learning Worker post (part time)
Reduce expenditure on magazines and newspapers purchased

- 2.1.2 **Youth Engagement & Participation Service (YEPS)** as follows (and as set out in paragraph 5 of the report): -

The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE

The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff
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Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery
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- 2.1.3 **Supported Bus Routes** as follows (and as set out in paragraph 6 of the report): -

Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A.
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- 2.2 Agree to initiate a targeted 8 week consultation with service users on the following service change proposal: -

- 2.2.1 **Day Nurseries** as follows (and as set out in paragraph 7 of the report):

Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement)
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Cease provision of 'fee paying' childcare places and provide Flying Start only services at Aberaman, Tylorstown, Tonyrefail and Pontypridd day nurseries.

Close Llantrisant Nursery

- 2.3 Receive a further report detailing the results and feedback from the consultation processes referred to in 2.1 and 2.2 above (if initiated by Cabinet), including the results of the Equality Impact Assessments which would be undertaken, in order to determine whether, and if so how, it wishes to progress with the proposals;

- 2.4 Agree to implement as soon as is practicable the following service change proposal:

- 2.4.1 **Customer Care** as follows (and as set out in paragraph 8 of the report): -

Reduce One4aLL Advisors - A reduction of 0.5 FTE in each core centre
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Reduce current day time contact centre actual average response time of 125.5 seconds standard to 135 seconds - Reduce advisor capacity by 2 FTEs and reduce supervisor capacity by 1 FTE.

- 2.5 Agree to implement identified efficiencies promptly and in advance of the

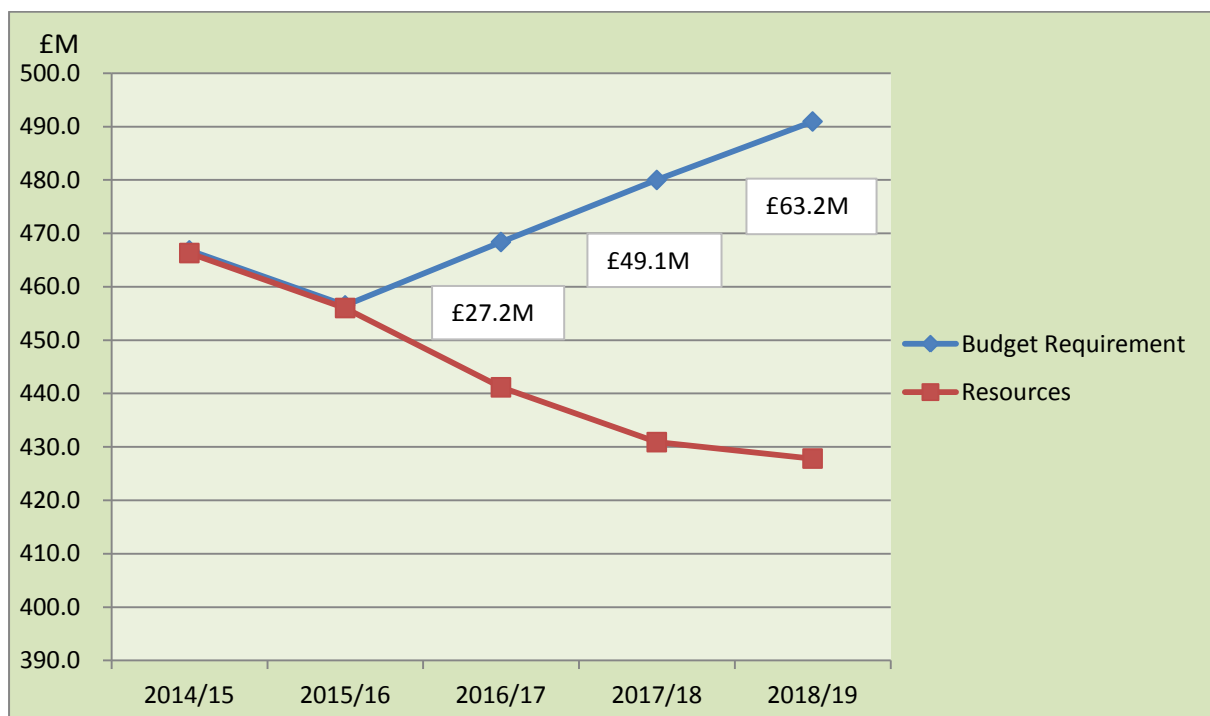
beginning of financial year 2016/17 with any part year savings being transferred to the Medium Term Financial Planning and Service Transformation Reserve (transition funding), as set out in paragraph 9 of the report.

3 **BACKGROUND**

3.1 Cabinet have continued to receive regular updates on the projections of the Council’s revenue budget position for the period to 2018/19 as part of the Council’s Medium Term Service Planning arrangements.

3.2 The latest published projections, (as reported to Cabinet in July 2015) indicates an estimated budget gap over the 3 years from 2016/17 to 2018/19 of £63.2M with an initial 2016/17 gap of £27.2M. This assessment is based on an assumed settlement level of -4%, -4% and -2% over the respective financial years. The timing of the Local Government Settlement is expected to be delayed for 2016/17 due to the Government’s comprehensive spending review due to be completed in the autumn and the consequent implications for Wales.

Figure 1: Medium Term Financial Planning Modelling Update (2016/17 to 2018/19)



3.3 Given the size of the budget gap faced and the timescale requirements for any implementation of service changes, Cabinet agreed to receive reports on potential service change / cut proposals as soon as these become available.

3.4 This report provides details of a series of further service change proposals.

PROPOSALS

4 LIBRARY SERVICE

- 4.1 The Library Service consists of:
- 3 Area Libraries (Aberdare, Pontypridd, Treorchy);
 - 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin and Tonypany);
 - 4 mobile libraries providing day-time, evening and weekend provision;
 - A housebound and specialist service;
 - An Information, Reference and Local Studies service;
 - A Schools Library Service that provides books and activities for primary schools.
- 4.2 The service is currently arranging a 2 year rolling program of investment to upgrade all libraries' broadband connections to 100MB as well as improvements to free wifi access for users. This will improve user experience of the public use computers available at the libraries and benefit those users connecting to the free wifi with their own devices.
- 4.3 The Library Service is a statutory service that is governed by the Public Libraries and Museums Act 1964. This states that local authorities are required to provide a 'comprehensive and efficient' library service. There is no definition of this phrase within the 1964 Act. However, in Wales the Welsh Public Libraries Standards are used by Welsh Government to assess whether a Library Service meets the requirements of the 1964 Act.
- 4.4 The 2015/16 total budget is £2.332M.
- 4.5 The Library Service was subject to a Medium Term Service change during 2014/15 which resulted in a budget reduction of £0.800M per year.

SERVICE CHANGE PROPOSAL

- 4.6 A detailed options appraisal paper is attached at Appendix 1.
- 4.7 From the long list of options set out in Appendix 1 the following service changes are proposed:

Service Change	Saving £'000
Reduction in number of Reference & Information Service Librarians	37
Reduce overall weekly opening hours of branch libraries to 31.5 hours per library	46
Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)	105
Reduce the Book Fund by 25%	89

Service Change	Saving £'000
Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota	37
Remove Community Learning Worker post (part time)	7
Reduce expenditure on magazines and newspapers purchased	6
Total	327

- 4.8 Implementation of these proposals will not adversely affect the service's ability to meet the 18 core entitlements as required under the Fifth Quality Framework of Welsh Public Library Standards and would deliver financial savings (full year) of £0.327M per year.

5 YOUTH ENGAGEMENT & PARTICIPATION SERVICE

- 5.1 Current service delivery of the Youth Engagement & Participation Service (YEPS) is configured around the 17 secondary school clusters with a Youth Re-engagement Officer and Youth Participation Officer allocated to each cluster and based within the secondary school. Each cluster is also allocated an Enrichment budget which is a flexible budget for activities and casual support staff.

- 5.2 The service's main duties include:

- Providing targeted support;
- Preventing young people becoming NEET and supporting those who are;
- Ensuring young people's equitable access to their entitlements;
- Providing positive activities, Duke of Edinburgh award, youth information, advice and guidance;
- Providing one to one support;
- Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.

- 5.3 Under the provisions of section 123 of the Learning and Skills Act 2000 and the Youth Support Services Direction (Wales) 2002 Welsh Government have directed that the Council must (a) provide youth support services; (b) secure the provision of youth support services and (c) participate in the provision of youth support services to 11 - 25 year olds. The Council must also have regard to guidance issued by the Welsh Government the most recent being "Extending Entitlement: Support for 11 to 25 year olds in Wales; Direction and Guidance 2002" which is supported by the National Youth Work Strategy for Wales 2014 – 2018.

- 5.4 "Youth Support Services" means services which in the opinion of the Welsh Government will encourage, enable or assist young persons (directly or indirectly) –

- (a) to participate effectively in education or training,
- (b) to take advantage of opportunities for employment, or
- (c) to participate effectively and responsibly in the life of their communities.

- 5.5 The 2015/16 total Council funded core budget is £2.306M.
- 5.6 The service also benefits from external grant funding totalling £0.597M. Communities First also allocate approximately £0.200M per year for youth related activities.
- 5.7 The YEPS was subject to a Medium Term Service change in 2014/15 which resulted in a budget reduction of £2.2M per year.

SERVICE CHANGE PROPOSAL

- 5.8 A detailed options appraisal paper is attached at Appendix 2.
- 5.9 From the long list of options set out in Appendix 2 it is proposed that the principles and aims of the Youth Engagement and Participation Service (which are aligned to the National Youth Work Strategy for Wales 2014-18) be retained and service delivery continues to be based around the 17 secondary school clusters, but review how the service is delivered. This would involve making the following changes:

Service Change	Saving £'000
The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
Total	384

- 5.10 Implementation of these proposals would continue to meet the statutory requirements regarding delivery of the service and deliver financial savings (full year) of £0.384M per year.

SUPPORTED BUS ROUTES

- 6.1 The vast majority of bus services (and 92% of bus journeys in RCT) are provided on a commercial basis by private operators. There are a number of routes however which are not commercially viable and which are determined and supported by the Council.
- 6.2 There is no statutory duty to provide subsidised local bus services. Councils have discretion to support public transport services that help to meet local needs.
- 6.3 The Transport Acts of 1985 and 2000 and the Local Transport Act 2008, enable Councils to identify gaps in local transport services and, subject to

resources and potential passenger demand, financially support certain routes. Provision of such services is therefore discretionary.

- 6.4 The 2015/16 total Council funded core budget is £0.489M.
- 6.5 Additional revenue support totalling £0.524M is received through the Bus Services Support Grant (BSSG) from the Welsh Government specifically to enhance regional accessibility and connectivity to communities through the core strategic bus network.
- 6.6 The Regional Transport Plan is also considered when resources are allocated to routes.
- 6.7 The service was subject to a Medium Term Service change in 2014/15 which resulted in a budget reduction of £0.400M.

SERVICE CHANGE PROPOSAL

- 6.8 A detailed options appraisal paper is attached at Appendix 3.
- 6.9 An assessment has been undertaken of the Council funded routes to assess the impact that the withdrawal might have on the public, the higher the score representing the greatest impact and can be found at Appendix 3A.
- 6.10 From the long list of options set out in Appendix 3 the following service change is proposed:

Service Change	Saving £'000
Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A.	50

- 6.11 Implementation of this proposal would deliver financial savings (full year) of £0.050M per year.

7 DAY NURSERIES

- 7.1 There are 5 Council run day nurseries based at Aberaman, Tylorstown, Tonyrefail, Pontypridd and Llantrisant. With the exception of Llantrisant Nursery all other nurseries are located within 'Flying Start' areas and have, over the past few years, evolved into predominately providing Flying Start childcare provision, which is funded from grant.
- 7.2 As Cabinet are aware under section 22 of the Childcare Act 2006 (the '2006 Act') the Council must "secure, so far as is reasonably practicable, that the provision of childcare (whether or not by it) is sufficient to meet the requirements of parents in their area who require childcare in order to enable

them (a) to take up, or remain in work; or (b) to undertake education or training which could reasonably be expected to assist them to obtain work.” Further detail on the duty under the 2006 Act is set out in the appraisal paper at Appendix 4. The Council does not have a specific statutory duty to have to provide Flying Start childcare itself. Instead it is predominantly commissioned from third and private sector providers.

- 7.3 As part of meeting the Council’s statutory duties as regards childcare the Council has prepared its Childcare Sufficiency Audit (CSA) 2014-2017 triennial plan. Members will be familiar with the contents of this document which was approved by Cabinet on 23rd June 2014. A CSA update was agreed by Cabinet on 23rd July 2015.
- 7.4 The Council’s Day Nurseries have seen significant change over the past few years, in particular the demand for generic ‘fee paying’ childcare places has fallen by approximately 69% since 2012/13. There has been a further reduction in demand for the autumn term (September - December) 2015 with current occupancy of only 22.9 fee paying FTEs across all 5 nurseries. There has been no increase in demand since September 2015 following the implementation of funding schools for part time nursery. Some schools are still providing full time nursery and support is available to other schools wishing to set up wrap around childcare to enable children to be in school all day when part time nursery is offered.
- 7.5 This has placed an increasing pressure on the service in terms of the financial viability of each nursery setting. In 2014/15, the annual cost to the Council over and above fees received from parents (i.e. the annual subsidy) for the only non Flying Start setting (Llantrisant) was £5,100 per full time child place. Childcare places have fallen further for the autumn term 2015 which has resulted in the subsidy for Llantrisant increasing to £10,100 per full time child place. There are only 10.8 fee paying FTEs currently at Llantrisant Nursery. With 48 places available, this is an occupancy rate of only 22.5%.
- 7.6 In all of the day nursery localities there are sufficient childcare providers (e.g. day nurseries, childminders and playgroups) that can accommodate all children that might be displaced by any service reduction. This has been confirmed by the Family Information Service team (FIS team) as remaining the case at the time of preparing this report.
- 7.7 The 2015/16 total budget is £0.176M.

SERVICE CHANGE PROPOSAL

- 7.8 A detailed options appraisal paper is attached at Appendix 4.
- 7.9 From the long list of options set out in Appendix 4 the following service changes are proposed:

Service Change	Saving £'000
Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement)	Eliminates risk of overspend
Cease provision of 'fee paying' childcare places and provide Flying Start only services at Aberaman, Tylorstown, Tonyrefail and Pontypridd day nurseries.	113
Close Llantrisant Nursery	63
Total	176

7.10 These proposals would deliver financial savings (full year) of £0.176M per year.

8 CUSTOMER CARE – ONE4ALL CENTRES AND CONTACT CENTRE

8.1 The Council provides face to face customer access to information advice and assistance via:

- 3 core One4aLL centres open Monday to Friday at:
 - Sardis House, Pontypridd;
 - Rock Grounds, Aberdare;
 - Bronwydd, Porth.
- Outreach at:
 - Mountain Ash Library;
 - Treorchy Library;
 - Pontyclun Library.

8.2 The overarching role of the centres is summarised below:

- The service focuses on enquiries that require a physical interaction where the call centre or website cannot fulfil the process;
- 98.1% of activity supports statutory functions predominantly Housing Benefit (60%), Council Tax (8%), 'Blue' Badges (14%) and Concessionary Bus Passes (11%);
- 93% of advice is delivered at the 3 core centres and 7% via outreach;
- 98% of enquiries are resolved;
- The centres directly support other departments in their delivery targets with the majority of Council Tax, Blue Badge and Bus Pass enquiries fully processed via 'one and done' processes during appointments at the centres. For the remainder (mainly Housing benefits), all necessary information is received, scanned and indexed at the appointment directly into back office workflows for processing;
- Income at centres remains significant with 24,778 payment transactions in 2014/15 to a value of £23.5m receipted excluding postage cheques;
- 88% of payments on site were made by self service.

8.3 The contact centre includes the following functions:

- 870,000 'in-bound' contacts for Council and Cwm Taf Local Health Board

(LHB) services of which Council services account for 580,660 (including 24 hr Social Alarm monitoring);

- The LHB has separate management and staffing arrangements but contributes £0.115M per annum towards system licences and some management systems administration. The facility was part funded by Welsh Government capital grant. Note: there are no term and conditions still attached to the Welsh Government capital funding that impacts on the service change proposal;
- Of the 480,968 'day' contacts 89.4% are of a statutory nature and 97% are resolved within approved delegated arrangements;
- Income - In 2014/15 the Centre processed 43,671 'payments' to the value of £4.7 million;
- If the Contact Centre did not exist these contacts would need to be received by alternative staff at suitable contact handling points (i.e. allows for Welsh, sensory, line and call recording capacity) with associated infrastructure, much of which has been de-commissioned in favour of the Contact Centre arrangements.

8.4 The 2015/16 total budget is £1.386M (£0.550M for One4All centres and £0.836M for the Contact Centre).

8.5 The service was subject to a Medium Term Service change in 2014/15 which resulted in a budget reduction of £0.321M per year.

SERVICE CHANGE PROPOSAL

8.6 A detailed options appraisal paper is attached at Appendix 5.

8.7 From the long list of options set out in Appendix 5 the following service change is proposed:

Options	Estimated Saving £'000
Reduce One4aLL Advisors - A reduction of 0.5 FTE in each core centre	43
Reduce current day time contact centre actual average response time of 125.5 seconds standard to 135 seconds - Reduce advisor capacity by 2 FTEs (£45k) and reduce supervisor capacity by 1 FTE (£32k)	77
Total	120

8.8 These proposals would deliver financial savings (full year) of £0.120M per year.

8.9 The Council is under no statutory duty to consult in relation to the One4All and Customer Contact Centre proposals and officers consider there is no common law duty to consult as regards the same. It is therefore recommended that these proposals be implemented as soon as is practicable following any necessary staff consultation.

9 EFFICIENCIES

- 9.1 Over recent months, all Council Service areas have been required to review their services with a view to identifying further cost reduction measures and service delivery opportunities, as part of the Council's commitment to reviewing all service areas.
- 9.2 Whilst this work is ongoing, it has already identified that there are opportunities to deliver further efficiency measures over and above those which have been identified as part of planning for next year's budget requirements.
- 9.3 For some years a key part of the Council's budget strategy has been the delivery of efficiencies and up to and including the current year we have identified over £69M since 2004/05. Services have already identified £6M of further efficiencies as part of planning for next year's budget (2016/17).
- 9.4 Efficiencies are defined as cost reducing measures which will not have an impact on the level of services which are provided, that is, they will be unnoticeable to service users / customers.
- 9.5 It is proposed that where efficiency savings have now been identified and which can be delivered in advance of the beginning of next financial year that service managers are instructed to make the necessary arrangements for their implementation. This would be carried out in accordance with the Council's statutory obligations and Managing Change policy. Staff and trade unions would be fully consulted at the appropriate time. Any part year savings which can be realised during 2015/16 can be transferred to the Council's Medium Term Financial Planning and Service Transformation Reserve (transition funding).

10 CONSULTATION

- 10.1 If Cabinet agree to initiate a consultation in relation to the proposals detailed at paragraphs 2.1.1 - 2.1.3 above, it is proposed that an eight (8) week consultation process be undertaken. This would be facilitated through a number of engagement methods, ensuring that all who wish to provide feedback and respond to the proposals are able to do so.
- 10.2 If Cabinet agree to initiate a consultation in relation to the Day Nurseries proposals detailed at paragraph 2.2.1 above, it is proposed that a targeted eight (8) week consultation process with service users be undertaken.
- 10.3 The results of the consultations undertaken, if initiated by Cabinet, would be presented to Cabinet to ensure that a fully informed decision is made on all proposals.

11 STAFFING

- 11.1 A number of the proposals would necessitate a review of staffing levels across the relevant services. These reviews would be carried out in accordance with the Council's statutory obligations and Managing Change policy. Staff and trade unions would be fully consulted at the appropriate time.

12 EQUALITY AND DIVERSITY IMPLICATIONS

- 12.1 Cabinet Members will be fully aware and mindful of the general equality duty introduced by the Equality Act 2010 and the specific public sector equality duties applicable to the Council as a local Council in Wales.
- 12.2 Section 149 of the Equality Act 2010 (Public Sector Single Equality Duty) requires public authorities to demonstrate in decision making that they have paid 'due regard' to the need to:
- Eliminate unlawful discrimination, harassment and victimisation;
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it;
 - Foster good relations between people who share a protected characteristic and those who do not.
- 12.3 The relevant protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. The Council must have due regard to the impact of any of the proposals on those with a protected characteristic. The Council has a specific duty to publish information to demonstrate how they have paid due regard to the aims above as part of their decision making. Undertaking an Equality Impact Assessment ('EIA') would be evidence that the Council has considered its legal obligations in making the decision on the recommendations in this report.
- 12.4 Members will be aware that the Welsh language has official status in Wales which means that the Welsh language should not be treated less favourably than the English language in Wales.
- 12.5 An EIA 'pre-screening' exercise undertaken in respect of the proposals listed at paragraphs 2.1.1 – 2.1.3 and 2.2.1 above has indicated that a full EIA should be completed prior to any final decision being made in relation to the proposals, alongside and supported by a consultation process.
- 12.6 If a consultation process is initiated on the proposals listed at paragraphs 2.1.1 – 2.1.3 and 2.2.1 above the EIA produced prior to Members taking any final decision would consider the potential impact of the proposals in respect of the designated protected groups and the Welsh language and identify any potential mitigation either in place or which can be put in place to limit any impact identified.

- 12.7 An EIA pre-screening exercise has been undertaken for the proposal regarding the One4All Centres and Contact Centre and has demonstrated no adverse impact on any of the protected groups and therefore on equality and diversity grounds, there are no reasons for this proposal not to be implemented.
- 12.8 Under the Children and Families (Wales) Measure 2010 the Council must: -
- (a) prepare and publish a strategy for contributing to the eradication of child poverty which the Council has done through the adoption of the Single Integrated Plan. Cabinet Members will, of course, be familiar with the content of this plan and its predecessor, the Children and Young People's Plan 2011 - 2014; and
 - (b) take all reasonable steps to perform the actions and functions set out in the strategy for the eradication of child poverty. The actions and functions, and the steps the Council has taken and will take to perform them, are again set out in the Single Integrated Plan.
- 12.9 It is a priority of the Council, and its partner organisations of the Rhondda Cynon Taf Local Service Board, to engage with families who have any additional needs as early as possible to support them to make the most of family life and reach their full potential. If Cabinet decides to initiate a consultation on the proposals, further consideration of the effect of the proposal for issues of child poverty and social deprivation will be considered (whether as part of the Council's EIA, or otherwise).
- 12.10 The Council has also used as a basis for developing its priority of ensuring that the future generations of Rhondda Cynon Taf live in a safe, healthy and prosperous County Borough the shared set of rights for children and young people set out in the United Nations Convention on the Rights of a Child. A link to a summary of these rights is provided below: -

[Summary of United Nations Convention on the Rights of a Child](#)

13 CONCLUSION

- 13.1 The Council is facing an unprecedented financial challenge over the next 3 years and all services and their delivery must be assessed.
- 13.2 The proposals in this report provide the Cabinet with a number of further options to contribute towards bridging the budget gap faced by the Council.
- 13.3 If implemented, the proposals contained in this report would deliver £1.057M of full year savings for the Council. Whilst clearly a positive step towards addressing some of the budget gap going forward, the magnitude of the estimated gap will necessitate further options being brought forward for consideration in the near future.

APPENDIX 1**OPTIONS APPRAISAL BACKGROUND PAPER****LIBRARY SERVICE****1. CURRENT SERVICE DELIVERY**

1.1 The Library Service currently consists of:

- 3 Area Libraries (Aberdare, Pontypridd, Treorchy)
- 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin and Tonypany)
- 4 mobile libraries providing day-time, evening and weekend provision
- A housebound and specialist service for people who are unable to leave their homes or who have disabilities that require specific provision (such as alternative reading group provision for people with sight difficulties)
- An Information, Reference and Local Studies service that supports the digitisation, online provision, family history and research enquiries
- A Schools Library Service that provides books for primary schools and organises a range of activities for children and young people relating to promoting their literacy and interest in books and the written word

1.2 See Appendix 1A for Area and Branch Library data. Appendix 1B shows the usage ranking of libraries based on data from June 2014 to March 2015 (after the closure of 13 libraries at the end of May 2014).

2. STATUTORY BASIS AND LEGISLATIVE FRAMEWORK

2.1 The Library Service is a statutory service that is governed by the Public Libraries and Museums Act 1964. This states that local authorities are required to provide a '*comprehensive and efficient*' library service. Responsibility for implementing the 1964 Act in Wales is devolved to the Welsh Government and it is currently the duty of the Deputy Minister for Culture, Sport and Tourism to "superintend and promote" the improvement of public library services in Wales.

2.2 There is no statutory definition of the phrase 'comprehensive and efficient' library service within the 1964 Act. However the term has been defined in case law. This suggests "a comprehensive service cannot mean that every resident must live close to a library. That has never been the case. Comprehensive has therefore been taken to mean 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 borough." In Wales the Welsh Public Libraries Standards (WPLS) are used by Welsh Government to assess whether a Library Service meets the requirements of

the Act. The latest version of the WPLS, being the 5th Quality Framework 2014-17, can be accessed via the following link: -

<http://gov.wales/docs/drah/publications/140425wpls5en.pdf>

- 2.3 Any option that will have an adverse effect on the Library Service's ability to meet the standards needs to be carefully considered as failure to meet the required standard and provide a 'comprehensive and efficient' library service could lead to an intervention by Welsh Government. The Deputy Minister for Culture and Sport has had this power conferred upon him since devolution. This power has never previously been invoked but recent indications are that there is a readiness to take this approach with local authorities who fail in their duty to provide a Library Service that meets the standards and the requirements of the 1964 Act.
- 2.4 It is important therefore to ensure that any changes in service do not affect the service's ability to meet the requirements of the 1964 Act and does not undermine the service's ability to meet the Wales average of the standards.
- 2.5 The first Annual Assessment Report under the new Framework was received by the Council from Welsh Government on 25th September 2015. In summary, it states that:
- "The independent assessor, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:*
- *Rhondda Cynon Taf met all of the 18 core entitlements in full.*
 - *Of the seven quality indicators which have targets, Rhondda Cynon Taf achieved three in full, two in part and failed to achieve two.*
 - *The library service appears aware of the challenges it faces, and has strategies in place to address these.*
 - *The main areas of concern are in stock acquisition, ICT provision, and staffing."*
- 2.6 Full details of the assessment were reported to Cabinet on 22nd October 2015 which can be accessed via the following link:
- http://www.rctcbc.gov.uk/en/councildemocracy/democracyelections/councillor_scommittees/meetings/cabinet/2015/10/22/reports/agendaitem-4welshpubliclibrarystandards.pdf
- 2.7 Welsh Government have confirmed that at the present time community managed libraries (The term "community managed library" refers to maintaining individual libraries designated for closure by means of community intervention of different types) should not be considered as part of a statutory library provision.

3. **RESOURCES**

3.1 The 2015/16 total budget is £2.332M which is broken down as follows:

Service	Employees £'000	Premises £'000	Transport £'000	Supplies & Services £'000	Income £'000	Total £'000
Area Libraries (x 3)	532	123	0	12	(2)	665
Branch Libraries (x 10)	460	124	0	9	0	593
Other Services	215	0	33	5	0	253
School & Children's	100	0	0	26	(23)	103
Central Budgets	41	15	8	518	(121)	461
Management & Admin	254	0	2	1	0	257
Total	1,602	262	43	571	(146)	2,332

3.2 See Appendix 1C for a breakdown of Area and Branch Library budgets.

3.3 Central budgets includes funding for casual staff and the Book Fund totalling £0.355M plus budgets for other service wide supplies and services.

3.4 The Library Service reduced the number of static service points from 26 to 13 as part of the Medium Term Service change in 2014/15 and also reduced the number of support staff and expenditure spent on books and materials in order to meet a £0.800M per year budget reduction (effective from June 2014).

3.5 The service is currently arranging a 2 year rolling program of investment to upgrade all libraries' broadband connections to 100MB as well as improvements to free wifi access for users. This will improve user experience of the public use computers available at the libraries and benefit those users connecting to the free wifi with their own devices.

4. **REVIEW OF SERVICE PROVISION – OPTIONS CONSIDERED**

4.1 The following options have been considered:

Options	Estimated Saving £'000
1 Status Quo Exclude the service from the Medium Term Service Planning reviews which means there will be no changes to reduce the cost of the current service. Savings would need to be achieved in other service areas.	0
2 Reduction in number of Reference & Information Service Librarians Each area library (x 3) each has a dedicated GR7 Reference Librarian. This could be reduced to become a peripatetic service.	37
3 Centralisation of the Reference, Local Studies & Information Service Reference materials and local history collections are based at the 3 area libraries which could be centralised to Treorchy Library, apart from donated	4

Options	Estimated Saving £'000
collections which, due to donation conditions, must stay in Aberdare. This would be implemented with option 2 to achieve additional savings on resources.	
4 Reduce overall weekly opening hours of branch libraries by 37 hours Branch libraries are currently open for 5 days per week between Monday to Saturday for 35 hours (37 hours over 6 days in Rhydyfelin). The reduction in hours per library would be 3.5 hours each week (5.5 hours weekly in Rhydyfelin). The most appropriate reduction in opening hours would be identified after analysis of issue data and busiest periods for visitors, delivery of activities and computer usage. All branch libraries would be open for 31.5 hours per week.	46
5 Closure of branch libraries Review of branch libraries based on geographical spread, usage etc.	Average £0.059M per branch library
6 Single staffed branch libraries (x 10) Each branch library currently has two members of staff – one GR6 Branch Librarian and one GR4 Library Assistant. Branch libraries could be single staffed, although 3 FTE Library Assistants would be retained centrally.	145
7 Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin) As per option 6 but in fewer libraries. Libraries identified on the basis of visitor numbers, issues and also whether they are located over 1 or 2 floors.	105
8 Single staffed branch libraries in 3 least busy As per option 6. An analysis of visitors, issues, PC usage and new borrowers for all libraries shows that the three least used libraries are Hirwaun, Ferndale and Pontyclun. These three libraries could continue to deliver a good service with a single member of staff. See Appendix 1B for usage rankings.	62
9 Reduce the Book Fund by 25% The 2015/16 Book Fund budget is £0.355M. A 25% reduction could be achieved.	89
10 Reduce the Book Fund by 44% to £0.200M The service would not meet up to 3 of the Welsh Public Library Standards.	155
11 Reduce Mobile Libraries from 4 to 2 and change to a 3 weekly rota of visits There are currently 4 mobile libraries providing daytime, evening and weekend provision on a 2 week rota. This could be reduced to 2 mobile libraries, the rotas changed to 3 weekly and withdrawal of evening and weekend provision.	73
12 Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota As per option 11 but with less of an impact.	37
13 Remove Community Learning Worker post (part time) This post is peripatetic and supports branch libraries with ICT provision to customers.	7

Options		Estimated Saving £'000
14	Reduce the number of magazines and newspapers purchased Review the number of magazines and newspapers purchased by each area and branch library	6
15	Explore possibility of unattended libraries This option would remove staffing from libraries through the use of secure door entry and CCTV	Further work required
16	Transfer service to community groups This option would result in the redundancy of the Council's professionally qualified staff and the transfer of the branch library buildings to community groups which would become book-lending facilities. The local authority would fail to meet its duties under the 1964 Act and also fail to meet Welsh Government standards on what type of community libraries can be considered as part of the public library service.	Further work required
17	Transfer service to a trust This would be a longer term option.	Further work required

4.2 Appendix 1D shows further considerations regarding the implications, impact and risks of each option.

5. PROPOSED SERVICE CHANGE

5.1 The following options are proposed:

Options		Estimated Saving £'000
2	Reduction in number of Reference & Information Service Librarians	37
4	Reduce overall weekly opening hours of branch libraries to 31.5 hours per library	46
7	Introduce single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)	105
9	Reduce the Book Fund by 25%	89
12	Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota	37
13	Remove Community Learning Worker post (part time)	7
14	Reduce expenditure on purchase of magazines and newspapers	6
Total		327

6. FINANCIAL IMPLICATIONS

6.1 Implementation of these proposals would result in savings of £0.327M in a full financial year.

7. **IMPLEMENTATION ISSUES AND CONSIDERATIONS**

7.1 The decisions taken in respect of any potential reduction in the Library Service must consider the following:

- The quality of service delivered to customers;
- The use made of, and value placed on specific elements of the service by customers and partner organisations;
- The need to meet the Welsh Public Library Standards as outlined in the *Fifth Quality Framework 2014-2017*;
- The need to meet all of the core entitlements as outlined by Welsh Government in *Libraries Inspire: The strategic framework for Welsh Libraries 2012-16*;
- The need to retain a professional library service that can provide the whole range of provision that have placed libraries at the heart of Welsh communities for generations and that distinguishes a professional library service from a community book-lending facility;
- Any proposed change to the Library Service will require a public consultation and take into account guidance on appropriate methods of consultation and interpretation of the 1964 Act as outlined in case law.

7.2 Full details of all considerations for all options are shown at Appendix 1D.

Appendix 1A**Area & Branch Library Data**

Area	Library	Issues Per Hour			Visitors Per hour			Avg PC Usage %			New Borrowers		
		12/13	13/14	14/15	12/13	13/14	14/15	12/13	13/14	14/15	12/13	13/14	14/15
Rhondda	Treorchy	24	24	28	45	46	43	15	31	46	601	648	661
	Tonypandy	14	13	17	23	24	23	28	57	46	389	398	257
	Porth	13	11	14	21	22	22	26	43	41	365	416	313
	Ferndale	9	8	13	17	18	21	17	26	37	202	280	183
Cynon	Aberdare	27	26	25	47	51	53	18	48	46	920	1,228	943
	Hirwaun	22	25	19	22	23	21	27	38	26	222	330	160
	Mountain Ash	14	12	14	27	24	26	25	53	42	474	568	282
	Abercynon	6	10	9	8	20	36	18	29	25	133	567	396
Taf	Pontypridd	33	31	31	54	56	47	22	52	54	1,413	1,189	871
	Llantrisant	26	24	29	29	29	30	17	23	19	1,007	712	504
	Pontyclun	19	18	23	25	23	21	11	16	19	679	511	353
	Church Village	35	34	30	28	31	35	27	42	33	602	511	297
	Rhydyfelin	17	14	17	21	18	19	30	39	40	539	379	339
Total		259	250	269	367	385	397	22	38	36	7,546	7,737	5,559

N.B. 2014/15 is 10 months data from June 2014 to March 2015 due to the previous service change being implemented on 1st June 2014

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Appendix 1B**Area & Branch Library User Data Ranking (most used to least used)**

Library	Rank based on data October 2014 - September 2015					
	Issues	Visitors	Average PC Usage %	New Borrowers	Average	Overall Rank
Pontypridd	1	1	1	2	1.25	1
Aberdare	5	2	3	1	2.75	2
Treorchy	4	2	2	4	3.00	3
Llantrisant	3	4	11	3	5.25	4
Church Village	2	6	9	5	5.50	5
Tonypandy	9	8	5	9	7.75	6
Porth	8	9	6	9	8.00	7
Mountain Ash	11	6	8	8	8.25	8
Pontyclun	6	11	11	6	8.50	9
Abercynon	13	5	11	7	9.00	10
Rhydyfelin	10	12	4	11	9.25	11
Ferndale	12	10	7	11	10.00	12
Hirwaun	7	13	10	13	10.75	13

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Appendix 1C**Area & Branch Library Budgets 2015/16**

Area	Library	2015/16 Budget £'000
Rhondda	Treorchy	237
	Tonypandy	66
	Porth	60
	Ferndale	57
Cynon	Aberdare	204
	Hirwaun	58
	Mountain Ash	74
	Abercynon	56
Taf	Pontypridd	224
	Church Village	47
	Llantrisant	61
	Pontyclun	55
	Rhydyfelin	59
Total		1,258

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Appendix 1D**Options for Change**

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
1	Status Quo (No changes)	0	None	Will require other Council services to reduce services even further to achieve savings to compensate.	Adverse affect on other Council services. Potential impact on the Council's ability to set a balanced budget.	No. Due to the financial challenge facing the Council, all services and their delivery must be assessed.
2	Reduction in number of Reference & Information Service Librarians	37	2 GR7 FTEs Redundant 1 GR4 FTE Created No continuous face-to-face service in each Area Library. There would be an allocation of 1.5 days for the Reference Librarian at each library with telephone and email back up throughout the week. The current level of enquiries would mean that some customers would potentially have	The Branch Librarians at each Area Library would have more responsibility for ensuring the safe use of, and access to local history resources, when the Reference Librarian is off-site. Some impact on Arts and Cultural Services and Heritage Departments as Reference Librarians contribute to exhibitions, displays and events organised by these departments.	Level of staffing may be inadequate to meet demand. Reduction in the professional service available to learners, researchers and community members involved in a wide range of activities that requires access to good quality information, advice and support on a broad range of issues. Bearing in mind the use made of the service and its materials, and the nature of customers who use the service extensively, this is	Yes. There would be an allocation of 1.5 days for the Reference Librarian at each library with telephone and email back up throughout the week. Collections would remain in the 3 area libraries.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>to wait extended periods of time to gain the information or support they require.</p> <p>There would be costs for travel between venues.</p>		<p>likely to be a contentious proposal.</p> <p>A reduction in this service may have an impact in the WPLS standard which relates to customer satisfaction.</p>	
3	4	<p>2 GR7 FTEs Redundant 1 GR4 FTE Created</p> <p>Users who would want to see the resources would have to travel to Treorchy whereas currently they can visit their local Area library.</p> <p>This would have a major impact on local history groups and other researchers who have been used to accessing collections in their local area. It would be particularly difficult for users who do not</p>	<p>As per option 2 plus would create space in Pontypridd and Aberdare which could be used by other Council services or rented out.</p> <p>Would have an effect on the One4All space at Treorchy which would need to be curtailed to create sufficient space for a streamlined collection.</p>	<p>As per option 2 plus:</p> <p>The collections at Aberdare (the W. R. Price Collection) have been donated to the Library Service on condition that it is kept at Aberdare. It may need to remain at the library or the council may be required to pay rental to another venue to house it.</p> <p>There would be a considerable cost for removal of all the items to a centralised venue – based on the cost of removing the Schools Library Service, a cost of approximately £0.060M is not unrealistic</p>	<p>No. The cost of centralisation of the collections outweighs the savings. Also it would be particularly difficult for users who do not have access to transport to access the collections.</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>have access to transport.</p> <p>The centralised Reference Library would be continuously staffed.</p> <p>Customers at other venues would be able to inquire via email or telephone as is currently the case for customers who use local branches.</p>		<p>especially as some of the items may need to be transported by specialist removal companies due to the historical nature and their condition.</p>	
4	46	<p>Reduce opening hours across the branch libraries by 37 hours each week with opening hours in 9 branches being reduced by 3.5 hours each week and opening hours in Rhydyfelin being reduced by 5.5 hours to bring it in line with the other branches.</p>	<p>Impact on One4All services at Mountain Ash and Pontyclun.</p>	<p>It would affect library usage and the number of events organised by library staff.</p> <p>Likely to be unpopular with customers who have already seen opening hours reduced substantially as part of the previous Medium Term Service Planning review.</p> <p>Reducing opening hours of</p>	<p>Yes. All branch libraries would be reduced to the same number of opening hours. The reduction in hours would be identified after analysis of issue data and busiest periods for visitors, activities and computer usage. Libraries would continue to be used</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>Branch libraries are currently open for 35 hours each week (37 hours in the case of Rhydyfelin). This would reduce the hours during which branch libraries are open to 31.5 hours each week.</p> <p>Libraries would continue to be used for community meetings or learning opportunities outside of library opening hours as is currently the case provided that volunteers can open and close the facilities after opening hours (but this usage cannot be included in our data for Welsh Public Library Standards).</p>		<p>branches would potentially have more of an adverse effect on a range of indicators than removing the mobile library service in its entirety.</p> <p>Although there would be no impact on meeting the 18 core entitlements in the WPLS, there would be an impact on the quality indicator for opening hours and performance would reduce further on the quality indicator in relation to attendance at events.</p> <p>Many residents have raised questions with the Library Service about the need for mobile libraries and the perceived lack of usage. This is something that may be raised if there is any proposal to reduce the opening hours of static libraries.</p>	<p>for community meetings or learning opportunities outside of library opening hours.</p>

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
5	Closure of branch libraries	Average £0.059M per branch	2 FTEs Redundant per branch Less access to local library services in areas affected. Loss of community facilities.	Increase in demand for services at other libraries. Would create space in shared venues for the following libraries: Abercynon Church Village Llantrisant	It would be difficult to prove that the service continued to meet the statutory requirement of being 'comprehensive and efficient' as several standards would not be met including the standard on location/accessibility of service points, opening hours, usage per 1,000 population. Public resistance to closure would make it a potentially contentious issue.	No. It would be difficult to demonstrate that the service continued to meet the statutory requirement of being 'comprehensive and efficient' as several standards would not be met including the standard on location/accessibility of service points, opening hours and usage per 1,000 population.
6	Single staffed branch libraries (x 10)	145	7 GR4 FTEs Redundant (3 redeployed centrally) Less time would be available to support individual customers and to meet their varied needs. There may be queues in the busiest libraries.	There would be insufficient professional staff time in some libraries to support the digital inclusion agenda and help individuals referred by Communities First and other agencies to access the internet or to get onto the Universal Jobmatch sites.	Emergency closure of libraries may take place if there is a large amount of illness etc. and unavailability of casual cover. We would be unable to meet the standard for numbers of staff per thousand of population. (We do not currently meet this standard anyway).	No. Less time would be available to support individual customers and to meet their varied needs. There would be insufficient professional staff time in some libraries to support the digital inclusion agenda. Emergency closure

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>Libraries would close for an hour during lunch-times.</p> <p>May have an impact on the customer satisfaction levels in these libraries.</p>		<p>It would be difficult to achieve the standard on user attendance at library service events due to less staff available to organise/facilitate them. (although this could be mitigated by the use of volunteers).</p> <p>Replacement of employed staff by volunteers undertaking the same roles as staff has been identified by UNISON as unacceptable and would potentially cause industrial unrest (UNISON's latest newsletter to staff July 2015)</p>	<p>of libraries may take place if there is a large amount of unplanned absence (eg sickness) and unavailability of casual cover.</p>
7	105	<p>5 GR4 FTEs redundant</p> <p>As above, however 3 of these branches (Hirwaun, Ferndale, Pontyclun) have relatively low visitor</p>	<p>Less support available for departments using the libraries for provision of learning or events.</p>	As above	<p>Yes. 3 branches (Hirwaun, Ferndale, Pontyclun) have relatively low visitor numbers so the service believes it would be possible to</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>numbers so the service believes it would be possible to continue to deliver a good service with a single member of staff.</p> <p>Abercynon and Porth are excluded as these libraries spread over 2 floors and it is preferable to retain 2 members of staff for this reason. Mountain Ash and Rhydyfelin are suggested as they are not as busy as the remaining libraries overall but they would require support at busy times.</p>			<p>continue to deliver a good level of service with a single member of staff. Mountain Ash and Rhydyfelin are suggested as they are not as busy as the remaining libraries overall but they may require support at busy times.</p>
8	62	<p>3 GR4 FTEs Redundant</p> <p>As above, however these 3 branches have relatively low visitor numbers so the service believes it would be</p>	As above	As above however less widespread.	No. Extend to 5 branches (option 7) to include Mountain Ash and Rhydyfelin which are suggested as they are not as busy as the remaining libraries

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		possible to continue to deliver a good service with a single member of staff.			overall but they would require support at busy times. Extending to 5 branches would generate more savings.
9 Reduce the Book Fund by 25%	89	<p>Possibly more work for staff as they may need to process more requests for inter-library loans</p> <p>Less money to spend on books and online materials; less choice within the service although inter-libraries loans can be accessed for books not available in RCT.</p> <p>Customers may have to wait for longer for their requests as the service would be unable to buy as many copies of popular books.</p>	<p>Could affect the delivery of lifelong learning courses as libraries currently ensure that books are available that support courses being delivered by partners on-site.</p> <p>Also the provision of deposit collections at Children's Centres and Residential Homes/Sheltered Accommodation would be affected as there would be fewer books to go around.</p>	Difficult to meet the standards on % expenditure on up-to-date reading material and appropriate reading material.	Yes. Although expenditure on books would be reduced, inter-library loans can be accessed for books not available in RCT.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
10 Reduce the Book Fund by 44%	155	<p>A reduction of this amount would have a more significant impact than that highlighted above including:</p> <ul style="list-style-type: none"> • Inability to provide up-to-date stock at all branches and on mobile libraries • Inability to continue to buy the full range of materials in alternative formats (such as large print, Braille, audio etc) for people with specialist needs as these are very expensive materials to purchase • Inability to meet quality indicators in respect of supply of requests • Failure to meet s7 of the 1964 Act in respect of the broad range of materials in a range of formats for 	<p>Would need to cease the provision of deposit collections at Children's Centres and Residential Homes/Sheltered Accommodation.</p>	<p>The service would not meet the standard on expenditure on up-to-date materials for adults and children.</p> <p>The service would not meet the target set in the standards on supply of requests to users.</p> <p>The service would have to consider carefully whether to continue to try and meet the standard on purchase of Welsh-medium books or to reduce its offer to people with specialist needs such as large print, , audio etc.</p>	<p>No. The service would not meet the standard on expenditure on up-to-date materials for adults and children. The service would not meet the target set in the standards on supply of requests to users. The service would have to consider carefully whether to continue to try and meet the standard on purchase of Welsh-medium books or to reduce its offer to people with specialist needs such as large print, , audio etc.</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
11 Reduce Mobile Libraries from 4 to 2	73	<p>adults and children</p> <p>3 GR5 FTEs Redundant</p> <p>Would impact on how often customers who do not live near to a static service point can access books and other library materials.</p> <p>The evening/weekend service would be withdrawn and long stops reduced.</p> <p>The remaining 2 mobile libraries would have to move to a 3 week rota as opposed to the current 2 week rota to cover all areas of the county thus reducing the service to customers.</p>	Supports some RCT departments in respect of promoting activities and services available within the council – enabling wider access to leaflets and brochures etc.	<p>The service would not meet the standard on location of service points and would find it more difficult to meet the standard on library use.</p> <p>Increasing to 4 mobiles was seen as a way of mitigating some of the adverse effects of the previous Medium Term Service Planning Review so residents may be unhappy with its withdrawal.</p> <p>The figures for usage are not good in comparison with the cost of maintaining the service so that a reduction in this service can be justified if cuts in the Library Service budget have to be made.</p> <p>Would reduce our performance against the % of people who live near to a static point or mobile stop but we would still meet the</p>	No. The service would not meet the standard on location of service points and would find it more difficult to meet the standard on library use.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
				% required under the standards.	
12 Reduce the Mobile Libraries from 4 to 3	37	<p>The impact would be less than that outlined above –1 FTE GR5 post</p> <p>Could retain a 2 weekly service by streamlining the stops.</p>		Would achieve a reduction in the service that is required due to low usage but would have less of an adverse impact on users and less impact on standards.	Yes. Would achieve a reduction in the service that is required due to low usage but would have less of an adverse impact on users and less impact on standards compared to reducing to 2 mobiles.
13 Remove Community Learning Worker post (part time)	7	<p>1 Part Time GR5 Redundant</p> <p>No access to a professional IT tutor within the service.</p> <p>More pressure on branch librarians to offer support to customers.</p> <p>Fewer informal IT provision being</p>	Would have some impact on the support provided to learners to learn IT skills which may affect Communities First provision.	<p>A number of training partners including Coleg y Cymoedd, WEA (Adult Education) and other organisations can (and do) deliver sessions at libraries.</p> <p>Ensuring support is provided for digital literacy is important in respect of the standards.</p> <p>Not clear as yet what the impact of Universal Credit</p>	Yes. This is only a part time post and a number of training partners including Coleg y Cymoedd, WEA (Adult Education) and other organisations can (and do) deliver sessions at libraries.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		delivered at libraries		would be on the level of demand on staff but Digital Communities 2.0 are currently working with JCP to ensure support would be available to claimants at Jobcentres and elsewhere (including libraries).	
14 Reduce purchasing on newspapers and magazines	6	<p>Magazines that are purchased to support learner courses would not be purchased. (Online access to magazines and journals however is available in many subjects free of charge).</p> <p>Fewer copies of newspapers would be bought resulting in customers having to access the online news or waiting for longer periods to read a copy of their preferred newspaper.</p>	Would affect some adult education courses that require learners to access some types of magazines such as Family History, Digital Photography etc	<p>Users may complain that the Library Service does not meet the requirement of providing access to a sufficient range of printed materials for people of all ages as required under the 1964 Act.</p> <p>Some users visit libraries specifically for the purpose of reading the daily newspaper. So there may be a reduction in visits affecting the standards on visitor numbers.</p>	Yes. In line with the proposed reduction in the book fund it is also appropriate to review the budget for magazines and newspapers. Online access to magazines and journals to support learners is available in many subjects free of charge.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed	
15	Explore possibility of unattended libraries though use of secure door entry and CCTV	Further Work Required	<p>Removes the need for frontline staff.</p> <p>Changes the nature of libraries.</p> <p>These are effectively book lending services as opposed to a professional library service and would not meet the needs of many customers either on a social basis or on an information/advice basis.</p> <p>Using a self-service system requires a lot of staff support initially and some people never like to use them (e.g. self-service checkouts at supermarkets and petrol stations)</p> <p>Negative impact more likely to be experienced by the elderly,</p>		<p>Initial set-up costs could be prohibitive. Self-service machines cost in the region of £0.066M per machine and would be a vital component of this type of system.</p> <p>CCTV is similarly costly to set up and works best when staff continuously monitor the screens.</p>	<p>No. These are effectively book lending services as opposed to a professional library service and would not meet the needs of many customers either on a social basis or on an information/advice basis. Initial set-up costs could be prohibitive. Negative impact more likely to be experienced by the elderly, jobseekers and others who need more support to make the most of their library visit.</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed	
			jobseekers and others who need more support to make the most of their library visit.			
16	Transfer service to community groups	Further Work Required	<p>Redundancy of staff at library service points.</p> <p>Potential redundancy of staff in the wider service depending on the delivery model being adopted</p> <p>Lack of professional support for customers.</p> <p>Potential lack of continuity in terms of service provision.</p> <p>Likely reduction in opening hours.</p> <p>A high possibility that libraries would close as evidence from other disadvantaged areas suggest that community</p>		<p>The local authority would fail to meet its duties under the 1964 Act unless each community library was staffed by a professional librarian for at least 50% of its opening hours (if the opening hours were below 30 hours per week) and has a full-time member of staff if the library was open for over 30 hours per week.</p> <p>This could only take place over a longer timescale and would require some major barriers to be overcome in respect of community group access to the Library Management System etc.</p> <p>Public protest at this would be very likely.</p>	<p>No. The local authority would fail to meet its duties under the 1964 Act unless each community library was staffed by a professional librarian for at least 50% of its opening hours (if the opening hours were below 30 hours per week) and has a full-time member of staff if the library was open for over 30 hours per week.</p>

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
			libraries are more likely to fail than in wealthier areas.		The number of volunteers required to run the service would be extensive (at least 25 per library if opening hours were to be remain the same).	
17	Transfer service to a trust	Further Work Required	This is a longer-term potential solution which has only worked in other local authority areas where libraries have been transferred into a Trust along with sectors which have an income generation capacity, such as Cultural Services and Leisure.			No. The Council wishes to retain control of the service at this time to ensure support for wider Council priorities is maintained and to be able to respond to users needs.

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APPENDIX 2**OPTIONS APPRAISAL BACKGROUND PAPER****YOUTH ENGAGEMENT & PARTICIPATION SERVICE****1. CURRENT SERVICE DELIVERY**

- 1.1 The Youth Engagement and Participation Service (YEPS) is committed to supporting young people aged 11-25 years to achieve their potential and overcome barriers to learning and progression in line with the National Youth Work Strategy for Wales 2014-2018. To do this, the service works closely with schools, communities and other services to help resolve any difficulties that affect a young person's engagement and participation in learning.
- 1.2 Current service delivery is based around the 17 secondary school clusters with a Youth Re-engagement Officer and Youth Participation Officer allocated to each cluster and based within the secondary school. Each cluster is also allocated an Enrichment budget which is a flexible budget for activities and casual support staff (Appendix 2A).
- 1.3 The service's main duties include:
- Providing targeted support that is driven and directed by vulnerability profiling data to young people aged 11-25 years at risk of disengagement;
 - Preventing young people becoming NEET and support those who are;
 - Ensuring young people's equitable access to their entitlements through the delivery of extended provision;
 - Providing positive activities such as after school, evening and holiday provision, Duke of Edinburgh award, youth information, advice and guidance;
 - Providing one to one support for young people to engage and participate in all aspects of learning;
 - Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.
- 1.4 Vulnerability profiling data is used by the Youth Engagement and Participation Service to effectively target service delivery. It is used to inform the allocation of support, development of provision, evaluation of its impact and ensure the right young people are receiving the support they need.
- 1.5 Appendix 2B shows activity data and engagement rates.
- 1.6 Appendix 2C evaluates the reach and impact of the work of YEPS which is critical in demonstrating the value of the service in improving the educational outcomes and future life chances of young people.

2. STATUTORY BASIS AND LEGISLATIVE FRAMEWORK

- 2.1 The Council has a statutory duty to provide youth services for 11 – 25 year olds as prescribed in section 123 of the Learning and Skills Act (2000). This act is in force in Wales under the Youth Support Services Direction (Wales) 2002 which directs local authorities in Wales to:
- Provide youth support services;
 - Secure the provision of youth support services, or
 - Participate in the provision of youth support services, having regard to guidance issued by the National Assembly.
- 2.2 The Learning and Skills Act (2000) defines youth support services as “Services which encourage, enable or assist young persons (directly or indirectly) to:
- Participate effectively in education and training
 - Take advantage of opportunities for employment, or
 - Participate effectively and responsibly in the life of their communities”.
- 2.3 The Council must also have regard to guidance issued by the Welsh Government the most recent being “Extending Entitlement: Support for 11 to 25 year olds in Wales; Direction and Guidance 2002” which is supported by the National Youth Work Strategy for Wales 2014 – 2018.
- 2.4 The statutory duty to provide youth support services is inspected by Estyn under the arrangements for inspection for Local Authority’s Education Services for Children and Young People. Particular focus within the inspection framework is given to the Youth Service’s Attendance and Reach; the provision of youth support services and personal support; and the co-ordination of youth support services to ensure access to entitlements for young people.
- 2.5 The Service is also subject to the Welsh Government’s National Youth Service Audit on an annual basis which provides performance benchmarking data on service attendance, reach and spend. This is in addition to the six monthly monitoring and review of spend against the annual Youth Work Strategy Grant plan.

3. RESOURCES

- 3.1 The 2015/16 total Council funded core budget is £2.306M which is broken down as follows.

Service	FTEs	Budget £'000
Employees		
Management	1.00	57
Team Leaders	5.00	216
Youth Re-engagement Officers	17.00	607
Youth Participation Officers	17.00	607

Engagement Support	2.75	72
Administrative Support	6.00	148
Wicid Editor (website)	1.00	23
Total	49.75	1,730
Transport		9
Supplies & Services		141
Enrichment budget (see Appendix 2A for breakdown)		426
Total Budget		2,306

- 3.2 The service also has external grant funding from Sports Wales, Welsh Government (Youth Work Strategy Support Grant) and Families First, totalling £0.597M broken down as follows:

Sports Wales Grant	FTEs	Value £'000
5x60 Officers	8.00	281
Transport		6
Supplies & Services		57
Total		344
Youth Work Strategy Support Grant		
Training Programme for Staff		15
Positive Youth Activities		65
Commission voluntary sector organisations		100
Programme focused on ensuring young people have access to their entitlements		20
Total		200
Families First Grant		
Provision of dedicated specialist Tier 1 Lead Worker function as set out in the Welsh Government's Engagement and Progression Framework		53
Total		53
External grant funding Total		597

- 3.3 An initial high level assessment of Communities First funding indicates that approximately £200K per year is allocated for youth related activities for programmes such as physical activity, youth employment, drop in sessions, secondary school focussed programmes and Friday night clubs. This is managed outside of YEPS.
- 3.4 The service was subject to a review as part of the Council's Phase 1 service change in 2013/14 resulting in the complete redesign of the service. By the end of May 2014 this included the closure of all stand alone youth centres, three Community Education Centres and the restructuring of staff to develop multi-disciplinary teams and roles in order to meet the budget reduction of £2.2M.

4. **REVIEW OF SERVICE PROVISION – OPTIONS CONSIDERED**

4.1 The following options have been considered:

Options		Estimated Saving £'000
1	Status Quo Exclude the service from the Medium Term Service Planning reviews which means there will be no changes to reduce the cost of the current service. Savings would need to be achieved in other service areas.	0
2	Review all provision and consider Council provision in line with what is offered by the voluntary sector in each cluster Review and present an analysis of provision with options and savings	Further work required
3	Reduce number of YEPS staff per cluster There are currently 2 YEPS staff per cluster which could be reduced to 1.5 or 1	303 – 607
4	Reduce Enrichment budget for Mainstream Schools The Enrichment budget is a flexible budget for activities and casual support staff. Savings reflect a % reduction. See Appendix 2A for a breakdown.	10% - 38 20% - 77 25% - 96
5	Utilise Communities First budgets to replace core funding The enrichment budget could be reduced and replaced by Communities First funding in some clusters	Maximum 276
6	Utilise Welsh Government (WG) grant funding to replace core funding of Council services rather than use to pay the voluntary sector The terms and conditions need to be assessed to establish if this is allowable. In 2015/16 £0.100M (50% of the grant) is awarded to the voluntary sector.	Maximum 100
7	Review Team Leaders and Administrative support Any reduction to front line staffing and/or the Enrichment budget would have an impact on other roles which would also need to be reviewed.	23 – 66
8	Set up an Arms Length Management Organisation (ALMO) to deliver youth services The Council would withdraw from direct delivery of youth services and would commission services from the ALMO and/or other providers. Any staff who transfer to the ALMO would do so on different terms and conditions	Further work required

4.2 Appendix 2D shows further considerations regarding the implications, impact and risks of each option.

5. **PROPOSED SERVICE CHANGE**

5.1 It is proposed that the principles and aims of the Youth Engagement and Participation Service (which are aligned to the National Youth Work Strategy for Wales 2014-18) remain the same and service delivery continues to be based around the 17 secondary school clusters, but review how the service is delivered. The following options are proposed:

Options		Estimated Saving £'000
3	The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
4	The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
7	Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
Total		384

6. FINANCIAL IMPLICATIONS

- 6.1 Implementation of these proposals would result in savings of £0.384M in a full financial year.

7. IMPLEMENTATION ISSUES AND CONSIDERATIONS

- 7.1 The decisions taken in respect of any potential reduction in YEPS must consider the following:
- Considerations in relation to staff to young people ratios;;
 - Reduced staffing levels would also limit the ability of the service to support and contribute to both strategic and operational priorities of the Council and its partners including the Police, Fire Service and Health.
- 7.2 Full details of all considerations for all options are shown at Appendix 2D.

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Appendix 2A**2015/2016 Enrichment Budget Breakdown**

School/Service	Budget £	10% Reduction £	20% Reduction £	25% Reduction £
Mainstream Secondary School Clusters				
Aberdare	32,280	-3,228	-6,456	-8,070
Bryncelynnog	25,011	-2,501	-5,002	-6,253
Cardinal Newman	18,196	-1,820	-3,639	-4,549
Ferndale	15,255	-1,526	-3,051	-3,814
Hawthorn High	19,512	-1,951	-3,902	-4,878
Mountain Ash	20,014	-2,001	-4,003	-5,004
Pontypridd High	24,676	-2,468	-4,935	-6,169
Porth County	22,811	-2,281	-4,562	-5,703
St John Baptist	24,174	-2,417	-4,835	-6,044
Tonypanyd	17,814	-1,781	-3,563	-4,454
Tonyrefail	22,381	-2,238	-4,476	-5,595
Treorchy	38,975	-3,898	-7,795	-9,744
Y Pant	31,156	-3,116	-6,231	-7,789
Ysgol Gyfun Cymer	18,149	-1,815	-3,630	-4,537
Ysgol Gyfun Garth Olwg	19,153	-1,915	-3,831	-4,788
Ysgol Gyfun Rhydywaun	23,863	-2,386	-4,773	-5,966
Ysgol Llanhari	9,230	-923	-1,846	-2,308
Special Schools				
Park Lane	2,104	0	0	0
Maesgwyn	2,822	0	0	0
Ty Coch	2,750	0	0	0
Ysgol Hen Felin	4,017	0	0	0
Service Wide				
Duke of Edinburgh	21,747	0	0	0
Accredited Learning	10,000	0	0	0
Total	426,090	-38,265	-76,530	-95,665

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Appendix 2B**YEPS Engagement rates by school cluster and by Vulnerability Profiling status – September 2014 to August 2015**

YEPS Activity Data					Number of participants 16+ / in PRU's / Schooled out of RCT	School Vulnerability Profiling Data											
School	Activities	Sessions	Contacts	Participants		School Roll Red	Reds Engaging with YEPS	% engaged	School Roll Amber	Ambers Engaging with YEPS	% engaged	School Roll Green	Greens Engaging with YEPS	% engaged	School Roll White	Whites Engaging with YEPS	% engaged
Aberdare	135	871	10500	1076		127	95	74.80%	183	145	79.23%	414	316	76.33%	385	262	68.05%
Bryncelynnog	86	538	8225	535		44	27	61.36%	131	84	64.12%	317	197	62.15%	381	223	58.53%
Cardinal Newman	47	381	8654	334		26	17	65.38%	75	50	66.67%	203	116	57.14%	262	130	49.62%
Ferndale	143	679	12856	488		61	47	77.05%	99	77	77.78%	196	130	66.33%	168	122	72.62%
Hawthorn	70	505	7027	564		59	33	55.93%	108	73	67.59%	271	155	57.20%	248	126	50.81%
Maesgwyn	12	14	142	45		67	27	40.30%	24	16	66.67%	0	0	0.00%	0	0	0.00%
Mountain Ash	121	857	12458	566		71	53	74.65%	127	85	66.93%	230	176	76.52%	270	193	71.48%
Park Lane	20	72	1040	53		44	27	61.36%	14	8	57.14%	0	0	0.00%	0	0	0.00%
Pontypridd	113	809	7920	752		79	52	65.82%	121	88	72.73%	317	221	69.72%	362	241	66.57%
Porth	113	460	6839	742		83	58	69.88%	129	95	73.64%	273	206	75.46%	287	223	77.70%
St Johns	64	421	4942	450		20	10	50.00%	84	43	51.19%	276	172	62.32%	404	256	63.37%
Tonypandy	62	495	8174	405		58	38	65.52%	97	71	73.20%	221	158	71.49%	203	141	69.46%
Tonyrefail	154	902	14746	556		67	56	83.58%	97	71	73.20%	274	210	76.64%	342	229	66.96%
Treorchy	104	661	11185	712		83	54	65.06%	155	97	62.58%	508	309	60.83%	525	295	56.19%
Ty Coch	18	145	897	27		50	17	34.00%	12	4	33.33%	0	0	0.00%	0	0	0.00%
Y Pant	122	939	14949	943		54	47	87.04%	88	78	88.64%	380	302	79.47%	566	478	84.45%
YG Cymer	78	425	9258	672		19	13	68.42%	61	44	72.13%	241	172	71.37%	345	252	73.04%
YG Garth Olwg	102	772	14442	732		24	16	66.67%	73	49	67.12%	271	149	54.98%	406	217	53.45%
YG Llanhari	70	480	6835	438		27	19	70.37%	66	54	81.82%	250	194	77.60%	252	195	77.38%
YG Rhydywaun	77	585	8859	499		8	5	62.50%	35	27	77.14%	101	84	83.17%	173	135	78.03%
Ysgol Hen Felin	16	88	1133	64		67	21	31.34%	22	15	68.18%	0	0	0.00%	2	0	0.00%
Totals	1727	11099	171081	10653	1162	1138	732	64.32%	1801	1274	70.74%	4743	3267	68.88%	5581	3718	66.62%

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Appendix 2C

Youth Engagement and Participation Service Outcomes – Reach and Impact June 2014 – September 2015

Reach

Between September 2014 and August 2015 the Youth Engagement and Participation Service engaged **10,653** individual young people in positive activities, extended provision and issue based work. This is only a **10%** (1,102 individual young people) decrease in the number of young people engaged with the service compared to the same period the previous year prior to the first service change which saw a 50% budget reduction.

The Youth Engagement and Participation Service are currently reaching **44%** of 11-19 population in RCT and engaging them in positive activities, extended provision and issue based work. **This is 10% above the 2014 Welsh average.**

Impact

Improving school attendance and preventing entrance into statutory services

127 attendance referrals received for Key Stage 4 pupils with 69% of young people securing improved attendance above 90%. This means **105** young people have been prevented from entering statutory services.

Supporting young people back into education, employment and training (EET)

All **156** Tier 1 referrals for young people aged 16 years and above, who were unknown to any other service have been located with **93** young people successfully and quickly re-engaged into education, employment and training.

Providing targeted one to one support for young people at risk of disengaging from learning / EET

385 Generic referrals received for young people identified as amber by vulnerability profiling and in need of support to maintain engagement in learning - **226** cases have closed due to improved and sustained engagement in positive activities, education or training.

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Appendix 2D**Options for Change**

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
1 Status Quo (No changes)	0	None	Will require other Council services to reduce services even further to achieve savings to compensate.	Adverse affect on other Council services. Potential impact on the Council's ability to set a balanced budget.	No. Due to the financial challenge facing the Council, all services and their delivery must be assessed.
2 Review all provision and consider Council provision in line with what is offered by the voluntary sector in each cluster	Further work required	The targeted approach to service delivery would be lost (key aim of previous service change). Provision not targeted in line with vulnerability profiling. Inequality of access to entitlements. Inequality of provision throughout County Borough.	Limited ability to access school systems to aid targeted approach	Failure to meet statutory requirements to co-ordinate youth support services and provide young people with equality of access to their entitlements. Failure to meet key aim of previous service cut of equality of youth service provision throughout County Borough. This would be a longer term option which would require significant research to establish feasibility.	No. Failure to meet statutory requirements to co-ordinate youth support services and provide young people with equality of access to their entitlements. The Council needs to retain its statutory duty to co-ordinate youth support services and retain strategic organisation of service provision

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed	
				<p>Council needs to retain its statutory duty to co-ordinate youth support services and retain strategic organisation of service provision in order to fulfil duty to record outcomes and report to Welsh Government and Estyn.</p> <p>The infrastructure, procurement processes and data systems in the voluntary sector is not robust and reliable enough to demonstrate impact and outcomes for young people.</p>	<p>in order to fulfil the duty to record outcomes and report to Welsh Government and Estyn. The infrastructure, procurement processes and data systems in the voluntary sector is not robust and reliable enough to demonstrate impact and outcomes for young people.</p>	
3	Reduce number of YEPS staff per cluster	303 – 607	<p>Whole service re-organisation of front line staff required including the disestablishment of existing posts and the creation of new amalgamated roles.</p>	<p>Reduced capacity to support schools and Council and Education priorities such as school improvement, attendance and reducing NEETs etc.</p> <p>Unable to support community groups by</p>	<p>Direct delivery by staff dependent upon stipulated staff to young people ratios.</p> <p>Redundancy of up to 17 FTE GR9 posts.</p> <p>Reduced capacity of</p>	<p>Yes, Reduce to 1.5 FTEs per cluster. Whole service re-organisation of front line staff required including the disestablishment</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
			<p>offering staff time free of charge to facilitate local activities and initiatives</p> <p>Need to manage the expectations of schools in terms of the remit of staff</p>	remaining staff	of existing posts and the creation of new amalgamated roles.
4 Reduce Enrichment budget (Appendix 2A)	10% - 38 20% - 77 25% - 96	<p>Reduced provision of positive activities.</p> <p>Would impact young people and schools.</p>	Opportunities to deliver joint activities with other services (e.g. schools, Sports RCT etc) would be reduced.	<p>Impact on our ability to fulfil our statutory duty to provide Youth Support Services – YEPS currently provide the vast majority of activities and interventions across RCT giving young people access to their entitlements. A reduction in the level of extended youth provision on offer across RCT would lead to unequal access to entitlements for young people.</p> <p>Reduction in attendance / reach engagement figures upon which our performance is benchmarked against other LA's in Wales</p>	Yes, 10% reduction is achievable which would be spread across all clusters (Appendix 2A). Consideration may also be given to Communities First budgets spent on youth activities (approximately £200k per year).

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
5 Utilise Communities First budgets to replace core funding used to fund staff / provide enrichment budgets	Maximum 276	Little impact on young people if like for like activities can be sustained. An initial high level assessment of Communities First funding indicates that approximately £200K per year is allocated for youth related activities for programmes such as physical activity, youth employment, drop in sessions, secondary school focussed programmes and Friday night clubs	Communities First budgets are allocated to provision to support their own priorities. If these budgets were redirected to specific youth activities then other provision may be reduced and/or changed.	Communities First budgets are already committed.	No. Communities First budgets are allocated to provision to support their own priorities. If these budgets were redirected to youth activities then other provision may be reduced and/or changed. The budgets are also already committed.
6 Utilise Welsh Government (WG) grant funding to replace core funding of Council services rather than use to pay the voluntary sector	Maximum 100	Reduced provision in the Voluntary Sector.	Some organisations rely on funding from several sources to support various Council priorities. Withdrawing this element of funding could impact the viability of some organisations.	Unlikely to be allowable under terms and conditions of grant that require strict monitoring and have stringent criteria. Potential inequity in provision leading to different level of access to services dependant on where service users live	No. Could jeopardise the viability of some voluntary sector organisations that support various Council priorities. Unlikely to be allowable under terms and conditions of grant that require strict

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
					monitoring and have stringent criteria. Potential inequity in provision leading to different level of access to services dependant on where service users live
7 Review Team Leaders and Admin	23 – 66	1 FTE GR11 Team Leader 1 FTE GR6 Admin Support Capacity to deliver front line services reduced as workload of remaining team would increase.	Capacity for other work (special projects etc) would decrease eg, support for corporate consultations, events and LSB priorities.	Ability to respond to emerging issues and special projects (eg mountain fires) and undertake participation / UNCRC rights work significantly reduced. Reduced capacity to support other agencies such as Police, Fire and Health to address issues such as Hate Crime and Anti Social Behaviour.	Yes, Reduce 1 Team Leader in line with reduction in front line staffing and reduced enrichment budget.
8 Set up an Arms Length Management Organisation (ALMO) to deliver youth services	Further work required	This would be a longer term option which would require significant research to establish feasibility.			No. The Council wishes to retain control of the service at this time to ensure

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
					support for wider Council priorities is maintained and to be able to respond to users needs.

APPENDIX 3**OPTIONS APPRAISAL BACKGROUND PAPER****SUPPORTED BUS ROUTES****1. CURRENT SERVICE DELIVERY**

- 1.1 The vast majority of bus services (and 92% of bus journeys in RCT) are provided on a commercial basis by private operators. There are a number of routes however which are not commercially viable and which are determined and supported by the Council. Some are provided by community transport operators who operate a demand lead “dial a ride” service.
- 1.2 Annual passenger numbers and journeys are summarised in the table below showing the split between Council funded and WG funded journeys:

	Council Funded	WG Funded	Total
Total Passenger Numbers	334,514	484,532	819,046
Annual Journeys	61,570	58,742	120,312
Average Users per Journey	5.43	8.25	6.81

- 1.3 Appendix 3A provides details of all Council funded routes.

2. STATUTORY BASIS AND LEGISLATIVE FRAMEWORK

- 2.1 There is no statutory duty to provide subsidised local bus services. Councils have discretion to support public transport services that help to meet local needs. Supported bus routes often serve communities where no alternative transport exists, any cut or alteration can often have an impact on residents and local economies. Services are also provided in evenings and at weekends when services would otherwise cease.
- 2.2 The Transport Acts of 1985 and 2000 and the Local Transport Act 2008, enable Councils to identify gaps in local transport services and, subject to resources and potential passenger demand, financially support certain routes. Provision of such services is therefore discretionary.

3. RESOURCES

- 3.1 The 2015/16 total budget is £0.489M which is broken down as follows:

Budget	Budget £'000
Advertising & Promotion	12
Grants	136
Operator Payments	935

Income from other LAs	(70)
Regional Transport Grant	(524)
TOTAL	489

- 3.2 The service was subject to a review as part of the Council's Medium Term Service Planning in 2015/16. Funding for subsidised local bus routes was reduced by £0.400M.

4. REVIEW OF SERVICE PROVISION – OPTIONS CONSIDERED

- 4.1 The following options have been considered:

Options		Estimated Saving £'000
1	Status Quo Exclude the service from the Medium Term Service Planning reviews which means there will be no changes to reduce the cost of the current service. Savings would need to be achieved in other service areas.	0
2	Remove all Council subsidised local bus routes where the average cost per passenger journey is more than £3.00	41
3	Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A.	50
4	Remove the remaining 2 subsidised Monday to Saturday evening local bus	72
5	Reduce Council subsidised local bus routes to £389k (achieve a saving of £100k) which results in ceasing to support the 6 lowest scoring routes on the service impact assessment as set out in Appendix 3A.	100
6	Reduce Council subsidised local bus routes to £289k (achieve a saving of £200k) which results in ceasing to support the 10 lowest scoring routes on the service impact assessment as set out in Appendix 3A.	200
7	Remove all Council subsidised local bus routes	489

- 4.2 Appendix 3B shows further considerations regarding the implications, impact and risks of each option.

5. PROPOSED SERVICE CHANGE

- 5.1 An assessment has been undertaken on the Council funded routes to assess the impact that the withdrawal might have on the public, the higher the score representing the greatest impact.

5.2 The assessment has been based on:

Criteria	Maximum Score
The number of users per journey	70
The subsidy per passenger	50
The availability of alternative services	30
The likelihood of related commercial bus service withdrawals	25
The loss of journeys for shift workers	10
The loss of journeys for healthcare and hospital visiting	20
The loss of journeys for education and training	15
Total Maximum Score	220

5.3 Appendix 3A provides the details of assessment of each route.

5.4 The following options are proposed:

Options	Estimated Saving £'000
3 Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A.	50

6. FINANCIAL IMPLICATIONS

6.1 Implementation of these proposals would result in savings of £0.050M in a full financial year.

7. IMPLEMENTATION ISSUES AND CONSIDERATIONS

7.1 The decisions taken in respect of any potential reduction in supported bus routes must consider the following:

- Bus companies require 8 weeks statutory notice to withdraw service;
- The equalities impact of removing supported routes;
- The potential to impact upon the remaining commercial bus network with the possible loss of services for work, health, education and leisure;
- The proposals may not be fully consistent with the Council's and Welsh Government's environmental, regeneration and sustainability agendas;
- There may be an adverse impact upon local town centres;
- Options 3 – 5 could be contrary to the Welsh Government's aspirations for inclusiveness and mobility.

7.2 Full details of all considerations for all options are shown at Appendix 3B.

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Appendix 3A**Impact Assessment**

IA Priority No	Route (Council Funded)	Users (70)	Subsidy (50)	Unavail-ability (30)	Potential Impact on Non Subsidised Network (25)	Shift Workers (10)	Healthcare and Hospital Links (20)	Education and Training (15)	Total Impact Assessment (220)
1	155 Porth – Stanleytown – Ferndale	60	40	30	25	0	20	15	190
2	133 Wattstown – Porth – Llwyncelyn	40	50	30	25	0	20	15	180
3	111 Ty Rhiw – Glan y Ffordd - Pontypridd	40	40	30	25	0	18	15	168
4	152 Tonypany- Penrhiwfer – Tonyrefail	40	40	30	25	0	17	15	167
5	121 Tonypany – Penrhiwfer – Tonyrefail	60	40	30	0	0	20	15	165
6	139 Treorchy – Cwmparc	20	50	30	25	2	18	14	159
7	175 Llwynypia – Tonypany	40	50	30	0	0	20	15	155
8	Ty Rhiw – Ffynnon Taf Primary	70	30	15	25	0	0	15	155
OPTION 6 (Routes 1- 8 to be retained)									
9	137 Porth – Coronation Terrace	20	40	30	25	0	20	15	150
10	104 Pontypridd – Common – Griag Yr Helfa	20	40	30	25	0	18	15	148
11	106 Coed Y Cwm Diversion	20	40	30	25	1	17	14	147
12	102 Upperboat – Pontypridd – Glyncoch/ Ynysybwl	40	40	10	25	10	14	8	147
OPTION 5 (Routes 1- 12 to be retained)									
13	91 Abercwmboi – Robertstown – Penywaun	40	40	30	0	0	20	15	145
14	3 Penrhiwceiber – Cefn Pennar – Newtown	40	40	30	0	0	19	15	144
15	137 Porth – Coronation Terrace	20	30	30	25	0	20	15	140
OPTION 3 (Routes 1- 15 to be retained)									
16	138 Porth – Trehafod (Woodfield Terrace)	20	30	30	25	0	20	15	140
17	153 Tonypany – Gilfach Goch	20	30	30	25	7	13	10	135
18	25 Fernhill – Cefnpennar – Ynysybwl – Pontypridd	40	20	10	25	10	16	9	130

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Appendix 3B**Options for Change**

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
1	Status Quo (No changes)	0	None	Will require other Council services to reduce services even further to achieve savings to compensate.	Adverse affect on other Council services. Potential impact on the Council's ability to set a balanced budget.	No. Due to the financial challenge facing the Council, all services and their delivery must be assessed.
2	Remove all Council subsidised local bus routes where the average cost per passenger journey is more the £3.00	41	Potential impact upon the late night economy and associated travel arrangements Possible loss of service restricting weekend travel Some communities may feel more isolated Does not give consideration to local transport requirements		Routes have been assessed on a financial basis only, this does not provide a balance rationale	No, basing the reduction on the level of subsidy only does not give consideration to local transport requirements.
3	Reduce Council subsidised local bus routes to £439k (achieving a saving of £50k)	50	May impact on local town centres May increase road congestion		Potential to impact upon the remaining commercial bus network with possible loss of services for work, shopping health,	Yes. Based on the assessment undertaken there are routes that could cease to be supported to save

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		Does not give consideration to local transport requirements. Some communities may feel more isolated and affect social inclusion and mobility		education and leisure Routes have been assessed on a financial basis only, this does not provide a balance rationale	£50k.
4	72	Possible loss of service restricting weekend travel Some communities may feel more isolated		Potential impact upon the late night economy and associated travel arrangements but maintains journeys to employment, shopping, health, education and daytime leisure	No. Potential impact upon the late night economy and associated travel arrangements. Some communities may feel more isolated
5	100	May impact on local town centres May increase road congestion Does not give consideration to local transport requirements. Some communities may feel more isolated and affect social inclusion and mobility		Potential to impact upon the remaining commercial bus network with possible loss of services for work, shopping health, education and leisure Routes have been assessed on a financial basis only, this does not provide a balance rationale	No. The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £100k would require more routes to cease to be supported with greater impact based on the assessment.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
6 Reduce Council subsidised local bus routes to £289k (achieving a saving of £200k)	200	<p>May impact on local town centres</p> <p>May increase road congestion</p> <p>Does not give consideration to local transport requirements. Some communities may feel more isolated and affect social inclusion and mobility</p> <p>Potential impact on bus operators and their local infrastructure</p>		<p>Potential to impact upon the remaining commercial bus network with possible loss of services for work, shopping health, education and leisure</p> <p>Routes have been assessed on a financial basis only, this does not provide a balance rationale</p>	<p>No. The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £200k would require more routes to cease to be supported with greater impact based on the assessment.</p>
7 Remove all Council subsidised local bus routes	489	<p>May impact on local town centres</p> <p>May increase road congestion</p> <p>Does not give consideration to local transport requirements. Some communities may feel more isolated and affect social inclusion and mobility</p>		<p>Potential to impact upon the remaining commercial bus network with possible loss of services for work, shopping health, education and leisure</p> <p>Routes have been assessed on a financial basis only, this does not provide a balance rationale</p>	<p>No. This would result in all 18 routes ceasing to be supported by the Council which, based on the impact assessment, would have a detrimental impact on peoples' ability to get to work, attend health appointments and to undertake education</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed	
			Potential impact on bus operators and their local infrastructure arrangements (depots etc)			and training.

APPENDIX 4**OPTIONS APPRAISAL BACKGROUND PAPER****DAY NURSERIES****1. CURRENT SERVICE DELIVERY**

- 1.1 There are 5 Council run day nurseries based at Aberaman, Tylorstown, Tonyrefail, Pontypridd and Llantrisant. With the exception of Llantrisant Nursery all other nurseries are located within 'Flying Start' areas and have, over the past few years, evolved into predominately providing Flying Start childcare provision, which is funded from grant.
- 1.2 Flying Start provision differs widely from that of the generic 'fee paying' childcare service in that it provides sessions of 2.5 hours in either the mornings or afternoons for 5 days per week, 42 weeks per year. Parents of children who live in a Flying Start area are entitled to one 'grant funded' 2.5 hour session per day per child.
- 1.3 The Council's additional service however offers up to an all day service which ranges from 7:30am to 6pm (depending on the nursery) to parents on a fee paying basis. This service is not a statutory provision and is funded in part through charges made to families, the remaining cost is funded / subsidised by the Council.
- 1.4 The current pricing structure for Council run Day Nurseries for 2015/16 is:

Rate	£
Weekly	223.50
Day	47.50
Half day	26.85

- 1.5 The service has seen significant change over the past few years, in particular the demand for generic 'fee paying' childcare places has fallen by approximately 69% since 2012/13 (see paragraph 1.7 and 1.8). Recent information indicates further reduction in demand from the autumn term (September - December) 2015. This has placed an increasing pressure on the service in terms of the financial viability of each nursery setting. In 2014/15, the annual cost to the Council over and above fees received from parents (i.e. the annual subsidy) for the only non Flying Start setting (Llantrisant) was £5,100 per full time child place. Childcare places have fallen further for the autumn term 2015 which has resulted in the subsidy for Llantrisant increasing to £10,100 per full time child place. There are only 10.8 fee paying FTEs currently at Llantrisant Nursery. There has been no increase in demand since September 2015 following the implementation of funding schools for part time nursery. Some schools are still providing full time nursery and support is available to other schools wishing to set up wrap around childcare to enable children to be in school all day when part time

nursery is offered.

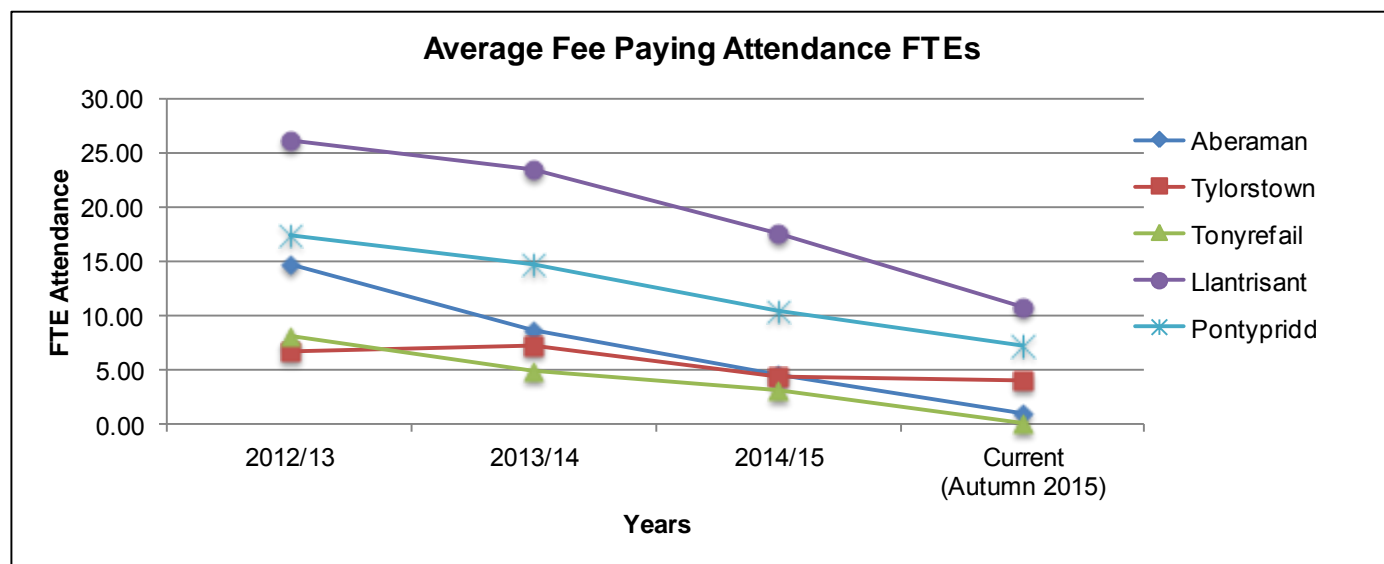
1.6 There are many factors which influence the annual subsidy levels, the most significant is the flexibility of the workforce. In many instances contracted staffing levels (staffing ratios) are higher than required under Care and Social Services Inspectorate Wales (CSSIW) regulation and in particular during certain times of the day.

1.7 A summary of occupancy levels for each nursery, showing mix of childcare provision, is shown below:

Flying Start	Aberaman	Tylorstown	Tonyrefail	Llantrisant	Pontypridd	Total
Maximum commissioned Flying Start places	40	40	32	0	24	136
Actual attendance – autumn term 2015	33	37	31	0	8	109

Fee paying	Aberaman	Tylorstown	Tonyrefail	Llantrisant	Pontypridd	Total
Current Average FTE (Autumn 2015)	1.0	4.0	0.0	10.8	7.1	22.9
Average FTE 2012/13	14.7	6.6	8.0	26.1	17.4	72.8
Percentage reduction between 2012/13 and current	-93%	-40%	-100%	-59%	-59%	-69%

1.8 The decline in demand for fee paying places between 2012/13 and current (autumn 2015) is shown below:



1.9 There is currently no demand for fee paying childcare places at Tonyrefail (autumn 2015). This will result in existing staff being paid contract hours during school holidays when no Flying Start nor fee paying children are present at the nursery.

2. STATUTORY BASIS AND LEGISLATIVE FRAMEWORK

- 2.1 As Cabinet are aware under section 22 of the Childcare Act 2006 (the '2006 Act') the Council must "secure, so far as is reasonably practicable, that the provision of childcare (whether or not by it) is sufficient to meet the requirements of parents in their area who require childcare in order to enable them (a) to take up, or remain in work; or (b) to undertake education or training which could reasonably be expected to assist them to obtain work." The Council does not have a specific statutory duty to have to provide Flying Start childcare itself. Instead it is predominantly commissioned from third and private sector providers.
- 2.2 The duties under the 2006 Act require the Council to shape and support the development of childcare provision in its area in order to make it flexible, sustainable and responsive to the needs of the community. The intention is to ensure that parents are able to access childcare locally that meets their needs and enables them to make a real choice about work. The effect of the wording "*reasonably practicable*" within the 2006 Act is to allow the Council to take into account its resources and capabilities in making decisions about when to intervene to address gaps in the childcare market.
- 2.3 The Council is not under a duty to provide the childcare directly (although it has the power to make provision if it so chooses). The Council is expected to support the development of childcare where there is sufficient parental demand that a childcare setting or a child minder could operate and be sustainable.
- 2.4 Cabinet must have regard to Welsh Government guidance when considering its statutory duty under s.22 of the 2006 Act. The particular relevant points from the guidance in addition to the matters already set out in the statute itself, and of relevance for this report, state that:
- i. Local authorities should consider the particular issues around access to childcare for black and other ethnic minority parents, lone parents and those making the transition to work, including those training.
 - ii. Local authorities will also need to consider availability of childcare to support parents working atypical hours.
 - iii. Local authorities are required to secure childcare of sufficient duration and reliability to enable parents to make a real choice about work. Local authorities are required to act to secure sufficient childcare that is registered by the CSSIW
- 2.5 As part of meeting the Council's statutory duties as regards childcare the Council has prepared its Childcare Sufficiency Audit (CSA) 2014-2017 triennial plan. Members will be familiar with the contents of this document which was approved by Cabinet on 23rd June 2014. A CSA update was agreed by Cabinet on 23rd July 2015.

- 2.6 In all of the day nursery localities there are sufficient childcare providers (e.g. day nurseries, childminders, playgroups etc) that can accommodate all children that might be displaced by any service reduction. This has been confirmed by the Family Information Service team (FIS team) as remaining the case at the time of preparing this report.

3. RESOURCES

- 3.1 The 2015/16 total budget is £0.176M which is broken down as follows:

Day Nursery	Employees £'000	Premises £'000	Supplies & Services £'000	Support Services £'000	Income £'000	Net Exp £'000
Aberaman	200	5	12	12	(200)	29
Tylorstown	184	15	15	0	(143)	71
Tonyrefail	176	3	13	10	(215)	(13)
Pontypridd	300	22	22	0	(318)	26
Llantrisant	368	28	28	0	(361)	63
Total	1,228	73	90	22	(1,237)	176

4. REVIEW OF SERVICE PROVISION – OPTIONS CONSIDERED

- 4.1 The following options have been considered:

Options		Estimated Saving £'000
1	Status Quo Exclude the service from the Medium Term Service Planning reviews which means there will be no changes to reduce the cost of the current service. Savings would need to be achieved in other service areas.	0
2	Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement)	Eliminate risk of overspend
3	A <ul style="list-style-type: none"> • Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. • Close Llantrisant Nursery. 	176
	B <ul style="list-style-type: none"> • Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. • Explore options to either outsource or support community groups to fulfil fee paying childcare provision. 	Up to 176
	C <ul style="list-style-type: none"> • Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. • Maintain provision of subsidised 'fee paying' childcare places in Llantrisant Nursery. 	69

4	<ul style="list-style-type: none"> Explore options to externalise services to third sector organisation, community groups or private businesses. 	Up to 176
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4.2 Appendix 4A shows further considerations regarding the implications, impact and risks of each option.

5. **PROPOSED SERVICE CHANGE**

5.1 The following options are proposed:

Options		Estimated Saving £'000
2	<ul style="list-style-type: none"> Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement) 	0
3A	<ul style="list-style-type: none"> Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Close Llantrisant Nursery. 	113
		63
Total		176

6. **FINANCIAL IMPLICATIONS**

6.1 Implementation of these proposals would result in savings of £0.176M in a full financial year.

7. **IMPLEMENTATION ISSUES AND CONSIDERATIONS**

7.1 The decisions taken in respect of any changes to day nursery provision must consider the following:

- Families of 'fee paying' children would need to find alternative childcare provision;
- In all of the day nursery localities there are sufficient childcare providers (e.g. day nurseries, childminders, playgroups etc) that can accommodate all children that might be displaced by any service reduction. This has been confirmed by the Family Information Service team (FIS team) as remaining the case at the time of preparing this report;
- In most instances private sector provision is less expensive. Also, by families transferring their services to the private sector it offers an element of economic sustainability to the area;
- There is a likelihood of staff redundancies or reduced contracts / working hours;
- Opportunities for staff redeployment is likely to be limited;
- Potential surplus site at Llantrisant Nursery;
- If the day nursery element is maintained, the Council may not be able to compete with fees of established private / third sector childcare providers;

- Future demand is likely to continue to fall if fees are further increased;
- Flying Start childcare is likely to move to 39 weeks provision (from 42 weeks) from April 2017 as a result of reduced demand for childcare during the first three weeks of the Summer holiday;
- Parents, Childcare and Employment (PaCE) is a Welsh Government led, European funded training/work experience programme aimed at parents where childcare is a barrier to training/work. This will be operational in RCT from October 2015 and the demand for childcare through this programme is as yet, unknown;
- Availability of community groups and/or 3rd sector organisation to establish alternative provision;
- TUPE implications for any community group and/or 3rd sector organisation which might reduce viability of externalisation options.

7.2 Full details of all considerations for all options are shown at Appendix 4A.

Appendix 4A**Options for Change**

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
1	Status Quo (No changes)	0	None	Will require other Council services to reduce services even further to achieve savings to compensate.	Adverse affect on other Council services. Potential impact on the Council's ability to set a balanced budget.	No. Due to the financial challenge facing the Council, all services and their delivery must be assessed.
2	Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement)	Eliminate risk of overspend	N/A	N/A	Staff may choose to leave and recruitment of new staff may be difficult due to reduction in contracted hours. Potential to achieve some contracted hour reductions through previously unsupported EOs.	Yes. A more flexible workforce is required to ensure the services remains viable and able to respond to changing demand.
3A	Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Close Llantrisant Nursery.	176	Families of 'fee paying' children would need to find alternative childcare provision in the area. Closures may create difficulties for working parents. However, In all of the day nursery	Surplus site at Llantrisant Nursery. Potential demolition or security costs.	Staff may choose to leave and recruitment of new staff may be difficult due to reduction in contracted hours. Potential to achieve some contracted hour reductions through	Yes, due to decline in demand across all 5 nurseries and in all localities there are sufficient childcare providers to accommodate

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		localities there are sufficient childcare providers (e.g. day nurseries, childminders, playgroups etc) that can accommodate all children that might be displaced by any service reduction.		previously unsupported EOIs.	children displaced by any service reduction.
3B	Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Explore options to either outsource or support community groups to fulfil fee paying childcare provision.	Up to 176 Fee paying childcare places affected: Flying Start areas = 12.1 FTEs Llantrisant fee paying = 10.8 FTEs		Availability of community groups and/or 3 rd sector organisation to establish alternative provision. Potential TUPE issues which would impact on interest in externalisation and potential savings.	No. Option 3A is proposed which is to cease provision and there are already sufficient childcare providers without further outsourcing arrangements needed by the Council.
3C	Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Maintain provision of subsidised 'fee paying' childcare places in Llantrisant Nursery.	69 There is a likelihood of staff redundancies or reduced contracts / working hours. Opportunities for staff redeployment is likely to be limited.	N/A		No, due to decline in demand it is not viable for the Council to maintain Llantrisant and there are sufficient childcare providers to take up demand.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
4 Explore options to either outsource or support community groups to fulfil fee paying and/or Flying Start childcare provision.	Up to 176	<p>Families of 'fee paying' children would need to find alternative childcare provision in the area.</p> <p>Closures may create difficulties for working parents. However, in all of the day nursery localities there are sufficient childcare providers (e.g. day nurseries, childminders, playgroups etc) that can accommodate all children that might be displaced by any service reduction.</p> <p>FTE Fee paying childcare places affected: Day nurseries providing Flying Start = 12.1 FTEs Llantrisant fee paying = 10.8 FTEs Flying start childcare places affected: Day nurseries providing Flying Start = 109 places</p>		<p>Availability of community groups and/or 3rd sector organisation to establish alternative provision.</p> <p>Potential TUPE issues which would impact on interest in externalisation and potential savings.</p>	No. There are already sufficient childcare providers to accommodate children displaced by any service reduction.

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed	
			There is a likelihood of staff redundancies or reduced contracts / working hours. Opportunities for staff redeployment are likely to be limited.			

APPENDIX 5**OPTIONS APPRAISAL BACKGROUND PAPER****CUSTOMER CARE****1. CURRENT SERVICE DELIVERY**

1.1 The Council provides face to face Customer access to information, advice and assistance via:

3 core One4aLL centres open Monday-Friday at:

- | | | |
|----------------------------|---------------|-------------------|
| • Sardis House, Pontypridd | 9am to 4pm | 35 hrs per week |
| • Rock Grounds, Aberdare | 9am to 3.30pm | 32.5 hrs per week |
| • Bronwydd, Porth | 9am to 3.30pm | 32.5 hrs per week |

Library Outreach

- | | | |
|------------------------|---------------------------------|-----------------|
| • Mountain Ash Library | 10am to 3pm (Mon/Weds/Fri) | 15 hrs per week |
| • Treorchy Library | 10am to 3pm (Mon/Weds/Fri) | 15 hrs per week |
| • Pontyclun Library | Surgery visit 2 hrs a fortnight | |

1.2 The overarching role of the centres is summarised below:

- The service focuses on enquiries that require a physical interaction where the call centre or website cannot fulfil the process;
- 98.1% of activity supports statutory functions predominantly Housing Benefit (60%), Council Tax (8%), 'Blue' Badges (14%) and Concessionary Bus Passes (11%);
- 93% of advice is delivered at the 3 core centres and 7% via outreach;
- 98% of enquiries are resolved;
- The centres directly support other departments in their delivery targets with the majority of Council Tax, Blue Badge and Bus Pass enquiries fully processed via 'one and done' processes during appointments at the centres. For the remainder (mainly Housing benefits), all necessary information is received, scanned and indexed at the appointment directly into back office workflows for processing;
- Income at centres remains significant with 24,778 payment transactions in 2014/15 to a value of £23.5m receipted excluding postage cheques, 88% of payments on site were made by self service.

1.3 In addition the council provides a contact centre which manages 870,000 'inbound' contacts for Council and Local Health Board (LHB) services. The LHB has separate management and staffing arrangements but contributes £0.115M per annum towards system licences and some management systems administration.

- The key demand for advice relates to the following services:

Service	% of Contacts
Waste & Cleansing	21.8
Housing Benefits (includes Council Tax support scheme)	17.6
Council Tax account management, legal liability, debt recovery	17.3
Adult Social Care	11.0
Public Health & Protection	3.2
Highways	2.4
Historical switchboards, Planning and Transport	26.7
Total	100.0

- Income - In 2014/15 the Centre processed 43,671 'payments' to the value of £4.7 million. Whilst 'touchtone' automation is available a significant number of payments are taken by advisors during a 'negotiation' to recover the debt within a set period and to identify any benefits pending that may impact on that debt;
- If the contact centre did not exist these contacts would need to be received by alternative staff at suitable contact handling points (e.g. allows for Welsh, sensory, line and call recording capacity etc) with associated infrastructure, much of which has been de-commissioned in favour of the Contact Centre arrangements.

2. STATUTORY BASIS AND LEGISLATIVE FRAMEWORK

- 2.1 Although there is no statutory legislation directly covering Customer Care services, the majority of contact in both the One4aLL Centres and the Contact Centre support other statutory services.

3. RESOURCES

- 3.1 The 2015/16 Customer Care total budget is £1.386M which is broken down as follows:

Budget	One4aLL Centres £'000	Contact Centre £'000	Total £'000
Employees	537	793	1,330
Premises	1	0	1
Transport	3	1	4
Supplies & Services	16	42	58
Income	(7)	0	(7)
Total	550	836	1,386

- 3.2 The service was subject to a review as part of the Council's Medium Term Service Planning in 2014/15 which resulted in a reduction in call answering service standards, full cost recovery of external contract and a staffing restructure. The budget reduction was £0.321M.

4. REVIEW OF SERVICE PROVISION – OPTIONS CONSIDERED

4.1 The following options have been considered:

Options	Estimated saving £'000
1 Status Quo Exclude the service from the Medium Term Service Planning reviews which means there will be no changes to reduce the cost of the current service. Savings would need to be achieved in other service areas.	0
2 Cease all One4All outreach centres and withdraw 2 payment kiosks Reduce staff by 0.8 FTE and 2 payment kiosks £5k	31
3 Reduce One4All advisors A reduction of 0.5FTE in each core centre	43
4 Retain 3 core One4All centres but cease drop in Service by appointment only. Reduce staff by 2.7 FTE's	77
5 Reduce 1 One4All to 3 day opening Reduce Rock Grounds or Bronwydd House to 3 day opening retaining existing opening hours	68
6 Reduce 2 One4All to 3 day opening Reduce Rock Grounds and Bronwydd House to 3 day opening retaining existing opening hours	137
7 Close 3 outreach centres and reduce 2 One4Alls to 3 day opening Close outreach centres in Treorchy, Mountain Ash and Pontyclun and reduce Rock Grounds and Bronwydd House to 3 day opening retaining existing opening hours	166
8 Close One Centre e.g. Porth one4aLL Centre due to proximity to Pontypridd	168
9 Retain 1 core One4All centre and reduce 2 to outreach centres Reduce Rock Grounds and Bronwydd House to 3 day opening 5 hrs per day	177
10 Move to a single centre model i.e. close 2 core One4All centres and 3 outreach centres Retaining 1 core One4All reducing 8.8 FTE's	255
11 Reduce current day time contact centre actual average response time of 125.5 seconds standard to 135 seconds Reduce advisor capacity by 2 FTEs (£45k) and reduce supervisor capacity by 1 FTE (£32k)	77

4.2 Appendix 5A shows further considerations regarding the implications, impact and risks of each option.

5. **PROPOSED SERVICE CHANGE**

5.1 The following options are proposed:

Options		Estimated Saving £'000
3	Reduce One4aLL Advisors - A reduction of 0.5FTE in each core centre	43
11	Reduce current day time contact centre actual average response time of 125.5 seconds standard to 135 seconds - Reduce advisor capacity by 2 FTEs (£45k) and reduce supervisor capacity by 1 FTE (£32k)	77
Total		120

6. **FINANCIAL IMPLICATIONS**

6.1 Implementation of these proposals would result in savings of £0.120M in a full financial year.

7. **IMPLEMENTATION ISSUES AND CONSIDERATIONS**

7.1 The decisions taken in respect of any potential reduction in the Customer Care service must consider the following:

- The quality and timeliness of service delivered to customers;
- The support for statutory services that need to be delivered particularly in the context of the Integrated Health and Social Services and Well Being (Wales) Act in the context of the need to improve access to Information Advice and Assistance. This proposal is a potential risk to the roll out of the Act in respect of the new IAA service due to the overall capacity, multi-skilling, cover and capabilities of One4aLLs;
- The impact on the negotiation of Council tax income during the critical recovery cycle e.g. summons;
- 'One and done' processing affected resulting in multiple communications between service area and customer;
- Processing of personal information would be less secure if processes are passed to back office. Associated information management risks would be incurred;
- Universal Credit - the role of front office services by Local Authorities is unknown until the DWP/Job Centre Plus framework is published.

7.2 Full details of all considerations for all options are shown at Appendix 5A.

Appendix 5A**Options for Change**

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
1	Status Quo (No changes)	0	None	Will require other Council services to reduce services even further to achieve savings to compensate.	Adverse affect on other Council services. Potential impact on the Council's ability to set a balanced budget.	No. Due to the financial challenge facing the Council, all services and their delivery must be assessed.
2	Cease outreach and withdraw 2 x payment kiosks Reduce staff by 1 @ 32.5 hrs = £25309 plus £5400 (kiosk)	30.7 0.84 GR7 FTEs displaced	Rhondda, Cynon and Taf presence sustained Face-to-face access in Treorchy, Mountain Ash, and Pontyclun would be withdrawn. 93% of advice customers unaffected Kiosk payment facility in Treorchy, Mountain Ash withdrawn Demand for appointments and subsequent wait time	Support for statutory services continues to be provided by core centres only. Limited income redirection (14%)	7% processing realigned to core centres - 'one and done' processing may be lost and multiple communications with a customer may be required Processing delays may occur	No. Face-to-face access in Treorchy, Mountain Ash, and Pontyclun would be withdrawn. 'One and done' processing may be lost and multiple communications with a customer may be required. Processing delays may occur

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>would increase in the 3 core One4All centres.</p> <p>Demand on Contact Centre may increase</p> <p>May encourage customers towards self service e.g. payments</p> <p>May encourage 'incomplete' mail</p>			
<p>3 Reduce One4All advisors by 0.5 FTE in each core centre</p>	<p>43</p> <p>1.5 GR7 FTE's displaced</p>	<p>Rhondda, Cynon and Taf presence sustained</p> <p>Demand for appointments and subsequent wait time would increase at remaining access points.</p> <p>Demand on Contact Centre may increase</p> <p>May encourage customers towards self service</p>	<p>Reduced 'one and done' processing - multiple communications with a customer may be required</p> <p>Demand at critical recovery times would be difficult to manage</p> <p>'Drop in' for emergency matters is no longer available - likely contact centre impact.</p>	<p>Level of staffing in One4All centres may be inadequate to meet demand. (Combined with 1 above 20% advisor capacity reduction).</p> <p>Processing delays may occur</p> <p>Some appointments likely to be cancelled at times of unplanned absence as drop in capacity currently offsets this risk.</p>	<p>Yes. Rhondda, Cynon and Taf presence sustained. May encourage customers towards self service.</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>May encourage 'incomplete' mail</p> <p>Delay in appointments could be significant to benefit entitlement e.g. Blue Badge not renewed in time</p>		<p>Processing of personal information via alternative staff may incur information management risks.</p>	
<p>4 Retain 3 core centres but cease drop in (service by appointment only)= 108 hrs reduction 1 FTE at each centre</p>	<p>77.4</p> <p>2.7 GR7 FTEs displaced</p>	<p>Rhondda, Cynon and Taf presence sustained</p> <p>Further distance to advice centre for some customers</p> <p>Demand for appointments and subsequent wait time would increase at remaining access points.</p> <p>Demand on Contact Centre may increase</p>	<p>Reduced 'one and done' processing - multiple communications with a customer may be required</p> <p>Demand at critical recovery times would be difficult to manage 'Drop in' for emergency matters is no longer available – likely contact centre impact.</p>	<p>Level of staffing in One4All centres may be inadequate to meet demand. (Combined with 1 above 20% advisor capacity reduction).</p> <p>Processing delays may occur</p> <p>Some appointments likely to be cancelled at times of unplanned absence as drop in capacity currently offsets this risk.</p>	<p>No. Some appointments likely to be cancelled at times of unplanned absence as drop in capacity currently offsets this risk. Delay in appointments could be significant to benefit entitlement e.g. Blue Badge not renewed in time</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
		<p>May encourage customers towards self service</p> <p>May encourage 'incomplete' mail</p> <p>Delay in appointments could be significant to benefit entitlement e.g. Blue Badge not renewed in time</p>		Processing of personal information via alternative staff may incur information management risks.	
<p>5</p> <p>Reduce 1 One4All to 3 day opening</p> <p>Reduce Rock Grounds or Bronwydd House to 3 days - existing opening hours</p>	68	<p>AS ABOVE</p> <p>Confused customer access policy across the 3 constituent geographical areas - service is inconsistent across the Authority</p>	AS ABOVE	AS ABOVE	No. Confused customer access policy across the 3 constituent geographical areas - service is inconsistent across the Authority
<p>6</p> <p>Reduce 2 One4Alls to 3 day opening</p> <p>Reduce Rock Grounds and Bronwydd House to 3 days - existing opening hours</p>	137	<p>AS ABOVE</p> <p>Confused customer access policy across the 3 constituent geographical areas - service is inconsistent across the Authority</p>	AS ABOVE	AS ABOVE	No. Confused customer access policy across the 3 constituent geographical areas - service is inconsistent across the Authority

Option		Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
7	<p>Close Outreach Centres and Reduce One4Alls to 3 day Opening</p> <p>Close outreach centres in Treorchy, Mountain Ash and Pontyclun and reduce Rock Grounds and Bronwydd House to 3 day opening retaining existing opening hours</p>	166	<p>AS ABOVE</p> <p>Confused customer access policy across the 3 constituent geographical areas- service is inconsistent across the Authority</p>	AS ABOVE	AS ABOVE	<p>No. Confused customer access policy across the 3 constituent geographical areas - service is inconsistent across the Authority</p>
8	<p>Close One Centre e.g. Porth one4aLL Centre due to proximity to Pontypridd</p>	168.9	<p>AS ABOVE</p> <p>Rhondda, Cynon and Taf presence not sustained - service is inconsistent in one of the 3 key areas of the Authority</p>	AS ABOVE	<p>AS ABOVE</p> <p>Significant demand realignment to the 2 remaining centres would compound the capacity risks</p>	<p>No. Rhondda, Cynon and Taf presence not sustained - service is inconsistent in one of the 3 key areas of the Authority. Significant demand realignment to the 2 remaining centres would</p>

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
					compound the capacity risks
9 Retain 1 full time centre and reduce 2 One4Alls to Outreach Centres (reduce Rock Grounds and Bronwydd House to 3 day opening total 15 hrs per week)	177 0.94 GR8 FTEs displaced 5.13 GR7 FTEs displaced	AS ABOVE Advice capacity reduced by 32% Rhondda, Cynon and Taf presence sustained but service is inconsistent in 2 of the 3 key areas of the Authority	AS ABOVE	AS ABOVE Significant demand realignment to the 1 remaining centre and 2 part time outreach would compound the capacity risks and impact on back office	No. Advice capacity reduced by 32% Rhondda, Cynon and Taf presence sustained but service is inconsistent in 2 of the 3 key areas of the Authority. Significant demand realignment to the 1 remaining centre and 2 part time outreach would compound the capacity risks and impact on back office.
10 Move all demand to Single Centre Model Only 10.2 FTE total remaining (Based on 44,112)	255 1.88 GR8 FTEs displaced 6.94 GR7 FTEs	AS ABOVE Advice capacity reduced by 46% Clear main town access policy	AS ABOVE	AS ABOVE Significant demand realignment to the 1 remaining centre would compound the capacity risks and impact on back office	No. Advice capacity reduced by 46%. Significant demand realignment to the 1 remaining centre would compound the capacity risks

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
<p>advice enquiries per annum @ 20 minute average handling = 14689 hrs per annum /52 weeks = 282.5hrs per week plus 20% to cover absence planned leave /unplanned e.g. sickness special leave etc = 339 hrs per week = 9.2 FTE plus 1 X FTE receptionist)</p>	displaced	Current site would require investment or a change of location within Pontypridd e.g. Regeneration opportunities.			and impact on back office
<p>11 Reduce current day time contact centre actual average response time of</p>	<p>77 1 GR8 FTEs displaced</p>	Multiple and statutory services continue to be available for resolution at one point of contact		Service standard may not be met if staff turnover arises or long term absences arise.	Yes. Multiple and statutory services continue to be available for resolution at one

Option	Estimated Savings £'000	Service Implications – Impact on Service Users (Public)	Impact on Other Council Services	Risks	Proposed
<p>125.5 seconds standard to 135 seconds Reduce advisor capacity by 2 FTEs (£45k) and reduce supervisor capacity by 1 FTE (£32k)</p>	<p>2 GR5 FTEs displaced</p>	<p>Reduced quality and timeliness of service for response for 'non-vulnerable' services only (Social care areas protected)</p> <p>Higher abandon rate would create repeat calls</p> <p>Ongoing signposting to on line services - longer wait may</p>		<p>May create 'incomplete mail' to the back office with multiple/delayed processing times</p> <p>Reduced capacity during critical recovery times e.g. Council Tax Annual Billing and recovery stages - may impact on Council Tax recovery rates</p> <p>Contact Centre's capacity to support significant changes could be compromised e.g. future Waste service/enforcement changes</p> <p>Adverse weather impact (flood snow, summer pest control).</p>	<p>point of contact.</p>

APPENDIX B

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Service Changes Consultation Report

- Library Service
- Youth Engagement & Participation Service
- Supported Bus Routes
- Early Years Day Nursery

January 2016

Consultation Team



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EXECUTIVE SUMMARY

- This section outlines a summary of the main issues and themes raised during the service change consultation process.
- This report sets out the key issues and themes that have arisen as part of the consultation process. This along with access to the full responses received will provide the Cabinet with the materials needed to assist in the final decision making process on the service change proposals. The consultation results will need to be considered in conjunction with the Equality Impact Assessments and any other information that is available on the proposed service changes.
- On the 10th November 2015, Cabinet agreed to proceed to a formal consultation on the proposals. The consultation began on the 23rd November, and ended on the 18th January, 2016.
- The consultation has been conducted in-house. Before beginning the consultation, discussions were held between officers on the most effective approach to take to ensure that everyone who was potentially affected by the service changes would be able to have their say. The consultation process and materials were agreed by the Council's Senior Leadership Team. The consultation materials were considered to provide clear information in an appropriate and understandable format.
- This report attempts to provide a readable summary of the main responses received. No attempt at recommendations are made, the document has been put together impartially and presented to Cabinet to aid decision making.
- This report presents the consultation findings for the following Council service change proposals.
 - **Library Service**
 - **Youth Engagement & Participation Service**
 - **Supported Bus Routes**
 - **Early Years Day Nurseries**

Part 1 – Libraries, Youth Engagement & Supported Bus Routes

- The first part of the executive summary includes the following service changes;
 - **Library Service**
 - **Youth Engagement & Participation Service**
 - **Supported Bus Routes**
- The following number of responses were received;

- 474 questionnaires
 - 31 letters
 - 24 emails
 - 1 petition
- The consultation has been conducted in-house and began on the 23rd November, 2015 and ended on the 18th January 2016.
 - The consultation materials included;
 - Booklet
 - Questionnaire
 - Poster
 - Young Person Friendly Document for School Council sessions and Youth Forums.
 - You Tube video
 - Booklets were distributed as follows
 - All school pupils (primary and secondary) – 39,000
 - Doctor's surgeries -2,500
 - Libraries – 3,500 (including housebound, mobiles, deposit collection and key partners)
 - Leisure Centres – 220
 - Communities First Offices – 200
 - Main Receptions – 60
 - One4All Centres – 200
 - Buses/stations – 30 (150 posters)
 - Contact Centre on request – 200
 - Booklets handed out at Recycling Roadshows in December - 500
 - Extended Provision for young people – 340
 - School Councils – 300
 - School Governors (1,600) email
 - Headteachers – email
 - Library card users (25,000) email
 - An online web page was created along with an online survey. A web logo box was placed on the front of the website. Social media was used to regularly promote the consultation, to the Council's 9,000+ followers on Twitter and the 3,000+ people who like the Council's Facebook page. A live twitter session with the Leader was held on the 18th January, 2016.
 - A dedicated telephone number was set up in the Council's Contact Centre. 51 calls were received and callers were issued with consultation packs where requested. A dedicated email address and free post address were also provided.
 - 13 Public Engagement Events were held and 127 people attended.
 - A meeting was held with the Older Persons Advisory Group (OPAG) on the 25th November, 2015.
 - Consultation with the Finance & Performance Scrutiny Committee on the 9th December, 2015.

- Specific consultation was undertaken with young people through school councils, youth forums and YEPs service users.

Library Service

- The majority of respondents agreed with a Reduction to the Mobile Libraries from 4 to 3 retaining a 2 weekly rota (62.1%) along with 68.8% agreeing with reducing expenditure on magazines and newspapers purchased. However, the other options were mostly disagreed with by the majority, particularly option 7 - single staffed branch libraries at 5 branches (65.2%).
- The majority of respondents disagreed with all of the alternative options, with the strongest opposition to option 5, Closure of branch libraries (82.0%)
- Open responses in relation to the library service change proposal were received from 412 individuals. The number of views expressed totalled 1,632.
- For those respondents who disagreed with the library service change proposal and specific aspects of the proposal, the following are the main themes/concerns to emerge from the consultation overall.
 - Single staff Issues (**number = 220**)
 - Social Impact (**number = 93**)
 - Impact on learning, education and job seeking (**number = 62**)
 - Reduced in access to the service (**number = 68**)
 - Limited availability of stock (**number = 37**)
 - Library used for other community purposes, groups, classes (**number = 79**)
 - Impact on a wider area (**number = 24**)

Youth Engagement & Participation Service

- Approximately 30% of respondents were unsure if they agreed or disagreed with the proposals. 48.9% of respondents agreed with option 7, that management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery.
- The majority of respondents either disagreed with the alternative proposals or answered that they didn't know. It is interesting to note that 47% of respondents disagreed with option 1 – keeping the status Quo, with only 14.4% suggesting that the service should remain the same.
- Open responses in relation to the Youth Engagement & Participation Service change proposal were received from 149 individuals. The number of views expressed totalled 304.

- The main comments can be grouped into the following themes/issues;
 - Impact on antisocial behaviour and crime (**number = 10**)
 - Lack of opportunities for young people/Should be a priority (**number = 22**)
 - No impact (**number = 37**)
 - Term time only YEPS (**number = 9**)

Supported Bus Routes

- 46% of respondents stated that they agreed with the proposal.
- 59% of respondents felt that the Council should continue to financially support bus routes that make a loss.
- The majority of respondents stated that the Council should prioritise its financial support for bus routes (72%)
- 79% of respondents said that they agreed with the way that routes are assessed.
- The majority of respondents disagreed with the alternative.
- Open responses in relation to the Supported Bus Routes Service change proposal were received from 187 individuals. The number of views expressed totalled 381.
- The main comments can be grouped into the following themes/issues;
 - Impact on people without cars (**number = 23**)
 - Impact on older people/disabled people/isolation issues (**number = 60**)
 - Health Appointments/Hospital (**number = 7**)
 - Impact on those who work or training (**number = 10**)

Part 2 – Early Years Day Nurseries

- The second part of the executive summary related to the Early Years Day Nursery service change proposal.
- The following number of responses were received;
 - 32 feedback forms
 - 6 emails
 - 5 letters
 - 1 Petition
- A targeted consultation was held with service users. People were contacted by letter, with an accompanying short questionnaire and a factsheet outlining the consultation process and the proposals.

- The consultation ran for a period of 8 weeks, beginning on the 23rd November, 2015 and finished on the 18th January 2016.
- Materials were distributed to the following;
 - 5 Day Nursery clients – all service users
 - Flying Start users – all service users
 - Local Doctor's surgeries
- A dedicated email address and free post address were also provided for comments. 5 day nursery meetings were held to obtain feedback.
- The main comments/themes taken from the questionnaires, letters, emails and from discussions at the meetings included;

Comment / Category
Disagree / do not support the proposal (ALL)
Not enough sufficient childcare elsewhere (location / cost / environment / personal requirements)
Negative impact on the ability to work (have to reduce hours / stop work etc.)
Promotion, advertising and marketing existing nurseries while lowering fees
Do not stop fee paying childcare
Do not close Llantrisant Nursery
Financial impact - can't afford to pay elsewhere,
Social Impact
Impact on learning and education / development
Other alternative suggestions
Staff issues, loss of jobs
Children have already been affected by cuts
Phase out provision - those currently attending to finish their places as planned
Less management (make cuts elsewhere)
User of public transport - knock on effect

Next Steps

- This report will be presented to Cabinet for consideration, along with filed responses that are available for Cabinet to view, before any final decisions on these proposals are made.
- The consultation results, although an important part of the decision making process, are not the only consideration to take into account. The Cabinet will also need to consider other information available alongside the consultation responses (for example the results of the Equality Impact Assessments).

1. INTRODUCTION

- 1.1 This report presents the consultation findings for the following Council service change proposals.
- **Library Service**
 - **Youth Engagement & Participation Service**
 - **Supported Bus Routes**
 - **Early Years Day Nurseries**
- 1.2 Section 2 provides some brief background information on the budget gap faced by the Council and the need to initiate a consultation on a number of service change proposals.
- 1.3 Section 3 provides details of the methodology used.
- 1.4 Section 4 outlines the proposed service changes that were open for consultation.
- 1.5 Section 5, explains the structure of the report and provides a respondent profile for the service changes - libraries, youth services and supported bus routes.
- 1.6 Section 6 provides an overall analysis of the library service proposal, with a summary of the main themes and issues raised.
- 1.7 Section 7 provides an analysis of the Youth Engagement & Participation Service change proposal.
- 1.8 Section 8 provides an analysis of the supported bus routes service change proposal.
- 1.9 Section 9 provides the comments received from a number of events held with young people, including youth councils, youth forums and YEPS service users, in relation to the libraries, youth service and supported bus routes proposals.
- 1.10 Section 10 outlines the main comments received for the Early Years Day Nursery service change proposal.

2. BACKGROUND

- 2.1 Cabinet have continued to receive regular updates on the projections of the Council's revenue budget position for the period to 2018/19 as part of the Council's Medium Term Service Planning arrangements. At the time the original report was considered (10th November 2015) the latest projections indicated an estimated budget gap over the 3 years from 2016/17 to 2018/19 of £63.2M, with an initial 2016/17 gap of £27.2M. This assessment was based on an assumed Welsh Government (WG) settlement level of -4%, -4% and -2% over the respective financial years. Since this time, WG have published the provisional local government settlement (on the 9th December 2015) of -0.9% for this Council. The implications of the provisional settlement for this Council were reported to Council on the 16th December 2015.
- 2.2 The initial budget gap for 2016/17 has now reduced from £27.2M to £19.6M, which once taking into account decisions made during the course of financial year 2015/16 reduces to a remaining gap of £17.5M. Whilst the provisional settlement provided no indication of future year indicative settlement levels beyond 2016/17, it remains highly likely that the 3 year budget gap for this Council will be in excess of £50M.
- 2.3 Given the size of the budget gap faced and the timescale requirements for any implementation of service changes, Cabinet agreed to receive reports on potential service change / cut proposals as soon as these become available.
- 2.4 This report provides details of a series of further service change proposals and the results of the consultation on them.

3. METHODOLOGY

- 3.1 The consultation has been conducted in-house. Before beginning the consultation, discussions were held between officers on the most effective approach to take to ensure that everyone who was potentially affected by the service changes would be able to have their say. The process was designed to be open and transparent.

Service Changes

- Library Service
- Youth Engagement & Participation Service
- Supported Bus Routes

Consultation Materials

- 3.2 The questionnaire and consultation materials were prepared working closely with the service managers for each of the services impacted by the process. The consultation materials included;
- Booklet – Outlining how people could have their say, information on the current budget situation and detail of the proposed preferred option, as well as the other options that were considered. It included a young persons section.
 - Questionnaire - online and as a paper copy on request from the contact centre, as well as copies available in libraries and at events.
 - Poster – circulated widely to frontline offices (eg. one4all centres) and service areas (eg. leisure centres, libraries).
 - Young Person Friendly Document for School Council sessions and Youth Forums.
 - You Tube video launched on the 23rd November.
- 3.3 The consultation process and materials were agreed by the Council's Senior Leadership Team. The consultation materials were considered to provide clear information in an appropriate and understandable format.
- 3.4 The questionnaire was piloted internally. The questionnaire allowed opportunity to provide free text for each of the proposals, allowing any comment/view to be expressed.
- 3.5 The questionnaire and booklet included a section on protected characteristics. The Council is required to consider people with these protected characteristics as part of their obligations under the Equality Act 2010 and the resultant Public Sector Equality Duties.

The Consultation

- 3.6 The consultation began on the 23rd November, 2015 and finished on the 18th January 2016.
- 3.7 The analysis included all emails and letters received from the announcement of the service changes, before the consultation period officially started on the 23rd November.

Distribution

- 3.9 The materials were printed in house and the distribution of materials was undertaken by Council couriers and emails were used where available, as part of the distribution. The following lists the approximate number of booklets that were distributed;

Booklets:

- All school pupils (primary and secondary) – 39,000
 - Doctor's surgeries -2,500
 - Libraries – 3,500 (including housebound, mobiles, deposit collection and key partners)
 - Leisure Centres – 220
 - Communities First Offices – 200
 - Main Receptions – 60
 - One4All Centres – 200
 - Buses/stations – 30 (150 posters)
 - Contact Centre on request – 200
 - Booklets handed out at Recycling Roadshows in December - 500
 - Extended Provision for young people – 340
 - School Councils – 300
 - School Governors (1,600) email
 - Headteachers – email
 - Library card users (25,000) email
- 3.10 This equates to approx. 74,000 copies in total.
- 3.11 Anyone, whether an individual or an organisation in Rhondda Cynon Taf, could take part in the consultation, including employees of the Council.
- 3.12 The consultation was promoted to the press via press releases and the coverage included the Rhondda Leader, Cynon Valley Leader, Pontypridd Observer and Wales Online.
- 3.13 Welsh copies were available, as well as the option for other formats on request.
- 3.14 An online web page was created along with the option of an online survey. A web logo box was placed on the front of the website for ease of access. The online survey was sent out to those Citizens' Panel members with email addresses.

-
- 3.15 Social media was used to regularly promote the consultation, to the Council's 9,000+ followers on Twitter and the 3000+ people who like the Council's Facebook page. A live twitter session with the Leader was held on the 18th January, 2016.
- 3.16 A dedicated telephone number was set up in the Council's Contact Centre to deal with any queries and to distribute materials as necessary. 51 calls were received and callers were issued with consultation packs where requested. In addition the One4aLL centres issued packs on request.
- 3.17 A dedicated email address and free post address were also provided.
- 3.18 All correspondence was dealt with as quickly and efficiently as possible, this included acknowledging comments when requested, passing on questions to the relevant services and passing on and working with the complaints department to ensure a fast response and turnaround.

Analysis and Report Writing

- 3.19 The analysis of the quantitative data (from the questionnaire) was undertaken using SNAP survey software.
- 3.20 The analysis of the qualitative data was undertaken by using a standardised coding template, which was developed in line with the main themes identified when reviewing responses as they were received.
- 3.21 All responses were allocated a unique reference number upon receipt. They were then read and coded against the template, using as many codes as necessary. Once coded they were input into a database to record and capture all responses against the coded themes. The hard copies were then ordered and filed.

Note: Where % respondents are referred to in the tables in the report, it refers to the % of base respondents who answered that particular question.

Note: Where totals do not add up to 100% this is due to rounding and where respondents were able to choose more than one answer (multiple response questions).

- 3.22 This report attempts to provide a readable summary of the main issues identified in the responses received. No recommendations are made, the document has been put together impartially and is presented to Cabinet to aid decision making.

Responses Received

3.23 The following number of responses were received;

- 474 questionnaires
- 31 letters
- 24 emails
- 1 petition

3.24 13 Public Engagement Events were held to discuss and share views on the proposal as follows;

Venue	Day and date	Number of attendees
Aberdare Library	Monday 30 th November	5
Hawthorn Leisure centre for Rhydyfelin Library	Tuesday 1 st December	8
Porth Library	Thursday 3 rd December	11
Tonypandy	Friday 4 th December	13
Hirwaun Library	Tuesday 8 th December	37
Ferndale Library	Thursday 10 th December	10
Church Village Library	Friday 11 th December	3
Pontyclun Library	Tuesday 15 th December	0
Treorchy Library	Thursday 17 th December	0
Abercynon Library	Friday 18 th December	2
Pontypridd Library	Tuesday 5 th Jan 2016	7
Llantrisant Library	Thursday 7 th January 2016	11
Mountain Ash Library	Friday 8 th January 2016	20

Figure 1 – Public Engagement Events

3.25 The events were advertised in the press, on the Council's website, via social media and posters that were displayed in Libraries, leisure centres and frontline offices. 127 people attended the events.

- 3.26 A meeting was held with the Older Persons Advisory Group (OPAG) on the 25th November, 2015, comments have been included in the main report sections.

Young People

- 3.27 Section 9 outlines the specific consultation undertaken with young people through school councils, youth forums and YEPs service users. In addition each school pupil will have received a booklet through the school they attend. A Young persons friendly explanation of the service change proposals was developed and inserted into the centre of the overall booklet. The booklet could therefore be targeted at parents and pupils in the same document.



Figure 2 – Young Persons Booklet

- 3.28 The list below shows some of the stakeholder groups that submitted written submissions to the consultation;

Councillors/MP's/AM's

Councillor Lyndon Walker
Public Service Delivery, Communities and Prosperity Scrutiny Committee
Leanne Wood AC/AM – Plaid Cymru
Councillor Glynne Holmes

Community/Town Councils

Hirwaun & Penderyn Community Council
Councillor Clayton Jones

Voluntary/Community Groups/Special interest

Welsh Learners Group at Hirwaun Library

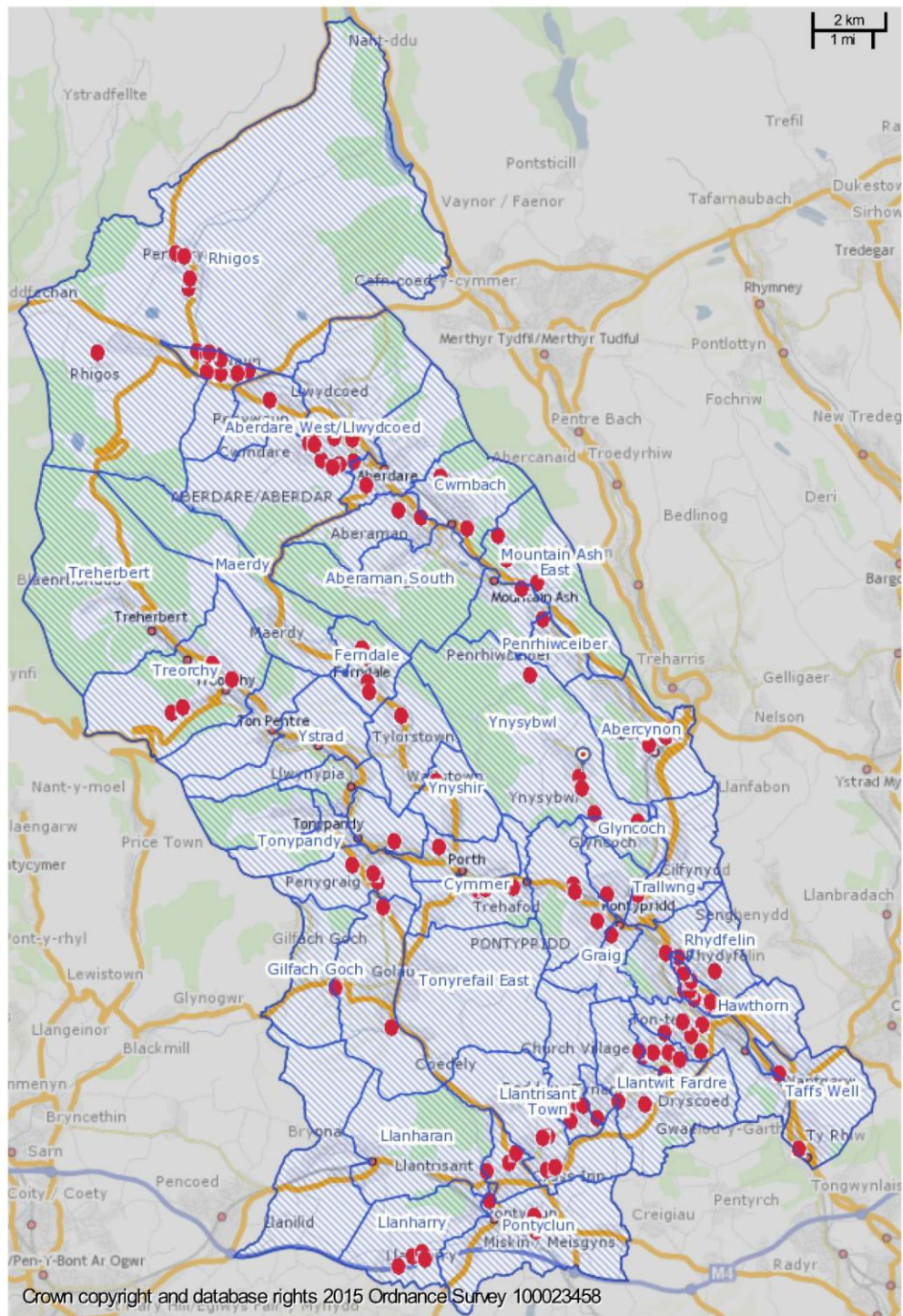
Hirwaun Library Stories & Rhymes Group

Knit & Natter Group held at Hirwaun Library

Cynon Valley History Society

- 3.29 A number of Councillors provided verbal comments at the Finance & Performance Scrutiny Committee on the 9th December, 2015. These were noted at the meetings and have been included in the consultation process. The notes of the meetings can be found in Appendix B1 attached to this report.
- 3.30 The maps on the following page shows the distribution of the respondents across Rhondda Cynon Taf by postcode, for those that provided a postcode in their response.
- 3.31 The Cabinet will be able to view all of the online and hard copy filed responses, as well as considering the report findings, before any final decisions on phase 2 are made. It is useful to note that the consultation results, although an important part of the decision making process, are not the only consideration to take into account. The Cabinet will also need to consider other information available alongside the consultation responses (for example, the results of the Equality Impact Assessments).

Distribution of Questionnaire Respondents



Scale: 1:150000



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Figure 3 - Responses by Postcode where provided

Methodology - Early Years Day Nursery Service Change

Consultation Materials

- 3.32 A targeted consultation was held with service users affected by the proposals. People were contacted by letter, with an accompanying short questionnaire and a factsheet outlining the consultation process and the proposals.

The Consultation

- 3.33 The consultation ran for a period of 8 weeks, beginning on the 23rd November, 2015 and finished on the 18th January 2016.
- 3.34 The analysis included all emails and letters received from the announcement of the service changes, before the consultation period officially started on the 23rd November.

Distribution

- 3.35 The materials were printed in house and the distribution of materials was undertaken by Council couriers. Materials were distributed to the following;
- 5 Day Nursery clients – all service users
 - Flying Start users – all service users
 - Local Doctor's surgeries
- 3.36 A dedicated email address and free post address were also provided for comments.

Responses Received

- 3.37 The following number of responses were received;
- 32 feedback forms
 - 6 emails
 - 5 letters
 - 1 petition
- 3.38 5 day nursery meetings to obtain feedback.

Llantrisant Day Nursery: 26th November, 5pm – 6.15pm
 Pontypridd Day Nursery: 30th November, 4.45pm – 6pm
 Tylorstown Day Nursery: 3rd December, 4.30 – 5.30pm
 Aberaman Day Nursery: 7th December, 3.30pm – 5pm
 Tonyrefail Day Nursery: 14th December, 3.30pm – 5pm

- 3.39 Representatives from the Consultation Team, Finance and Education Departments in the Council attended the various meetings.

- 3.40 The Cabinet will be able to view all responses, as well as considering the report findings, before any final decisions are made. It is useful to note that the consultation results, although an important part of the decision making process, are not the only consideration to take into account. The Cabinet will also need to consider other information available alongside the consultation responses (for example, the results of the Equality Impact Assessments).

Links to Budget Consultation 2016/17

- 3.41 It should be noted that the service change consultation period did overlap with the consultation undertaken on the Council's Budget Strategy for 2016/17. A report on the outcomes of the Budget consultation exercise will be presented to the Council's Cabinet. However Members will find below extracted from the Budget consultation feedback comments which were received relevant to the service change proposals together with certain data collated as part of the budget simulator exercise.
- 3.42 Libraries & Adult Learning showed an average % decrease change in budget of -5.96% in the budget simulator, followed by Youth Provision (-5.82). Transport, which would include supported bus routes was given an average decrease of (-5.47%). All 3 services were found in the top 10 services (as shown below) with the highest average reduction in budget.

Service Item	Original Budget	Average Change %
Support Services	£ 28,011,000	-6.97%
Music	£ 261,000	-6.81%
Cultural Services	£ 929,000	-6.76%
Customer Care	£ 2,297,000	-6.34%
Tourism & Heritage	£ 409,000	-6.08%
Libraries & Adult Learning	£ 2,524,000	-5.96%
Youth Provision	£ 2,325,000	-5.82%
Leisure	£ 4,592,000	-5.77%
Waste (Black bags)	£ 6,494,000	-5.47%
Transport	£ 13,767,000	-5.47%

Relevant comments received from the budget consultation that related to the service changes consultation proposals are shown below;

- Library Service

"Keep the library service as it is - the service has already faced extensive cuts in recent years."

"libraries - I use them often and I can not see a reason why they need more than 2 staff working at a time on the desk....."

“Been to the library - very important.”

“I use the library - this is important to me.”

“considers Rhydyfelin Library both old and new too small - computers not functioning properly + more books needed.”

“Libraries very important to community.”

“the mobile and housebound libraries should continue but why not integrate the council libraries with the large libraries contained within university of south wales and coleg y cymoedd? A lot of the people who use the libraries are over 60 so would have free bus passes to attend the university or college libraries. for school children, a university or college library would prepare them for their futures.”

- Youth Engagement & Participation Service

“YEPS - provision should be maintained.”

“Help Pontypridd thrive / buses and transport / more for the young people to do / don’t close vital activity centres”

- Supported Bus Routes

“transport - this service should only take place if there is a surplus in the budget”

“.....If the bus routes need to be subsidised they shouldn’t run.....”

“bus services are very important, bus passes are Welsh government – if they stop bus passes, then people will be isolated / make cuts to expenses”

4. PROPOSED SERVICE CHANGES

LIBRARY SERVICE

- 4.1 The Library Service consists of:
- 3 Area Libraries (Aberdare, Pontypridd, Treorchy);
 - 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin and Tonypany);
 - 4 mobile libraries providing day-time, evening and weekend provision;
 - A housebound and specialist service;
 - An Information, Reference and Local Studies service;
 - A Schools Library Service that provides books and activities for primary schools.
- 4.2 The service is currently arranging a 2 year rolling programme of investment to upgrade all libraries' broadband connections to 100MB as well as improvements to free wifi access for users. This will improve user experience of the public use computers available at the libraries and benefit those users connecting to the free wifi with their own devices.
- 4.3 The Library Service is a statutory service that is governed by the Public Libraries and Museums Act 1964. This states that local authorities are required to provide a 'comprehensive and efficient' library service. There is no definition of this phrase within the 1964 Act. However, in Wales the Welsh Public Libraries Standards are used by Welsh Government to assess whether a Library Service meets the requirements of the 1964 Act.
- 4.4 The 2015/16 total budget is £2.332M.
- 4.5 The Library Service was subject to a Medium Term Service change during 2014/15 which resulted in a budget reduction of £0.800M per year.

SERVICE CHANGE PROPOSAL

- 4.6 A detailed options appraisal paper is attached at Appendix 1 (within Appendix A).
- 4.7 From the long list of options set out in that appendix the following service changes are proposed:

Service Change	Saving £'000
Reduction in number of Reference & Information Service Librarians	37
Reduce overall weekly opening hours of branch libraries to 31.5	46

Service Change	Saving £'000
hours per library	
Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin)	105
Reduce the Book Fund by 25%	89
Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota	37
Remove Community Learning Worker post (part time)	7
Reduce expenditure on magazines and newspapers purchased	6
Total	327

- 4.8 Implementation of these proposals will not adversely affect the service's ability to meet the 18 core entitlements as required under the Fifth Quality Framework of Welsh Public Library Standards and would deliver financial savings (full year) of £0.327M per year.

YOUTH ENGAGEMENT & PARTICIPATION SERVICE

- 4.9 Current service delivery of the Youth Engagement & Participation Service (YEPS) is configured around the 17 secondary school clusters with a Youth Re-engagement Officer and Youth Participation Officer allocated to each cluster and based within the secondary school. Each cluster is also allocated an Enrichment budget which is a flexible budget for activities and casual support staff.
- 4.10 The service's main duties include:
- Providing targeted support;
 - Preventing young people becoming NEET and supporting those who are;
 - Ensuring young people's equitable access to their entitlements;
 - Providing positive activities, Duke of Edinburgh award, youth information, advice and guidance;
 - Providing one to one support;
 - Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.
- 4.11 Under the provisions of section 123 of the Learning and Skills Act 2000 and the Youth Support Services Direction (Wales) 2002 Welsh Government have directed that the Council must (a) provide youth support services; (b) secure the provision of youth support services and (c) participate in the provision of youth support services to 11 - 25 year olds. The Council must also have regard to guidance issued by the Welsh Government the most recent being "Extending Entitlement: Support for 11 to 25 year olds in Wales; Direction and Guidance 2002" which is supported by the National Youth Work Strategy for Wales 2014 – 2018.
- 4.12 "Youth Support Services" means services which in the opinion of the Welsh Government will encourage, enable or assist young persons (directly or indirectly) –

- (a) to participate effectively in education or training,
- (b) to take advantage of opportunities for employment, or
- (c) to participate effectively and responsibly in the life of their communities.

- 4.13 The 2015/16 total Council funded core budget is £2.306M.
- 4.14 The service also benefits from external grant funding totalling £0.597M. Communities First also allocate approximately £0.200M per year for youth related activities.
- 4.15 The YEPS was subject to a Medium Term Service change in 2014/15 which resulted in a budget reduction of £2.2M per year.

SERVICE CHANGE PROPOSAL

- 4.16 A detailed options appraisal paper is attached at Appendix 2 (within Appendix A).
- 4.17 From the long list of options set out in that appendix it is proposed that the principles and aims of the Youth Engagement and Participation Service (which are aligned to the National Youth Work Strategy for Wales 2014-18) be retained and service delivery continues to be based around the 17 secondary school clusters, but review how the service is delivered. This would involve making the following changes:

Service Change	Saving £'000
The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
Total	384

- 4.18 Implementation of these proposals would continue to meet the statutory requirements regarding delivery of the service and deliver financial savings (full year) of £0.384M per year.

SUPPORTED BUS ROUTES

- 4.19 The vast majority of bus services (and 92% of bus journeys in RCT) are provided on a commercial basis by private operators. There are a number of routes however which are not commercially viable and which are determined and supported by the Council.
- 4.20 There is no statutory duty to provide subsidised local bus services. Councils have discretion to support public transport services that help to meet local needs.

- 4.21 The Transport Acts of 1985 and 2000 and the Local Transport Act 2008, enable Councils to identify gaps in local transport services and, subject to resources and potential passenger demand, financially support certain routes. Provision of such services is therefore discretionary.
- 4.22 The 2015/16 total Council funded core budget is £0.489M.
- 4.23 Additional revenue support totalling £0.524M is received through the Bus Services Support Grant (BSSG) from the Welsh Government specifically to enhance regional accessibility and connectivity to communities through the core strategic bus network.
- 4.24 The Regional Transport Plan is also considered when resources are allocated to routes.
- 4.25 The service was subject to a Medium Term Service change in 2014/15 which resulted in a budget reduction of £0.400M.

SERVICE CHANGE PROPOSAL

- 4.26 A detailed options appraisal paper is attached at Appendix 3 (within Appendix A).
- 4.27 An assessment has been undertaken of the Council funded routes to assess the impact that the withdrawal might have on the public, the higher the score representing the greatest impact and can be found at Appendix 3A (of Appendix A).
- 4.28 From the long list of options set out in that appendix the following service change is proposed:

Service Change	Saving £'000
Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment as set out in Appendix 3A of Appendix A.	50

- 4.29 Implementation of this proposal would deliver financial savings (full year) of £0.050M per year.

DAY NURSERIES

- 4.30 There are 5 Council run day nurseries based at Aberaman, Tylorstown, Tonyrefail, Pontypridd and Llantrisant. With the exception of Llantrisant Nursery all other nurseries are located within 'Flying Start' areas and have, over the past few years, evolved into predominately providing Flying Start childcare provision, which is funded from grant.
- 4.31 As Cabinet are aware under section 22 of the Childcare Act 2006 (the '2006 Act') the Council must "secure, so far as is reasonably practicable,

that the provision of childcare (whether or not by it) is sufficient to meet the requirements of parents in their area who require childcare in order to enable them (a) to take up, or remain in work; or (b) to undertake education or training which could reasonably be expected to assist them to obtain work.” Further detail on the duty under the 2006 Act is set out in the appraisal paper at Appendix 4 (within Appendix A). The Council does not have a specific statutory duty to have to provide Flying Start childcare itself. Instead it is predominantly commissioned from third and private sector providers.

- 4.32 As part of meeting the Council’s statutory duties as regards childcare the Council has prepared its Childcare Sufficiency Audit (CSA) 2014-2017 triennial plan. Members will be familiar with the contents of this document which was approved by Cabinet on 23rd June 2014. A CSA update was agreed by Cabinet on 23rd July 2015.
- 4.33 The Council’s Day Nurseries have seen significant change over the past few years, in particular the demand for generic ‘fee paying’ childcare places has fallen by approximately 69% since 2012/13. There has been a further reduction in demand for the autumn term (September - December) 2015 with current occupancy of only 22.9 fee paying FTEs across all 5 nurseries. There has been no increase in demand since September 2015 following the implementation of funding schools for part time nursery. Some schools are still providing full time nursery and support is available to other schools wishing to set up wrap around childcare to enable children to be in school all day when part time nursery is offered.
- 4.34 This has placed an increasing pressure on the service in terms of the financial viability of each nursery setting. In 2014/15, the annual cost to the Council over and above fees received from parents (i.e. the annual subsidy) for the only non Flying Start setting (Llantrisant) was £5,100 per full time child place. Childcare places have fallen further for the autumn term 2015 which has resulted in the subsidy for Llantrisant increasing to £10,100 per full time child place. There are only 10.8 fee paying FTEs currently at Llantrisant Nursery. With 48 places available, this is an occupancy rate of only 22.5%.
- 4.35 In all of the day nursery localities there are sufficient childcare providers (e.g. day nurseries, childminders and playgroups) that can accommodate all children that might be displaced by any service reduction. This has been confirmed by the Family Information Service team (FIS team) as remaining the case at the time of preparing this report.
- 4.36 The 2015/16 total budget is £0.176M.

5 ANALYSIS OF RESPONSES

Service Changes

- Library Service
- Youth Engagement & Participation Service
- Supported Bus Routes

5.1 The following sections of the report provide a summary analysis of the general feedback received on the service change proposals above.

- **Section 10 outlines the results of the Early Years Day Nursery consultation.**
- This section (5) outlines the respondent profile of those people who filled in the questionnaire;
- Section 6 provides an overall analysis of the library service proposal, with a summary of the main themes and issues raised during the consultation process.
- Section 7 provides an analysis of the Youth Engagement & Participation Service change proposal
- Section 8 provides an analysis of the supported bus routes service change proposal

5.2 Each section will include letters, emails and the responses submitted as part of the online survey and from the returned paper surveys, as well as an analysis of the quantitative questions.

5.3 As stated in the methodology, all responses were considered, coded, input and filed. All of the open responses received have been numbered and filed.

5.4 This approach will hopefully provide a document that is accessible to the reader, as a summary of the main points taken from a wide range of often extensive submissions.

5.5 **474 questionnaires were received.**

Respondent Profile

5.6 The table below shows the age profile of respondents to the questionnaire.

(Base = 434)

Analysis % Respondents	
Base	100.0%
How old are you?	
Under 18	1.2%
18-24	1.6%
25-39	10.8%
40-54	24.0%
55-64	22.4%
65-74	32.3%
75+	7.8%

Figure 4 – Age of respondents

5.7 The majority of consultation respondents or their families were users of the library service (91.9%).

Base = 433

Analysis % Respondents	
Base	100.0%
Are you / a member of your family a user(s) of or interested in the following services on which we are consulting?	
A user of the Library Service?	91.9%
A user of the Youth Engagement & Participation Service?	6.0%
A user of Supported Bus Routes?	31.6%
None of the above but I am interested in these topics for consultation	5.5%

Figure 5 – Users of the services under consultation

The Need for Service Change

- 5.8 Respondents to the questionnaire were asked if they agreed that changes should be made to the Council's current services, given the extent of the savings it needs to make in order to deal with its budget gap.

(Base = 421)

Do you agree that changes should be made to the Council's current services given the extent of the savings it needs to make in order to deal with its budget gap?

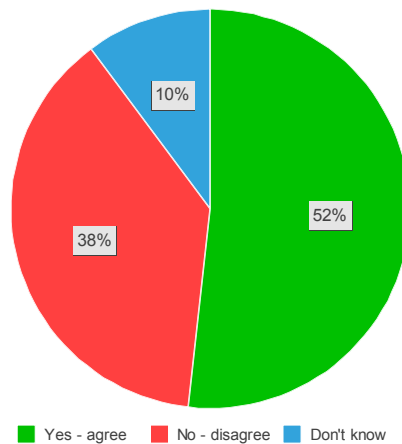


Figure 6 – Do you agree that changes should be made

- 5.9 52% of respondents agreed that changes should be made. The following are a selection of comments that were received:

"Inevitable. If one does not have the finance, then that is that."

"I fully sympathise with and understand the need for cuts in non-essential services due to budget constraints."

"While I do understand the strains upon the public sector and the need to make financial savings in the long term, I question the logic as to where it is proposed said savings are to be made. I also personally feel, as a taxpayer, that I would sooner see an increase in council tax contributions & pay more tax if it means a preservation of our vital public services."

- 5.10 A number of respondents suggested that efficiencies should be made before any cuts are considered and suggested some other ways that savings could be made across the Council;

"Efficiency savings first"

"I believe there should be increased focus on efficiencies rather than changing / reducing services."

“Wages need to be looked at. Expenses and running costs need to be reduced.”

- 5.11 Some people said that changes had to be made, but they did not think they should be the services in these service change proposals or services that have already been through cuts.

“This is a hard tasksavings must be made realistically ...but cutting back on services which have already taken a hitnot sure about that”

“Agree that changes should and need to be made but not necessarily on the proposals being put forward. Other considerations seem to have been made but not put forward as proposals and think these should be given further in depth consideration or the rationale for dismissing them be made public.”

“Why not share the in a more proportionate way. Less councillors and management.” (sic)

6 Library Service Change Proposal

- 6.1 Respondents were asked if they agreed with the various preferred options put forward by the Council. The table below shows the results by each option. The options were;

Proposal (preferred options):

Option 2 - Reduction in number of Reference & Information Service Librarians – **saving £37k**

Option 4 - Reduce overall weekly opening hours of branch libraries to 31.5 hours per library – **saving £46k**

Option 7 - Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin) – **saving £105k**

Option 9 - Reduce the Book Fund by 25%- **saving £89k**

Option 12 - Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota – **saving £37k**

Option 13 - Remove Community Learning Worker post (part time) – **saving £7k**

Option 14 - Reduce expenditure on magazines and newspapers purchased – **saving £6k**

Analysis % Respondents	Total			
		Yes - Agree	No - Disagree	Don't know
Base	2983	44.7%	46.9%	8.3%
Option 2	426	39.9%	50.2%	9.9%
Option 4	434	42.6%	51.8%	5.5%
Option 7	431	28.3%	65.2%	6.5%
Option 9	417	35.0%	56.1%	8.9%
Option 12	425	62.1%	29.4%	8.5%
Option 13	417	35.7%	50.6%	13.7%
Option 14	433	68.8%	25.4%	5.8%

Figure 7 – Agreement with proposals (Libraries)

- 6.2 As can be seen in the table the majority of respondents agreed with a Reduction to the Mobile Libraries from 4 to 3 retaining a 2 weekly rota (62.1%) along with 68.8% agreeing with reducing expenditure on magazines and newspapers purchased. However, the other options were disagreed with by the majority, particularly option 7 - single staffed branch libraries at 5 branches (65.2%) and option 9 – reduce the book fund by 25% (56.1%).

6.3 Of the 424 respondents stating that they or a member of their family used the library service, the following table shows which libraries they stated that they use the most.

Counts Respondents	
Base	424
If you use the library service please indicate which library(ies) you use?	
Abercynon	23
Aberdare	83
Church Village	65
Ferndale	37
Hirwaun	57
Llantrisant	68
Mountain Ash	38
Pontyclun	46
Pontypridd	89
Porth	28
Rhydyfelin	56
Tonypandy	22
Treorchy	33

Figure 8 – Libraries used

6.4 The majority of library users reported using the service on a weekly basis (60%). 8% stated that they use the libraries occasionally.

(Base = 420)

If yes, do you visit a library:

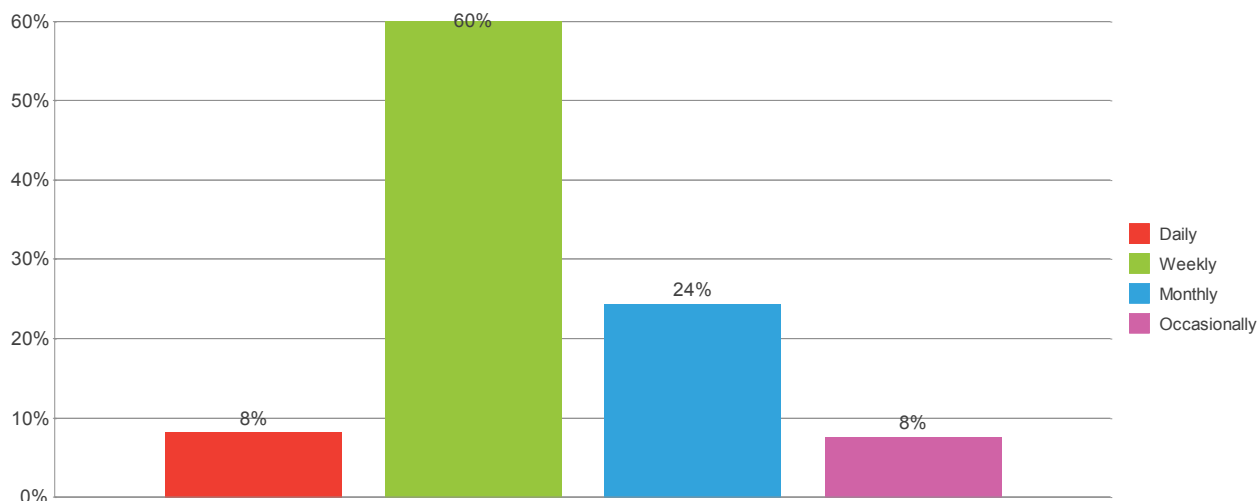


Figure 9– How often visited

6.5 The majority of respondents do not use the mobile library service (94%)

Do you use the mobile library service?

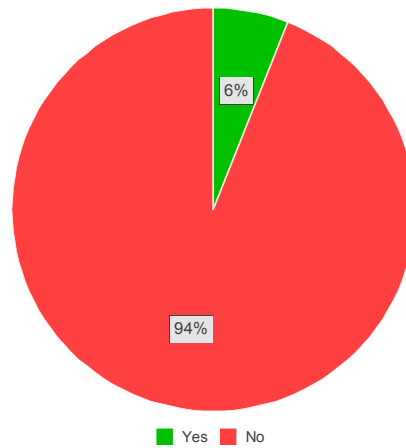


Figure 10 – Use of Mobile Library Service

6.6 The majority of respondents use the library to borrow books (93.3%), followed by 55.6% who ask staff for information.

Base =421

Analysis % Respondents	
Base	100.0%
Do you use the library to: (please select all that apply)	
Borrow books	93.3%
Use reference books/ Research family or local history	48.5%
Read newspapers / journals	29.5%
Use Public Access PCs	35.4%
Attend groups	26.6%
Take part in learning activities	20.0%
Take part in community meetings	15.2%
Ask staff for information	55.6%
Other	10.9%

Figure 11 – Reasons for use of library

- Limited availability of stock (**number = 37**)
- Library used for other community purposes, groups, classes (**number = 79**)
- Impact on a wider area (**number = 24**)

6.11 A large number of respondents commented about **single staff issues** under a number of headings.

- **Safety (number = 123)**
- **Operational issues (number = 97)**

Single Staff Safety Issues

This was by far the most reported objection to the service change proposal on libraries, comments included;

“By one manning branches the council are failing their duty of care to the staff. You cannot put front line staff behind a security screen as they do in other pubic departments”.

“If you cut the staff what would happen if they had an accident and could not get to the alarm or phone”

“Single staffed branches are impossible in this day and age - no safety or security for those working in a public building on their own!”

“I would not like to see the Libraries manned by one person! Isn't this dangerous I've been in the Library when unsavoury characters have been present I don't think a member of staff should be alone, 'a incident waiting to happen' springs to mind”

“Single staffed branches must never happen!”

“they are your staff and you are responsible for them”

Service/operational Impact/Issues

“As an ex librarian the single manning of 5 of the earmarked libraries will be detrimental to the service I often worked on my own because of illness and holidays but it not sustainable Dealing with requests reservations computer queries and just physically shelving books will place a great deal of stress on the Librarian”

“What would happen, for instance if the single staff member needed to use the bathroom?”

6.12 A number of respondents felt that there could be a social impact on introducing the service changes, in terms of losing the ability to meet friends, groups, classes and overcoming loneliness in some instances.

Social Impact (number = 93)

"This would profoundly affect me and my family in an adverse manner. I am a single parent who values the contribution of the library service with to education and life long learning. The library makes knowledge, books etc accessible to those on a low income. Losing these services would increase the marginalisation of the most disadvantaged people in our communities."

"I would be a person who would be a prisoner in my own home at painful times."

"I think me and my family would miss the social aspect of these places."

"lifeline in socially deprived area"

- 6.13 A number of people use the libraries to look and apply for jobs as well as young people and general visitors using the facility for learning and educational purposes.

Impact on learning, education and job seeking (**number = 62**)

"Would have a serious impact on my learning"

"I think books are a valuable learning resource. The libraries and other services would damage education in Rhondda cynon taff."

"There would be a reduction in my ability to learn and look for jobs - a facility sorely needed in this part of the UK"

"..library good for finding jobs and using the internet"

- 6.14 In addition to those who had already mentioned possible operational issues in relation to single staffed libraries, a number of respondents felt that the service change proposals as a whole could lead to a reduction in the service, in terms of opening hours, staff availability to assist users and a reduction in resources available. Linked to this was a concern about potential job losses.

Reduction in access to the service (**number = 68**)

Staff issues, loss of jobs (**number = 24**)

"Reduced access to the service (Overall / opening times)"

"Reduced hours would limit availability, but is better than closure. Reducing the book fund would leave you with an empty room."

"If the opening hours were reduced it will make it more difficult to visit the library. The book club is a feature of the local community, reducing the book fund by 25% will have a serious negative impact on local life."

- 6.15 For some respondents a reduction in the book stock was not an issue, if it meant that libraries could stay open and the Council could work with other libraries to get hold of books if they were not available in Rhondda Cynon Taf, however there was a level of concern about the proposed reduction in the book fund from some;

Limited availability of stock/book fund (**number = 37**)

“Reduction in book fund means not as many new books can be bought. I have used the library regularly for 60 years, it is an important service for many people, more money should be spent not less. Education for all ages should not be cut. Save money by cutting number of administrators in the council and bosses”

“The proposal to cut the book fund by a further 25% is a matter of concern. the annual assessment report on the council’s library standards that went to Cabinet in October 2015, stated “Matters of ICT, stock and staffing all require attention”. It was also pointed out that the authority did not meet the targets for providing up-to-date reading material. The planned cuts in the book fund will further impact on that.”

“There should be a smaller reduction in the book fund and newspaper fund”

“books are expensive to buy”

- 6.16 A number of respondents suggested that the library was more than just books and the facilities were used for a wide range of purposes, including various groups and classes.

Library used for other community purposes, groups, classes (**number = 79**)

“it does not affect us but there are a whole lot of people that need the use of a library for a range of different reason and a range of ages too most people do not have use of internet at home younger children need the use of libraries for homework etc”

Any reduction in service would impact local primary schools which organise trips to stage learning activities. This is often a great opportunity for parental involvement, benefitting the school, parents and children. The library is also a focal point for services and advise, for example on recycling, etc.

- 6.17 A number of respondents stated that and any service change could impact not just on the immediate facility, but the communities that were linked to it.

Impact on a wider geographical area (**number = 24**)

“The library is the hub of the community, these changes would have a massive impact on the whole area”

- 6.18 There was a mixed response to the proposal to reduce expenditure on magazines and newspapers, with some in agreement;

“option 2 the amount of newspapers and magazines in each library should be one local paper, one or two newspapers and no magazines.”

“could live without this, the magazines and newspapers can go”

“other places have newspapers, don't need them in libraries”

While a smaller number felt that the provision was important and should be kept.

“saving is so small it hardly seems worth it, and a lot of people go to the library to read these.”

“I use the papers, can't afford to have newspapers delivered”

- 6.19 A similar split was found in relation to the proposal to reduce the mobile library service.

Those in agreement of the proposal;

“Strongly agree to losing a mobile as there is a Housebound service also available.”

“stop where they are not being used on the new routes”

“ the housebound service is there, maybe enhance this and reduce mobile libraries”

And those against;

“Mobile libraries are essential to users who are unable to visit the local libraries, and restriction or reduction of any service used primarily by vulnerable people is to be resisted”

“mobile libraries were a lifeline when I had young children”

- 6.20 There were a number of comments related to the fact that it was unfair that the library service was once again facing budget cuts.

“This is a hard tasksavings must be made realistically ...but cutting back on services which have already taken a hitnot sure about that.”

“the council has made it's fair share of cuts to the library service. We're already lost our library at Tonyrefail. (Which had little cost as it was in the leisure centre.) We now have to travel to use the library service.”

“Cuts have already been made to the front line library service. I don't think it should be touched again.”

“libraries are a requirement, surprised they have been savaged twice”

Reference librarians (number = 33)

- 6.21 A number of respondents disagreed with the proposal to reduce the number of reference and information service librarians. This was mentioned at a number of the service change drop in events.

“If your reuse the number of reference and Service librarians it would be very difficult for people to who do family history get to the library because they have no way of getting there.”

“particularly object to Option 2, the reduction in number of Reference & Information Service Librarians. The savings here are small in comparison to other savings the council are making.”

Alternative options

- 6.22 A number of options were considered as part of review that put the proposal together, these were not the preferred options and the reasons were set out in the questionnaire. The following section outlines these alternative proposals.
- 6.23 Respondents were asked if they agreed with the various alternative options put forward by the Council. The table below shows the results by each option, the options were;

<p>Option 1 - Status Quo – savings £0</p> <p>Option 3 - Centralisation of the Reference, Local Studies & Information Service – savings £4K.</p> <p>Option 5 - Closure of branch libraries – savings £59K average per branch library</p> <p>Option 6 - Single staffed branch libraries (x 10) – savings £145K</p> <p>Option 8 - Single staffed branch libraries in 3 least busy – savings £62K</p> <p>Option 10 - Reduce the Book Fund by 44% to £0.200M – savings £155K</p> <p>Option 11 - Reduce Mobile Libraries from 4 to 2 and change to a 3 weekly rota of visits – savings £73K</p> <p>Option 15 - Explore possibility of unattended libraries – savings not identified at this stage</p> <p>Option 16 - Transfer service to community groups – savings not identified at this stage</p> <p>Option 17 - Transfer service to a trust – savings not identified at this stage</p>
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Analysis % Respondents	Total			
		Yes	No	Don't know
Base	3390	15.6%	72.4%	12.1%
Option 1	343	23.3%	63.3%	13.4%
Option 3	336	15.5%	72.0%	12.5%
Option 5	338	8.3%	82.0%	9.8%
Option 6	345	13.0%	77.4%	9.6%
Option 8	341	19.1%	69.2%	11.7%
Option 10	337	14.8%	72.4%	12.8%
Option 11	343	32.7%	57.1%	10.2%
Option 15	336	8.9%	77.4%	13.7%
Option 16	336	8.6%	78.3%	13.1%
Option 17	335	11.0%	74.9%	14.0%

Figure 12 – Agreement with alternative proposals (Libraries)

- 6.24 As can be seen in the table, the majority of respondents disagreed with all of the alternative options, with the strongest opposition to option 5, Closure of branch libraries (82.0%)
- 6.25 The questionnaire asked respondents if the Council should have considered any other options. Comments and alternative suggestions included;

“Agree that changes should and need to be made but not necessarily on the proposals being put forward. Other considerations seem to have been made but not put forward as proposals and think these should be given further in depth consideration or the rationale for dismissing them be made public.”

“A nominal contribution for borrowing a book, etc, or contributing to a bus pass for the over-60's should be acceptable to most people”

“Option 7 - invite members of public/organisations to assist. Option 9 - encourage members of public to donate once read new books.”

“Better use of library premises would be really useful for local people and an opportunity to strengthen local groups. Why not Adult colouring group, knitting/ sewing group”

“They should think about going over to a Trust because they could get extra money from different groups and companies”

Petitions

6.26 A petition was received from Mountain Ash Library, with 172 signatures.

We, the 172 undersigned, strongly oppose the “preferred options” proposals that affect the service offered at Mountain Ash Library particularly option 7 – a single staffed service. We felt that this proposal will negatively impact on the future of library service provision at Mountain Ash.

The main points made are;

- Single staff proposal should be rejected based on not meeting the Welsh Public Library Standards.
- The library is busier than shown in the data, with an increase in issues and visitors per hour in 2014-15.
- Concern that larger libraries with 2 floors have not been included in the proposals.
- Concern about the appropriateness of the costs associated with Porth Library move
- Request that Mountain Ash Library is not moved to a single member of staff library and instead that the book fund be reduced or changes to the mobile library service be made to provide the required savings.

Impact by Protected Characteristic

6.27 Respondents were asked if they felt that the proposals would have more of an impact upon them, because of a number of factors. These factors are what are called protected characteristics and the Council is required to consider people with these characteristics as part of their obligations under the Equality Act 2010 and the resultant Public Sector Equality Duties.

- 6.28 The following table shows the number of responses that considered that proposal 1 would have an impact on the protected characteristics. Further detail will be shown in the Equality Impact Assessment.

Figure 13 - Library Service and protected characteristics

	Library Services
Base	167
You are male/female	83
Your Age	121
Your Ethnicity	7
You are Disabled	37
Your Sexuality	3
Your Religion or Belief	9
Your Gender Identity	3
You are single/married/cohabiting/in a civil partnership/divorced	21
You are pregnant	5
The language you prefer to communicate in	11

7 Youth Engagement & Participation Service Change Proposal

- 7.1 Respondents were asked if they agreed with the various preferred options put forward by the Council. The table below shows the results by each option, the options were;

Option 3 - The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE– **saving £303k**

Option 4 - The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff – **saving £38k**

Option 7 - Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery– **saving £43k**

Analysis % Respondents	Total			
		Yes - Agree	No - Disagree	Don't know
Base	902	39.6%	30.6%	29.8%
Option 3	298	38.9%	31.9%	29.2%
Option 4	299	30.8%	36.8%	32.4%
Option 7	305	48.9%	23.3%	27.9%

Figure 14 – Agreement with Proposals (Youth Services)

- 7.2 The above table shows that approximately 30% of respondents were unsure if they agreed or disagreed with the proposals. 48.9% of respondents agreed with option 7, that management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery.
- 7.3 Only 8% of the total respondents to the questionnaire were users or their children were users of the Youth Engagement and Participation service. Of these, the types of service accessed are show in the graph below. The majority used lunchtime and after school activities (74%).

Do you/your child(ren) attend any of the following:

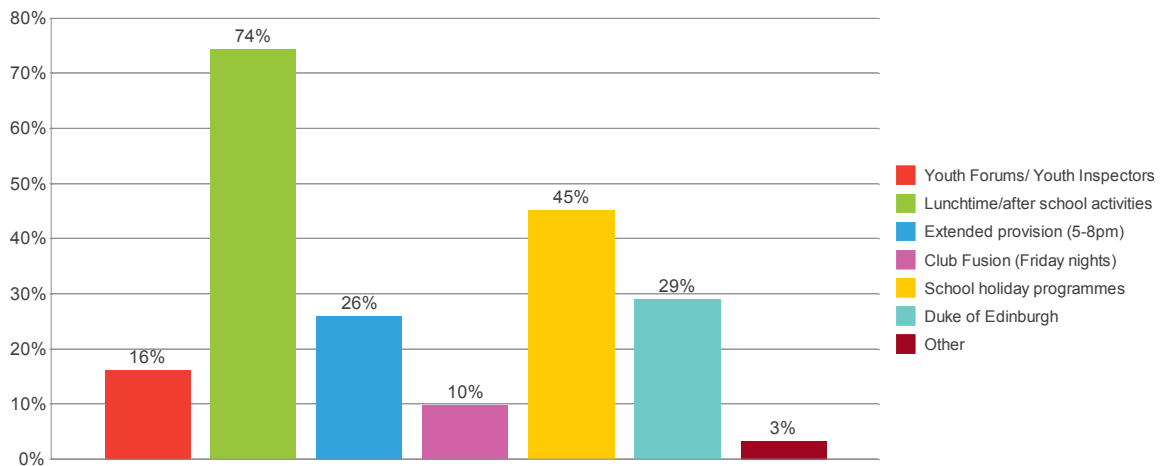


Figure 15 – Services used (Youth)

7.4 The responses of those that stated “other” are summarised in the graphic below.

Users of the Service



7.5 Open responses in relation to the Youth Engagement & Participation Service change proposal were received from 149 individuals. The number of views expressed totalled 304.

7.6 For those respondents who disagree with the Youth Engagement & Participation Service proposal and specific aspects of the proposal, the following are the main themes/concerns to emerge from the consultation overall. This is based on all the open responses that were received in letters, emails, at the engagement events and all questions in the questionnaire. Where a respondent has commented on the same theme in more than one question each individual response is included in the totals below.

7.7 The main comments received can be grouped into the following themes/issues;

- Impact on antisocial behaviour and crime (**number = 10**)
- Lack of opportunities for young people/Should be a priority (**number = 22**)
- No impact (**number = 37**)
- Term time only YEPS (**number = 9**)

7.8 A number of respondents commented about the impact that these service changes could possibly have on levels of anti-social behaviour in communities.

- Impact on antisocial behaviour and crime (**number = 10**)

“I think some changes need to be made but not to the youth services or we will have them on the streets getting up to mischief because there is nothing available for them to do. I think also that we should try and keep the book budget but I agree that we could have someone manned libraries provided they have enough cover for the busy periods.”

“What activities are you providing for our young children to do to stop them becoming involved in drink and drugs?”

“more youths hanging around with nothing to do at night, social problems with crime”

7.9 There were some views that suggested the Council should be spending more on youth services and not less, especially as youth services had been impacted by service change in the past;

- Lack of opportunities for young people/Should be a priority (**number = 22**)

“Anything which gives youngsters a sense of being and purpose is surely an investment in the future ..?”

“the young people of today need all the help and support they can get”

"I would like all youth services to be left as a status quo if possible as they are our future and need as much encouragement as possible to become good people and employable thus ensuring a drop in unemployment and an increase in the monies collected from taxes. we should be investing in our youth as they are our future."

7.10 A number of respondents stated that the proposed service change would have no impact at all.

- No impact (**number = 37**)

"They would have no impact whatsoever as I don't use them."

"would not impact - but savings must be found"

"The current proposals I have to be honest will not impact on my family in the short term."

7.11 A number of respondents suggested that one of the options that the Council should consider is to provide the YEPs service in term time only.

- Term time only YEPS (**number = 9**)

"Yes, have the provision term time only and staff term time only options, no evening provision or holiday provision (as most communities do this anyway) Drastically reduce management which is too top heavy"

"Concerns over the dedicated staff in these schools that will be affected by these changes. A cut in provision budget will be felt and the young people yet again provided with less opportunities to engage & participate. More sensible would be to cut evening provision & holiday activities as these are poorly attended."

7.12 A number of responses were received in relation to the proposal to review and reduce the enrichment budget funding for mainstream schools, including;

- The level of enrichment funding

"the Enrichment budget is virtually all that remains from the Youth Service, vastly devastated over the past couple of years, and does not meet the needs of young people in RCT aged between 11 and 25 already. Cutting it and the delivery staff is unthinkable, and will only result in problems and further need for expenditure a few years down the line. Prevention is better (and cheaper) than cure!"

"I'm also concerned at the proposed 10% reduction in the enrichment fund for schools which provides support for disadvantaged and disaffected pupils. A cut of 10% would put pressure on a scheme which

is delivering outcomes for young people and would be a retrograde step.”

- 7.13 A number of respondents were concerned of the impact of any changes on young people who are vulnerable and those from poorer backgrounds, along with the risk that some may fall into NEETS.

“This is a priority area, and cutting youth engagement support is false economy. We have a responsibility to prevent young people falling into NEETS”

“This is a very sad situation once again impacting on the youth, particularly those from a disadvantaged home background.”

Alternative options

- 7.14 A number of options were considered as part of review that put the proposal together, these were not the preferred options and the reasons were set out in the questionnaire. The following section outlines these alternative proposals.
- 7.15 Respondents were asked if they agreed with the various alternative options put forward by the Council. The table below shows the results by each option, the options were;

<p>Option 1 – Status Quo – savings £0</p> <p>Option 2 - Review all provision and consider Council provision in line with what is offered by the voluntary sector in each cluster – savings not identified at this stage</p> <p>Option 5 - Utilise Communities First budgets to replace core funding – savings £276K</p> <p>Option 6 - Utilise Welsh Government (WG) grant funding to replace core funding of Council services rather than use to pay the voluntary sector - savings £100k max</p> <p>Option 8 - Set up an Arms Length Management Organisation (ALMO) to deliver youth services – savings not identified at this stage</p>

Analysis % Respondents	Total			
		Yes	No	Don't know
Base	1352	20.3%	41.9%	37.8%
Option 1	270	14.4%	47.0%	38.5%
Option 2	270	22.2%	39.3%	38.5%
Option 5	273	23.1%	39.9%	37.0%
Option 6	269	23.4%	39.4%	37.2%
Option 8	270	18.1%	44.1%	37.8%

Figure 16 – Agreement with alternative proposals (Youth)

- 7.16 The majority of respondents either disagreed with the alternative proposals or answered that they didn't know. It is interesting to note that 47% of respondents disagreed with option 1 – keeping the status Quo, with only 14.4% suggesting that the service should remain the same.
- 7.17 Respondents were asked if they thought that the Council should have considered any other options. 23% said they should have.

Base = 286

Analysis % Respondents	
Base	100.0%
Do you think the Council should have considered any other options relating to changes in this service area?	
Yes	22.7%
No	21.0%
Don't know	56.3%

- 7.18 The other ideas and alternative proposal included the following;

“The use of the voluntary sector is and remains an important factor in the improvement of community services. If they become unviable, once you have lost them, they are gone forever and everyone will be much the poorer.”

“There ARE existing organisations that play a part and closer co-operation could have and should be identified. There is duplication at present with lots of different organisations offering support to identified pupils - look at this and that might give you another option. Since employing a dedicated SEET team have your NEET numbers reduced, what is the sickness average for this service and how much are you paying for travel, flexi and overtime?”

“Depending on how the 1 1/2 posts are structured this could have a huge effect on the participation of young people with the YEP service, a far better idea would be for the posts to become term time only, especially when holiday budget is so poor & uptake during the holidays are low (shouldn't this option be explored or offered to staff?) a 10% drop in budget would not effect the service much which it is already poorly funded and staff have to be more resourceful. Far too many managers for one service, there should just be 2 managers (1 responsible for YPO's & 5x60 & 1 responsible for YRO's etc)”

Impact by Protected Characteristic

- 7.19 Respondents were asked if they felt that the proposals would have more of an impact upon them, because of a number of factors. These factors are what are called protected characteristics and the Council is required to consider people with these characteristics as part of their obligations under the Equality Act 2010 and the resultant Public Sector Equality Duties.
- 7.20 The following table shows the number of responses that considered that the youth engagement and participation proposal would have an impact on them due to protected characteristics. Further detail will be shown in the Equality Impact Assessment.

Figure 17 - Youth Engagement & Participation Service and protected characteristics

	Youth Engagement
Base	12
You are male/female	6
Your Age	6
Your Ethnicity	1
You are Disabled	3
Your Sexuality	1
Your Religion or Belief	1
Your Gender Identity	1
You are single/married/cohabiting/in a civil partnership/divorced	1
You are pregnant	1
The language you prefer to communicate in	1

8 Supported Bus Routes Service Change Proposal

8.1 Respondents were asked if they agreed with the various preferred options put forward by the Council. The table below shows the results, the option was;

Option 3 - Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment. These are:

- 138 Porth – Trehafod (Woodfield Terrace);
- 153 Tonypandy – Gilfach Goch;
- 25 Fernhill – Cefnpennar – Ynysybwl – Pontypridd.

8.2 46% of respondents stated that they agreed with the proposal.

(Base = 335)

Analysis % Respondents	
Base	100.0%
Do you agree with the proposed preferred option which would deliver full year savings to the Council of £0.050m?	
Yes	46.0%
No	29.9%
Don't know	24.2%

Figure 18 – agreement with proposal (Bus services)

8.3 Of those who agreed with the proposal on the supported bus service the following are a selection of comments received;

“If a service needs to subsidised by the council, it is not viable. The council needs to be stringent . As long a service runs once a week at least , the council are ensuring that people are not 'cutoff' from shopping etc.”

“Remove all subsidised bus services”

“I do not think public transport should have any subsidies. I do not agree in paying my council tax for people to get a free ride it should not be a council consideration.”

- 8.4 59% of respondents to question 20 felt that the Council should continue to financially support bus routes that make a loss.

Do you think that the Council should continue to financially support bus routes that make a loss?

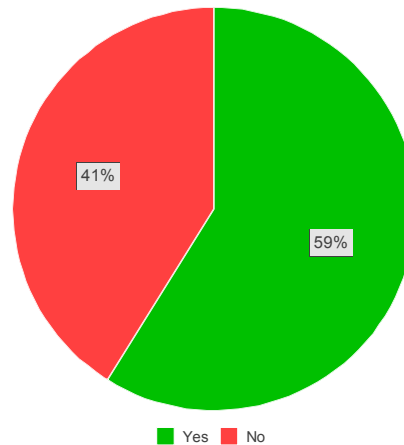


Figure 19 – Should the Council continue to support bus routes

- 8.5 The majority of respondents stated that the Council should prioritise its financial support for bus routes (72%)
- 8.6 Question 22 outlined the way that the Council assesses the impact of any route withdrawal as follows;

Council funded routes are assessed on the impact that a withdrawal would have. The assessment takes account of passenger numbers, the amount of subsidy from the Council, the availability of other services, the impact on other routes, shift workers, healthcare and hospital links and education and training links.

79% of respondents said that they agreed with the way that routes are assessed.

- 8.7 Open responses in relation to the Supported Bus Routes Service change proposal were received from 187 individuals. The number of views expressed totalled 381.
- 8.8 For those respondents who disagreed with the Supported Bus Routes Service proposal and specific aspects of the proposal, the following are the main themes/concerns to emerge from the consultation overall. This is based on all the open responses that were received in letters, emails, at the engagement events and all questions in the questionnaire. Where a respondent has commented on the same theme in more than one question each individual response is included in the totals below.
- 8.9 The main comments received can be grouped into the following themes/issues;
- Impact on people without cars (**number = 23**)

- Impact on older people/disabled people/isolation issues (**number = 60**)
- Health Appointments/Hospital (**number = 7**)
- Impact on those who work or are training (**number = 10**)

8.10 Some of the respondents were concerned about the impact of the proposal on those who do not have access to a car;

- Impact on people without cars (**number = 23**)

“this could have a big impact on carless families, who rely on public transport”

8.11 Respondents were concerned about the impact of the service change on older people who use buses and the risk that they may become isolated within the community;

- Impact on older people/disabled people/isolation issues (**number = 60**)

“Although I do not use the bus service as I drive I would not like to see members of the community suffer especially the aged or disabled members who need the bus service to enable them to get out of the home and shop etc.”

“Service changes to these routes might/would affect elderly and infirm”.

“My grandparents use this bus service regularly and it would effect them deeply should their route be subsidised”

“The bus service is a vital means of transport for the communities, many of which, are isolated for difficult to access due to the terrain, i.e. (up hills) and not all people have a car. Buses are essential - keep bus services.”

“I would be a prisoner in my home”

“By their very nature these services are never going to be popular or widely used, otherwise they would be operated commercially by bus companies. Council support is needed to ensure communities are not isolated”.

As well as people with a disability;

“The Council need to understand the impact their decisions have on some of the most vulnerable people they are meant to serve.”

“I catch the 152 tonyrefail to Tonypandy 6 times a week. We need a bus service up here. Some of the loss on the route is down to the ticket machine not working. If you take that bus off, as a pensioner, it will cost me over £25 a week on taxis. One way out is to cut some of the trips out

and a smaller bus. A lot of people catching the bus are disabled and will be housebound.”

8.12 The importance of access to bus services to get to medical appointments was mentioned by some of the respondents;

- Health Appointments/Hospital (**number = 7**)

“These bus routes provide an essential service for people who do not have access to any other transportfor work , healthcare ,, and as for the elderly an outlet to socialisation which could be very debilitating and lead to illness and despair if their only form of transport were cut.”

“These 3 routes would not affect us. However, the 155 is vital to our community as we are high up and need this bus for both surgery visits and shopping. I tried recently to get a taxi to the surgery but none would come up to Tylorstown.”

“hospital appointments very important”

8.13 A number of respondents suggested that the proposal could have an impact on those who use the bus routes for getting to and from work or education.

- Impact on those who work or training (**number = 10**)

“It is essential that people can access suitable transport to give them Opportunity to gain employment.”

“Prioritising shift work is important.”

“My husband does not drive and commutes to work in an area of Cardiff which requires him to use both trains and a couple of busses on every occasion. It is long and tedious as it is, and adds approximately 4 hours to his working day - his shift patterns are also an issue, especially on Sundays/Bank Hols, when there is often no possibility of his getting to work: Boxing Day and the coming New Year's Day has meant his boss has to drive 20 miles up the Rhondda to pick him up and take him. We've already lost the X8. Further bus service reduction - especially to our 'forgotten valley' without a rail option - may mean working becomes unviable.”

Alternative options

8.14 A number of options were considered as part of review that put the proposal together, these were not the preferred options and the reasons were set out in the questionnaire. The following section outlines these alternative proposals.

- 8.15 Respondents were asked if they agreed with the various alternative options put forward by the Council. The table below shows the results by each option, the options were;

Option 1 =- Status Quo – savings £0
 Option 2 - Remove all Council subsidised local bus routes where the average cost per passenger journey is more than £3.00 – savings £41K
 Option 4 - Remove the remaining 2 subsidised Monday to Saturday evening local bus – savings£72K
 Option 5 - Reduce Council subsidised local bus routes to £389k (achieve a saving of £100k) which results in ceasing to support the 6 lowest scoring routes on the service impact assessment –savings £100K
 Option 6 - Reduce Council subsidised local bus routes to £289k (achieve a saving of £200k) which results in ceasing to support the 10 lowest scoring routes on the service impact assessment –savings £200K.
 Option 7 - Remove all Council subsidised local bus routes – savings 489K

Analysis % Respondents	Total			
		Yes - Agree	No - Disagree	Don't know
Base	1632	16.7%	57.8%	25.5%
Option 1	279	21.1%	50.9%	28.0%
Option 2	269	16.7%	58.7%	24.5%
Option 4	269	16.4%	58.4%	25.3%
Option 5	274	18.2%	55.5%	26.3%
Option 6	269	14.9%	59.1%	26.0%
Option 7	272	12.9%	64.3%	22.8%

Figure 20 – Agreement with alternative proposals (Bus services)

- 8.16 The majority of respondents disagreed with the alternative options as shown above.
- 8.17 24.6% of respondents suggested that the Council should have considered other options.
- 8.18 A selection of the comments received on other options and alternative proposals are outlined below;

“Instead of giving out free bus passes to the over 60's and disabled why don't you charge a minimal fee of say for example £20 per year, all those people are still getting a brilliant service and the authority is

getting something back, when I'm 60 I would be happy to pay a minimum yearly fee for such a service."

"There needs to be more of a hub mentality to public transport. Better connection to hospitals, shops and access to trains for Cardiff. This is possible by developing Pontypridd as a primary hub with better links to secondary hubs at Talbot Green, Tonynday and Aberdare. There also needs to be better buy in to the South Wales metro to avoid the traffic problems of commuting to Cardiff and beyond. This is particularly acute in the west of the borough where most of the development has occurred."

"Our local bus service has already been cut and local people manage. Greater cooperation between local residents means that they help each other out by picking up a small amount of groceries for each other and no one seems to of suffered much hardship."

Impact by Protected Characteristic

- 8.19 Respondents were asked if they felt that the proposals would have more of an impact upon them, because of a number of factors. These factors are what are called protected characteristics and the Council is required to consider people with these characteristics as part of their obligations under the Equality Act 2010 and the resultant Public Sector Equality Duties.
- 8.20 The following table shows the number of responses that considered that the supported bus routes proposal would have an impact on the protected characteristics. Further detail will be shown in the Equality Impact Assessment.

Figure 21 - Supported Bus Routes Service and protected characteristics

	Supported Bus Routes
Base	83
You are male/female	38
Your Age	61
Your Ethnicity	5
You are Disabled	24
Your Sexuality	2
Your Religion or Belief	5
Your Gender Identity	3
You are single/married/cohabiting/in a civil partnership/divorced	13
You are pregnant	2
The language you prefer to communicate in	3

9 Young Persons Feedback

- **Library Service**
- **Youth Engagement & Participation Service**
- **Supported Bus Routes**

Methodology

- 9.1 A mixture of School Councils, youth Forums and young people who use the Youth Engagement & Participation Service provision were engaged in the service change consultation process. All schools (primary and secondary) were contacted about the consultation and the documents were emailed to the relevant schools where the School Council Leader / Staff member were asked to distribute amongst School Councils.
- 9.2 The School Councils were asked to discuss the proposals at their meetings and fill out the feedback forms (as a collective approach). They were then asked to email or post back the forms to the Consultation Team before the deadline date.
- 9.3 Where required, the Participation and Involvement Officer went into schools that were affected by the proposals and held a discussion with their youth representatives, every one having the chance to speak and voice their opinions, as often as they wished, whilst the officer documented their responses.
- 9.4 These Discussion groups led by the Participation and Involvement Officer were held at;
- Y Pant Comprehensive School
 - Pontypridd High School
 - St. Lukes Church youth club (Hawthorn High and Cardinal Newman)
 - Treorchy Youth Club
- 9.5 In addition, the Youth Engagement & Participation Team Leader attended, where required after school activities sessions and extended provision (youth club) that were affected by the proposals. Young people were able to take part in a discussion and have the chance to speak and voice their opinions; these responses were documented by the Team Leader.
- 9.6 The discussions that took place with young people led by the Youth Engagement & Participation Team Leader were held at:
- Aberdare extended provision
 - Tonypandy after school provision
 - Tonyrefail after school provision
 - Ferndale extended provision
 - Porth County after school provision
 - St Johns The Baptist extended provision

- Bryncelynnog extended provision
 - RCT Youth Inspectors
- 9.7 Staff from Menter Iaith, attended the Welsh Provision Comprehensive schools in Rhondda Cynon Taf and held discussions with youth forums through the medium of Welsh. Young people were able to have their say about the proposals that affected them and their response was documented by the staff.
- 9.8 The discussions that took place in Welsh schools by Menter Iaith staff were held at:
- Ysgol Gyfun Rhydywaun
 - Ysgol Gyfun Garth Olwg
 - Ysgol Gyfun Cymer
 - Ysgol Llanhari
- 9.9 School Council feedback forms were received from the following Primary and Secondary schools:
- Porth Junior School
 - Llwydcoed Primary School
 - Penrhwiceiber Primary School
 - Bryn Celynnog Comprehensive School
 - Ysgol Llanhari
 - Treorchy Comprehensive School
- 9.10 All of the school councils who took part said that they understood the information that had been provided to them to enable them to take part in the consultation.
- 9.11 The questions the pupils were asked to discuss were based on the following discussion prompts:

Library Service

Q1. Now you have read this information do you understand how Library Services will change?

Q2. What do you think about these changes?

Q3. Please comment on how these changes would affect you?

Q4. Would you like to say anything else?

Do you use any of the Library services?

Youth Engagement & Participation Service

Q1. Now you have read this information do you understand how the YEPS service will change?

Q2. What do you think about these changes?

Q3. Please comment on how these changes would affect you?

Q4. Would you like to say anything else?

Do you use any of the YEPS services?

Supported Bus Routes

- Q1. Now you have read this information do you understand how Supported bus routes will change?
 Q2. What do you think about these changes?
 Q3. Please comment on how these changes would affect you?
 Q4. Would you like to say anything else?

Feedback

9.12 The following are a selection of the comments received from the groups outlined above;

9.13 Libraries

In Support of some/all of proposal

- Reducing amount spent on magazines and newspapers (books more valuable)
- Reducing opening hours as long as they're still open for peak use periods such as after school/work and on weekends.
- Reducing staff in libraries (they didn't feel that staff seemed rushed off their feet at present!)
- Only having 3 mobile libraries (they didn't think this service was used much as those with transport can get to normal libraries and those who are housebound can use the library delivery service)

Book Fund/Books;

- Books are important for older people
- Only one member of the council uses the library regularly and would only be affected by the reduction in spend on books and opening hours.
- these are a valuable resource, appreciated by the community
- Don't think you should spend less on books
- Could discourage children from reading books
- Spending less on books would be good, but the other changes would not be good.
- Less choice of books to borrow
- If we spent less on books, the library may not have the up to date "Horrid Henry" books I like

Staffing Issues;

- Should keep the Community Learning person, especially for older people as without help the elderly can't use things properly
- Don't cut down to one member of staff because it will be hard to manage e.g. Pontyclun Primary school have 40 kids going to the library at once and that takes up a lot of time for one person
- Could lead to job losses
- The worker that helps people in libraries should definitely not be the one to be cut

- Losing Community Learning worker (people can get support from schools and colleges for this)

Older People;

- Unfair to elderly residents who rely on mobile libraries – to some it may be their only contact with other people
- Elderly people who would otherwise have no access to books would be severely affected by library cuts as they are unable to access the internet.
- For the older people the libraries are useful

Working people;

- Reduced hours may result in some working residents not being able to attend library

Positive;

- The libraries are great, they have a wide variety of books for everyone

Mobile Libraries;

- I like the way the Council is tryin to save money, but it would be a shame if the mobile bus was unavailable (especially because the library closed in Penrhwiceiber)
- Libraries have been in my childhood and supported me throughout my education. Reading books from mobile libraries gives children a better chance at improving spelling and reading. Personally, libraries are a key element to improving education.

Other;

- Why not ask us about ALL of the cuts and not just these? They will ALL affect young people in some way
- The branch opening hours – closing when we are not in school is not good as can't go after school
- Put the fees up for non-returning of books, it is not much now and people just don't bother but they would if it was more expensive
- Used to use the library when younger and enjoyed going but don't use any more
- Prefer to have the libraries in the Leisure Centres. Lack of resources and books in Welsh in the libraries, and provision needs to be improved. However, pupils do use Pontyclun library which is due to lose staff
- Considering the Government's push for educations crippling libraries services seems counter productive
- Cuts to library services will affect those children who use the libraries to support childhood reading
- Things have changed and the way we learn now is very different, so don't think less for libraries will not affect young people much

9.14 Youth Service

Against changes;

- These cuts – again, are ridiculous and more people are going to lose their jobs
- Contradicting yourselves – say you don't want to cut jobs but you are – and again
- We disagree, cut improve by just 5% budget cut
- Cuts again are not fair
- The youth club just won't work as well with even less money
- *"When we have kids will there even be any youth clubs?"*
- *"If they keep cutting stuff for young people there will be nothing left"*
- How will YEPS look in the new structure?
- It is ridiculous to cut after school activities again, more cuts, we want what we have now and the staff
- You are affecting our lives by taking this away from us, it's Not Right.
- "You are taking away our voice our choice"
- Cutting activities will make thinks harder for us in life and stopping us being successful.

YEPS Service Users

- "Activities have already been cut down and there's hardly any – how can they take any more away?"
- "All of the options affect kids in some way"
- We don't think the cuts are good, we don't want any cuts to our workers.
- Not good we don't want any cuts we really like our YEPS workers.
- This is probably the best option out of all of the options; are these options the only ones?
- All eleven of us agree that the cuts that are again affecting young people are just not fair. Aren't we allowed to enjoy ourselves.
- Why can't young people be involved when at the beginning when council are deciding the options about changes that affect them. Perhaps a Youth Mayor or youth council.
- Anghytuno – Oherwydd ddylai pobl ifanc gael y gyfle i ennill fwy o cymwysterau (I disagree, young people should have an opportunity to gain more qualifications)
- Dylai amrywiaeth o weithgareddau bod ar gael i blant ac mae'r toriadau yn anheg ac yn dylanwasu plant bod ar y strydoedd. (There should be a variety of activities available for young people; this will affect young people on the street).
- Dal angen i bobl ifanc gael mynediad i gweithgareddau buddiol fel Dug Caeredin a fydd yn cyfoethogi cv/ceisiadau UCAS (Young people need access to beneficial services such as Duke of Edinburgh award as it enriches their CV and UCAS applications).

Enrichment Budget;

- The enrichment budget is cut again and this was cut before
Not in favour of:
- Reducing the budget by 10% (they feel that the activities provided need to be expanded not reduced to give people more opportunity to use their time productively and for life-long learning).

YEPS Service Users

- The YEPS team provide us with different activities that school does not.
- Less money means there are even less opportunities for us
- A cut in budgets could affect our opportunities and qualifications that help us to be successful in gaining employment in other areas, jobs are difficult to get
- We don't have to pay for the activities and that is good as there are a lot of parents that don't have jobs
- Yn realistig ond er nad yw 10% yn swnio llawer mi fydd yn cael effaith mawr ar bobol yn yr ysgol. Er nad wyf yn defnyddio gwasanaeth yn bersonnel mae lawer o blant yn yr ysgol yn defnyddio y gwasanaeth. (Realistically 10% doesn't sound like much, but it will have a huge effect on the young people in school. Even though I don't use the service personally, many pupils do).

Youth Service Staffing/jobs

- It's unfair that people might lose their jobs.
- Keep the staff, why close them, there will be nothing to do.
- Less part time staff means that as we use different areas of the school, sometimes some areas won't be able to be used without enough staff
- Less staff would definitely affect the activities on offer for us.

YEPS Service users

- Student who need extra support by YEPS staff might not get it and will feel undervalued, become more disruptive in class which will affect other students learning and may then stop attending school altogether
- YEPS staff are more approachable than school staff and we can go to them and talk with them about any issues we have.
- With the cuts staff will lose their jobs and we will have less support in school
- There could be cuts to evening provision and we would have less to do
- YEPS staff look after us and listen to us, they put on activities to keep fit and healthy and we can learn new skills.

Support;

- Some young people need more support and sometimes just someone to be on their side
- *"I prefer to go to a youth worker than a teacher if I have a problem"*

YEPS Service users

- These activities are only provided by YEPS , they inspire us and help us take part in new projects and activities
- We wouldn't fair without YEPS (Tonyrefail)

- Without xxxxx for support for referrals someone might do something incredibly stupid.
- We are able to get plenty of advice and guidance from the staff in a warm safe environment. If the cuts meant less nights for youth club we would be bored.
- There would be more chance of us getting into trouble if we didn't have enough youth club.
- If we have to be outside more often, then we could get into trouble through peer pressure and smoke or take drugs or drink
- What we have now is good value and the staff really support us and know what we need to help us Less staff would mean that we wouldn't have as much time to talk to them about our problems and we would really miss any staff that left.
- There are lots of people who self harm and because of xxx we have people who come in and talk to us and help us with these things. (Ferndale)
- We Like the YEPS staff they support us and help us especially if you have had an argument with your friend, which happens a lot here. They help to bring your friends closer and have helped us with cyber bullying
- We are worried that less money and staff mean less of everything that supports us, helps us with our problems, helping us to help in the community, getting advice and guidance when we need it.
- We need more YEPS staff not less. They bring people in to talk to us about healthy eating and also ask the nurse to come in and run a clinic for us. Most of us would be too embarrassed to go to the doctor's surgery or a clinic in Ferndale as everyone knows our parents and nothing would be confidential.
- The staff have more time for us than school staff they support us with our homework as well

Experience/Health/Opportunities;

- The after school sports clubs is the only exercise some children have, it is a bad idea to have less of them
- We get the chance to try brand new experiences that we couldn't have done otherwise
- When we are in classes we don't get to see other parts of the school or do anything other than school work, but the clubs give you an opportunity to do different things and see different people
- Links to colleges, summer schools and career options e.g. one young person has developed their own YouTube channel
- Clubs not just for fun, some take them very seriously e.g. camera club
- It is important for young people to have choices and a chance to different activities

YEPS service users

- There is less bullying as we have YEPS staff to help us and it changes people's lives.
- Cutting after school activities could stop us from having a head start in life.
- The YEPS team provide us with different activities that school does not.

- The YEP staff have helped us to make a difference in our community, there has been big problems with grass fires and xxxxx asked the fire service to work with us and we have now taken part in Fire Fighter for the day. The youth club has also been involved in charity events, one thing we did was walk and raised money for the Mayors charities.
- Fe fydd yn effeithio arnai i oherwydd rydw i'n chwarae ac yn rhan o gerddorfa RCT ac rydym yn barod wedi colli nifer o athrawon ac arian.(It will affect me as I play for RCT orchestra and we have already lost staff and money).

Social;

- Enjoy the social part, seeing friends
 - More young people will be staying in on their own
 - Youth club gets you out of the house and helps to make friends
 - I feel safe in club and we should have somewhere to go
- YEPS Service Users
- Enjoy the social part, seeing friends and make new friends, less time would not be good, more young people will be staying in on their own
 - Youth club gets you out of the house and helps to make friends, I feel safe in club and we should have somewhere to go
 - These changes could affect us making new friends, why not cut other things.
 - People complain that we are on the streets, so we stay in, then people complain that young people don't take part in things that are going on in the community
 - Getting involved in youth club helps us to feel more confident about doing other things
 - We need a place where young people can go to be safe.
 - Nights that there are no clubs we have to go out on the streets to meet our friends, it is cold and wet and we avoid all the lanes as they are dark

Other;

- In this school – activities are mostly 100% attended and this is because of the 'sign up' way we do the activities, so if we don't like certain ones we talk about them and do the ones we like. Young people benefit from trying different experiences that they wouldn't be able to try otherwise.
- RCT sometimes finds money for ideas which don't work
- We pay out a lot in school for different things and this is a local authority school, we pay enough everyday
- Goes to all the sports clubs as the ones outside of school are too expensive e.g. some charge £400 to be able to go for a year
- Losing 10% of the clubs would be two and a half a week
- They don't affect us currently, but will in the future.
- This affects primaries less, but Yr6 especially were worried about having less to do after school.
- We have lots of young people who use this club, about 30-50 at a time
- There will be more trouble on the streets if it ends up that the club is not open with much very often

- When Treorchy youth club (the one based in Treorchy and not in the school) was shut it was tragic
- We will have to find something else to do, but what?
- If we go to the leisure centres they are expensive and a long way from Treorchy and Treherbert. It is £38 for a session like football and if there are not that many of you to share the costs it is just too expensive and Ystrad is the nearest, which is a long way

YEPS service users

- If we go to the leisure centres they are expensive and a long way from Treorchy and Treherbert. It is £38 for a session like football and if there are not that many of you to share the costs it is just too expensive and Ystrad is the nearest, which is a long way
- We want more youth especially on Friday evenings, we only get youth twice a week and it is not enough. We should be having more activities and provision not less.
- Rwyn credo fod en syniad da fod y gyfraith yn barhau darparu wasanaeth yma. Mae ieuenctid angen rhywbeth fanteisiol fel hyn (I think its good that the law insist we have a youth service, young people need this).

9.15 Bus routes

Cost;

- Bus costs are really expensive, it is a fortune for some families
- If residents are forced to use taxis this will increase costs to people who may already be struggling financially.
- It is a 40 minute walk for some pupils to get to school and they still have to pay
- Young people have to pay for loads now
- This option allows us to still have more buses than the other options
- Although we are concerned that taking away buses could lead to drink driving
- Some people could be stranded as they visit people in hospitals and there might be no buses to take them home.

Older People/Disabled;

- These changes could make it difficult for elderly people or those without their own transport to travel for shopping or other social occasions
- Sad for people who live on bus routes. Imagine you were disabled and relied on buses
- Sad for people if they can't go anywhere and are stuck in their houses (and can't go shopping).

No impact;

- I don't think it's fair to ask young people about bus routes when the changes don't affect them
- N/A Don't use school transport as lives nearby.

- Bus journeys – Will not impact on pupils at Ysgol Llanhari
- These changes don't affect us but we do care about other people losing the service they need.
- These cuts wouldn't affect us

Other;

- At the moment the bus drivers don't check your cards anyway, so anyone can just get on the bus
- The costs were not the main concern for the young people, they had more of an issue with buses being late which sometimes meant they didn't get their attendance mark
- We don't like this because it will have a detrimental affect on people's lives
- We don't like the affect it would have on others
- Some family members use these routes, sad for them that they may close
- Inconvenient, but you can't please everyone.
- Could just cut down on how often buses come.
- Yn amlwg nid yw llawer o bobl yn defnyddio'r bysiau yma ond pobl sydd yn mynd i gael problemau trafnidiaeth yn enwedig pobl ifanc ar henoed. (Obviously not many people use these buses but it will cause transport problems for people, especially the young and old).

9.16 Other Ideas to help with budget:

- Why can't the school help with youth club? It would help them too and the youth club is important to the pupils in this school
- Can we have more volunteers? Can't us young people be trained up?
- Couldn't we share a club? E.g. there are loads of mini buses just sat in the school, we could pick up people from Treorchy down to Tonypany and clubs could share?
- Would charging a little help with costs?
- What about young people helping to fundraise?
- Every child in year 10 here and the teachers get an ipad, is this necessary? Couldn't that money be better spent? Isn't there a cheaper option?
- *'I haven't seen these leaflets before and didn't know they were in my school'*
- Joint trips with other school saves money and they work ok

10 Early Years Day Nursery Consultation Analysis

- 10.1 The following section of the report provides a summary analysis of the general feedback received on the Early Years Day Nursery service change proposal. The proposed options were;

Option 2 - Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement). A more flexible workforce is required to ensure the service remains viable and able to respond to changing demands.

Option 3A

Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Close Llantrisant Nursery. There is a decline in demand across all 5 nurseries and in all localities there are sufficient childcare providers to accommodate children displaced by any service reduction.

- 10.2 The following responses were received;

- **32 feedback forms**
- **5 letters (including a response from Andrew RT Davies (AM/AC) Leader of the Opposition (Welsh Conservative Member for South Wales Central))**
- **4 emails**
- **1 Petition (562 signatures)**

- 10.3 Respondents were asked if they agreed with the proposed options. 29 of the respondents disagreed with the proposals. 3 respondents didn't answer the question but made comments. **All respondents stated that they disagreed with the proposal.**

- 10.4 The following table provides a summary of some of the main comments taken from the questionnaires, letters, emails and from discussions at the meetings. The following sections will go into more detail:

Comment / Category	Numbers
Disagree / do not support the proposal	42
Not enough sufficient childcare elsewhere (location / cost / environment / personal requirements)	23
Negative impact on the ability to work (have to reduce hours / stop work etc)	20
Promotion, advertising and marketing existing nurseries while lowering fees	19
Pontypridd Day Nursery Specific	16
Do not stop fee paying childcare	14

Do not close Llantrisant	12
Financial impact - can't afford to pay elsewhere,	12
Social Impact	11
Impact on learning and education / development	11
Other alternative suggestions	10
Llantrisant Day Nursery Specific	9
Preferred option - 3c	9
Stop fee paying childcare in 4 existing Flying Start nurseries	8
Each community is different and has different needs (don't adopt an all or nothing approach)	8
Staff issues, loss of jobs	5
Reduce staff hours and review contracts (option 2 proposed)	4
There is sufficient childcare elsewhere	4
Children have already been affected by cuts	4
Phase out provision - those currently attending to finish their places as planned	3
Less management (make cuts elsewhere)	3
User of public transport - knock on effect	4
Tonyrefail Day Nursery Specific	4
Tylorstown Day Nursery Specific	3
Aberaman Day Nursery Specific	1

Figure 22 – Day Nurseries, summary of comments

- 10.5 23 service users commented that there was in-sufficient childcare elsewhere (based on location, cost, environment and personal requirements).

“I have considered Cardiff nursery as an alternative, however the logistics of taking a toddler on public transport which is extremely overcrowded at prime commuting time, is both unrealistic and impractical”

“There is no other nursery in the town of Pontypridd”

“We have serious concerns with the claim of the FIS team that all children can be accommodated.....”

Some of the respondents accepted that there were alternative providers, but said that there were long waiting times and some were not viable options.

“There are a few childminders, but I know from past experience that it is very difficult to obtain a place with a good childminder as they have long waiting lists.”

A number of people stated the importance of accessibility to the nursery they used.

“The nursery is accessible for public transport. I catch the train to work and am able to drop my son off at the nursery which is only a short walk from the railway station.”

- 10.6 20 respondents suggested that the proposal would impact upon working families, with a negative impact on their ability to work and that they would potentially have to reduce hours or give up work.

“We have trialled alternative pick up and drop off points during this 8 week consultation period and myself or my husband would need to change our working hours in order to continue working as we do.”

“Many families in RCT rely on the places for childcare and are understandably concerned by the withdrawal. In particular, they enable parents to go out to work, and I fear the proposals will place obstacles in their way.”

“The personal impact on my family may seem irrelevant when you are preparing your budgets and making decisions like this, however, this isn’t a bin collection or a paper saving exercise. These are children, and parents trying to work.”

“The concern is that working parents are being denied, of choice, the opportunity to place their children there. It has a very good reputation”.

- 10.7 A number of respondents mentioned the Council should have promoted the nurseries more by advertising and marketing of the existing nurseries.

“Here you have a Council run viable business which should be turning a profit (however small). That profit could then be used to fund other projects for the benefit of the community.”

“.....taking more positive approaches to increasing the revenue of the service rather than cutting its budget as this could be a successful service for the council.”

“Has there been any investment in marketing?”

“I believe the best option would be to lower the fees”

- 10.8 Associated with the above respondents believe that if the nursery fees were reduced then there would be a higher intake of children, which would improve profit margins, thus keeping the nurseries open.

“Reducing fees for fee paying families as I believe that there has been a decline in intake in recent years due to the high rise in fees.”

“The number of children attending only started decreasing as the nursery fees increased – possibly make the nursery fees more competitive. Give a time frame for example 6 – 12 months to allow time to advertise the nursery and help increase our nursery children.”

- 10.9 Overall, there were high levels of satisfaction with the nurseries the respondents used, in terms of education, learning and development, linked to the staff and the way that the children were settled at the nurseries.

“This is an excellent nursery which performs really well in CSSIW inspections, which was another main consideration in choosing the nursery.”

“I feel completely at ease leaving my child in the care of the dedicated staff who work at the nursery and believe they provide an enriching environment for him while he attends nursery”

“.....closing the nursery to fee paying children would mean that my son would experience a big upheaval before starting school in September 2016. He has attended the nursery for nearly 18 months and knows the staff very well and feels at home there. It would be very upsetting to have to uproot him from a place where he feels so comfortable just months before starting school.”

“The existing parents of the fee paying children at flying start Pontypridd have chosen this provision over other private setting due to the wealth of staff experience and the quality of care provided. They have chosen to pay over the odds to ensure that their children have the best start in life.”

- 10.10 The happiness of the children was emphasised at the meetings, specifically the fact that some children were shy, anxious or unhappy before entering the nursery and they were now settled, more confident and the associated stress and anxiety reported by the parents themselves had also disappeared.

- 10.11 A number of respondents discussed the detail of the financial elements of the proposal and officers in attendance at the meetings attempted to answer some of the questions that arose. Members can see the specific comments in the responses that are filed for consideration. Some examples include;

“Concerns re: redundancy payment costs (£180k) but all day nurseries subsidised to £176k which is less...”

“Wouldn't it be more expensive to make staff redundant than to keep the nursery open?... The Council would lose less money over next 3 years by paying out redundancies.”

“drop in the ocean..... but a big deal to 22 families”

- 10.12 A number of comments received will need to inform the Equality Impact Assessment, a selection of those received are shown below;

“Women – Equality Impact Assessment – the impact on women”

“Single Parent issues – welfare of child – need to pay deposit and there’s a 3/6 month wait – there is a financial loss.”

“Impact on Single parent families.”

“My partner takes our baby to nursery, and since he has an eyesight disability he cannot drive. There is no other nursery in walking get distance from our house.”

“As a first-language Welsh speaker I feel it is crucially important that the Welsh language is utilised in the day nursery attended by my daughter.”

“As a fluent Welsh speaker, the use of incidental Welsh within the nursery was also a major factor for consideration.”

“Why is the nursery being penalised because a FS area?!”

Alternative Proposals

- 10.13 Respondents were asked if they agreed with any of the following alternative options, shown below;

Option 1 – Status Quo – Saving £nil

Option 3B – Savings up to £0.176m

Cease provision of non statutory ‘fee paying’ childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas.

Explore options to either outsource or support community groups to fulfil fee paying childcare provision. sufficient childcare providers without further outsourcing arrangements needed by the Council.

Option 3C – Savings £0.069m

Cease provision of non statutory ‘fee paying’ childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas. Maintain provision of subsidised ‘fee paying’ childcare places in Llantrisant Nursery.

Option 4 – Savings up to £0.176m

Explore options to either outsource or support community groups to fulfil fee paying and/or Flying Start childcare provision.

- 10.14 A number of respondents, mainly users of Llantrisant nursery said they agreed with other proposals, namely proposal 3C. The majority disagreed with the alternative proposals, except for Option 1.

“I would obviously agree with option 1 as this would mean keeping the nursery open, however, I understand why the service is being reviewed.”

I do not agree with the other alternatives as these would still mean closure of the nursery to fee paying families.”

Additional ideas / proposals

10.15 Respondents offered a number of suggested alternatives and ideas, some of which are shown below;

Financial

- *“Reducing fees for fee paying families as I believe that there has been a decline in intake in recent years due to the high rise in fees. Making the nursery fees more competitive would mean an increase in intake and a higher income for the nursery overall.”*
- *“I would urge you to consider taking more positive approaches to increasing the revenue of the service rather than cutting its budget as this could be a successful service for the council. In the grand scheme of the budget cuts that need to be made the proposed budget savings across all nurseries seem to be very small. This is an excellent service and it would be a real shame for it to be lost.”*
- *“will the council consider allowing fee-paying parents to fill any spare places at the Flying Start only centres at Aberaman Tylorstown, Tonyrefail and Pontypridd day nurseries? This would reduce overall costs to the authority while at the same time meeting a demand by parents.”*
- *“review the over spends are there potential savings without closing the setting? i.e catering services, staffing at senior level associated with the nursery costs”*
- *“The fee structure could be reviewed to offer a variety of sessions which will make the provision more affordable to parents”*

Childcare Provision

- *“Offering wraparound services for local schools offering part-time school places for 3 - 4 year olds.”*
- *“I know that certain schools will not be able to fund the full time nursery education this coming academic year (YGG Evan James being one – I am a parent governor there and know this is the case) There will be many children affected by this and will not have adequate childcare in the area. Consider the option for a wrap -around service which would increase numbers at the nursery”*
- *“The nursery could offer wrap around care. Run an educational childcare provider playgroup alongside the flying start provision.”*

Phasing out provision

- *“Older children to continue in the nursery until they come to a natural end – leave for school”*

Other

- *“We would suggest an additional option of closing Llantrisant and reviewing staff contracts.”*
- *“Could we merge settings to allow staff & children to merge into a smaller number of settings (Penygawsi & Tonyrefail can merge due to proximity).”*
- *“Consider each nursery individually – Pontypridd nursery is unique in that it has predominantly fee paying children and lower uptake of flying start and that there is no other nursery or early years setting in what we deem as locally”.*

Petition

10.16 A petition was received on the 18th January;

We, the undersigned are against the proposed cuts by Rhondda Cynon Taf County Borough Council to fee paying childcare places at Genesis Community Day Nursery Pontypridd

The petition was signed by 562 people. The comments received as part of the petition can in the main be categorised under the following themes;

- Not enough alternative nursery providers in the area
- Upsetting for the children who would have to be moved
- The impact on working families and discrimination against them
- The quality of education and care provided by the existing nursery, including staff.
- Cuts already made to services affecting children
- Impact on education
- Cuts should be made elsewhere in other services, including reduction in staff and Councillor salaries
- Loss of jobs
- Freedom of choice of nursery provision
- Historical reasons, I/my children attended the nursery

Appendix B1	Finance & Performance Scrutiny Committee
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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
FINANCE & PERFORMANCE SCRUTINY COMMITTEE

Minutes of the Special Meeting of the Finance & Performance Scrutiny Committee held at the County Borough Council Offices, The Pavilions, Cambrian Park, Clydach Vale on Wednesday, 9th December, 2015 at 5 p.m.

PRESENT

County Borough Councillor M.A.Norris – in the Chair

County Borough Councillors

S.Evans	P.Wasley
P.Griffiths	E.Webster
G.Smith	C.J.Willis
(Mrs.)J.S.Ward	R.Yeo

In Attendance:

County Borough Councillors: P.Jarman and M.J.Watts (Vice-Chair of the Overview & Scrutiny Committee)

Mr.R.Hull – Chair of Audit Committee

Education Co-opted Members: Mr.J.Fish (Elected Parent/Governor Representative) and Mr.C.Jones (representing GMB)

Officers in Attendance:

Mr.C.Lee – Group Director, Corporate & Frontline Services
Mr.A.Wilkins – Head of Legal, Democratic & Corporate
Mr.R.Waters – Service Director, Highways & Streetcare
Ms.A.Batley – Service Director, Children’s Services
Mrs.G.Davies – Service Director, Access, Engagement & Inclusion
Ms.W.Edwards – Head of Community Learning
Ms.M.Mereidith – Officer in Charge (Children’s Residential Homes)
Mr.D.James – Youth Engagement & Participation Services Manager
Ms.K.May – Head of Democratic Services

APOLOGIES FOR ABSENCE

Apologies for absence were received from County Borough Councillors (Mrs.)J.Bonetto, S.Bradwick, G.R.Davis, (Mrs.)S.Jones, (Mrs.)C.Leyshon, (Mrs.)S.Rees and R.W.Smith. Apologies for absence were also received from Mr.J.Horton and Mr.M.Cleverley – Education Co-opted Members.

DECLARATION OF INTEREST

In accordance with the Members' Code of Conduct, County Borough Councillor P.Wasley declared a personal interest in respect of Agenda Item 2 - proposed service change proposals – "I am a grandparent of a child that attends Tonyrefail Nursery and I am also a Board member of the Communities First Cluster in Tonyrefail, which is mentioned in the consultation documents".

MEDIUM TERM SERVICE PLANNING – CONSULTATION ON THE PROPOSED SERVICE CHANGE PROPOSALS IN RELATION TO:

1. The Library Service
2. Youth Engagement
3. Supported Bus Routes
4. Day Nurseries

The Head of Legal, Democratic & Corporate provided the Committee with an overview of the process explaining that it was not the purpose of the meeting to scrutinise the proposals but to act as a consultee in relation to the recent decision of the Cabinet to initiate an eight week consultation exercise in respect of the four services listed above. As part of the engagement strategy employed, all non-executive Members and co-opted Members through the conduit of the Finance and Performance Scrutiny Committee were given the opportunity to provide any feedback on the proposals as outlined in the report that was presented to Cabinet on the 10th November, 2015.

The Group Director, Corporate & Frontline Services indicated that the consultation period runs from the 23rd November, 2015 to the 18th January, 2016 and a variety of methods was being used during the consultation exercise e.g. questionnaires, booklets, engagement events and various groups including non-executive Members and co-opted Members at this special meeting. He stated that the lead Officers for each of the specific proposed areas were present to answer any questions.

The Chair informed Members that each of the proposed service areas would be dealt with separately and as listed above and that the views from this meeting would be noted and fed back to the Cabinet as part of the consultation process.

The Library Service

With the permission of the Chairman, Councillor Jarman conveyed the concerns on behalf of Councillor K.Morgan in respect of the proposal for Hirwaun Library to become a single branch as it is a multi-use facility offering a full range of activities for residents, for example, reading groups, yoga, craft groups etc. and it also works with other organisations such as Learn Direct. Through investment the building

has also been refurbished. By reducing the staffing levels would make it difficult for the range of activities to continue.

Councillor Jarman then expressed her own views in respect of the proposals for the library service and referred to the link to the reports that were to be considered at the meeting of the Cabinet on Tuesday, 15th December, 2015 which had been emailed to all elected Members, one such report was in respect of the proposal to relocate the services delivered in Porth library to Porth Plaza, she felt that this was untimely in light of the current proposals that were being consulted upon and also undermined the Scrutiny process.

She also queried the safety of staff and cover arrangements during times of sickness/absence and also when staff are taking breaks during the day when employed in a single staffed branch library. Further, who would take the decision on which magazines/newspapers were to be removed from each of the libraries.

The representative of the GMB indicated that the discussions, held to date, with their members, indicated that staff were concerned over the health and safety issues of `lone working` and these will be included, along with other issues in the Union's submission.

The Head of Community Learning responded to the comments made in respect of single staff branches and indicated that up until 2014, Hirwaun was a single staffed library, it was intended that volunteers could be used for such activities as Mother and Toddler Groups. During this consultation exercise, the concerns expressed by Members had been shared by others in respect of the safety of the single staffed branches and if such a proposal was to be approved by the Cabinet then measures would be put in place whereby the staff would be allocated `care line pendants` and it was also likely that CCTV could be installed, the funding of which comes from another source and therefore cannot be used for additional staff. A general risk assessment had been undertaken but should the proposal proceed then a specific site assessment for each of the areas and individual risk assessments of staff who would potentially be affected by lone working would also be undertaken.

In respect of the proposal to reduce expenditure on the purchase of magazines and newspapers, the Head of Community Learning, informed Members that, if agreed, then the communities would be consulted on which publications are to be removed as a blanket decision could not be made for the libraries as a whole. However, the Council is obliged to retain a copy of each of the local newspapers.

One Member reported that he saw the merit in the proposal for five libraries to be single staffed branches as the alternative could be to have fewer libraries. However, there was no reference in the documents *to corollary between professional librarians and volunteers as a practical support mechanism.*

In response, the Head of Community Learning stated that the service previously employed nine Senior Officers and now there were three, however, there was flexibility with the new system of working which was introduced as a result of the last Service change through use of Library Assistants based at Area Libraries to provide cover, nonetheless should there be a spate of sickness/absence across a number of libraries then a library would have to be closed during that period.

A Member referred to page 17 of the consultation document in respect of "Area & Branch Library Data", and he queried was the information accurate in respect of PC usage as there were 8 PCs positioned within the library located within his ward and not all 8 were used at one given time, therefore, if the PCs were to be reduced in number would this result in an increase in average use?

The Head of Community Learning informed the Member that the percentage usage of PCs in a library are considered as a whole, the other libraries within RCT have 12 to 14 PCs, which effectively put them at a disadvantage in comparison to libraries with fewer PCs as the usage of each PC is the performance indicator for the data.

Youth Engagement and Participation Service

In response to comments made in respect of the reduction of enrichment budgets to mainstream schools by 10% and the difference in levels of activities as outlined on page 22 of the consultation document, the Youth Engagement & Participation Services Manager stated the enrichment budget replaced the E3 budget and that the activities range from school to school as there were different levels of funding allocated to each school.

The co-opted Member commented on the cost of the consultation process and he hoped that, in the future, the level of the enrichment budget funding for mainstream schools would not be reduced further, resulting in a further consultation exercise.

A Member voiced his concern that the proposal to reduce the number of core funded YEPS staff per cluster could result in insufficient supervision for the youths.

The Youth Engagement & Participation Services Manager reported that in addition to the proposal to reduce the number of YEPS staff, the service employees 17 part time staff who are to be retained and he gave assurances that there would be one member of staff for every 15 young people.

Supported Bus Routes

A Member expressed her concern on the proposal of the Council ceasing to support route 25 – Fernhill – Cefnpennar – Ynysybwl –

Pontypridd as the withdrawal of this service would isolate many individuals and queried the overall mileage of a single journey.

The Service Director, Highways & Streetcare reported that from an impact assessment perspective, the route in question came bottom of the 18 routes and on that basis, its route and vehicle efficiency was negated by its low use. With regards to the overall mileage of the journey, he would provide the information to the Member concerned following the meeting.

A Member voiced his concern on the proposal to cease to support route 153 – Tonypany – Gilfach Goch as this service was used by `shift workers` and could undermine the work that has been undertaken in this Communities First area in getting people to work.

The Service Director, Highways & Streetcare reported that this service runs three journeys a day which wraps around a commercial service from 6.25 a.m. to 6.26 p.m. with approximately 3 passengers per journey thereby subsidising 3,000 passengers a year. It was also one of the three lowest scoring routes on the service impact assessment.

Day Nurseries

Members expressed concern that there should be freedom of flexibility in the nurseries that offer Flying Start places as there would not be a capacity issue, if the places could be offered to children outside the Flying Start area, especially in Aberaman.

The Service Director, Children's Services reported that this was out of the control of the Council as Flying Start is funding by Welsh Government, however, the areas are frequently reviewed and comments therefrom referred to Welsh Government.

In response to a query raised in respect of the expenditure in Tylorstown compared to Tonyrefail, when it was reported that Tonyrefail nursery is based in a school, whereas Tylorstown is not and therefore more expensive.

In conclusion, the Chairman thanked everyone for their attendance and comments which would be fed back to the Cabinet.

**M.A.NORRIS
CHAIRMAN**

The meeting closed at 4.25 p.m.

Appendix B2	Consultation Booklet
Appendix B3	Consultation Questionnaire
Appendix B4	Early Years Day Nursery Factsheet

APPENDIX B2



Service Changes Consultation **HAVE YOUR SAY!**

The **Consultation starts** on: **23 NOVEMBER 2015**
and will **close at 5pm** on: **18 JANUARY 2016**

Local Engagement Events will be held in the community.
Details will be placed on the website when confirmed.

For further information please visit: www.rctcbc.gov.uk/budgetchallenge
where you can find out the detail of the proposals and take part in a survey.
If you require a hard copy of the survey please get in touch via:

 **01443 425014**

 **servicechange@rctcbc.gov.uk**

 **FREEPOST RSBU-HJUK-LSSS**, Research & Consultation,
The Pavilions, Clydach Vale, CF40 2XX



2015/16

Available in alternative languages or formats on request.
Corresponding in Welsh will not lead to a delay.

All councils in Wales continue to be affected by significant reductions to their funding as a result of the austerity measures put in place by the UK Government.

Rhondda Cynon Taf CBC is facing an estimated shortfall in resources (budget gap) of £63.2m up to 2018/19, with an initial gap of £27.2m for 2016/17.

To deal with this budget gap the Council is reviewing all services and considering options to reduce expenditure and / or increase income by reconfiguring, cutting or reducing the services we provide.

An important part of the process is to gauge the views of our residents, staff and key stakeholders on our proposals.

As part of developing the preferred options for consultation, a number of alternative options have been considered and commentary on these alternatives is provided. The Council invites you to submit your views on these alternative options in addition to any comments you may have on the preferred option, as well as your own suggestions on changes in these service areas.

Please take this opportunity to have your say.

Library Service

Background

The Rhondda Cynon Taf Library Service is a statutory service that is governed by the Public Libraries and Museums Act 1964. This states that local authorities are required to provide a 'comprehensive and efficient' library service. There is no definition of this phrase within the 1964 Act. In Wales the Welsh Public Libraries Standards are used by Welsh Government to assess whether a Library Service meets the requirements of the 1964 Act.

The Library Service consists of:

- 3 Area Libraries (Aberdare, Pontypridd, Treorchy);
- 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin and Tonypany);
- 4 mobile libraries providing day-time, evening and weekend provision;
- A housebound and specialist service;
- An Information, Reference and Local Studies service; and
- A Schools Library Service that provides books and activities for primary schools.

Further details and the Key data on the proposal can be found at www.rctcbc.gov.uk/KeyDataLibraries

The 2015/16 total budget is £2.332m.

Library Service Proposal (preferred options)

Option	Service Change	Saving £'000
2	Reduction in number of Reference and Information Service Librarians	37
4	Reduce overall weekly opening hours of branch libraries to 31.5 hours per library	46
7	Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin).	105
9	Reduce the Book Fund by 25%	89
12	Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota	37
13	Remove Community Learning Worker post (part time)	7
14	Reduce expenditure on magazines and newspapers purchased	6
	Total	327

Implementation of these proposals would not adversely affect the service's ability to meet the 18 core entitlements as required under the Public Libraries Standards.

The proposed preferred options would deliver full year savings to the Council of £0.327m.

Library Service - Alternative Options

Option 1 - Status Quo - Savings £nil

This option is not proposed due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 3 - Centralisation of the Reference, Local Studies and Information Service – Savings £4k

This option is not proposed - the cost of centralisation of the collections outweighs the savings. Also it would be particularly difficult for users who do not have access to transport to access the collections.

Option 5 - Closure of branch libraries –Savings £59k average per branch library

This option is not proposed - It would be difficult to demonstrate that the service continued to meet the statutory requirement of being 'comprehensive and efficient' as several standards would not be met including the standard on location /accessibility of service points, opening hours and usage per 1,000 population.

Option 6 - Single staffed branch libraries (x10) – Savings £145k

This option is not proposed - Less time would be available to support individual customers and to meet their varied needs. There would be insufficient professional staff time in some libraries to support the digital inclusion agenda. Emergency closure of libraries may take place if there is a large amount of unplanned absence (eg sickness) and unavailability of casual cover.

Option 8 - Single staffed branch libraries in 3 least busy – Savings £62k

This option is not proposed - Extend to 5 branches (option 7) to include Mountain Ash and Rhydyfelin which are suggested as they are not as busy as the remaining libraries overall but they would require support at busy times. Extending to 5 branches would generate more savings.

Option 10 - Reduce the Book Fund by 44% to £0.200m – Savings £155k

This option is not proposed - The service would not meet the standard on expenditure on up-to-date materials for adults and children. The service would not meet the target set in the standards on supply of requests to users. The service would have to consider carefully whether to continue to try and meet the standard on purchase of Welsh-medium books or to reduce its offer to people with specialist needs such as large print, audio etc.

Library Service - Alternative Options cont.

Option 11 - Reduce Mobile Libraries from 4 to 2 and change to a 3 weekly rota of visits – Savings £73k

This option is not proposed - The service would not meet the standard on location of service points and would find it more difficult to meet the standard on library use.

Option 15 - Explore possibility of unattended libraries – Savings not identified at this stage

This option is not proposed - These are effectively book lending services as opposed to a professional library service and would not meet the needs of many customers either on a social basis or on an information/advice basis. Initial set-up costs could be prohibitive. Negative impact more likely to be experienced by the elderly, jobseekers and others who need more support to make the most of their library visit.

Option 16 - Transfer service to community groups – Savings not identified at this stage

This option is not proposed - The local authority would fail to meet its duties under the 1964 Act unless each community library was staffed by a professional librarian for at least 50% of its opening hours (if the opening hours were below 30 hours per week) and has a full-time member of staff if the library was open for over 30 hours per week.

Option 17 - Transfer service to a trust – Savings not identified at this stage

This option is not proposed - The Council wishes to retain control of the service at this time to ensure support for wider Council priorities is maintained and to be able to respond to users needs.

Youth Engagement and Participation Service Background

The Welsh Government has directed that Councils must (a) provide youth support services; (b) secure the provision of youth support services; and (c) participate in the provision of youth support services to 11-25 year olds.

“Youth Support Services” means services which encourage, enable or assist young persons (directly or indirectly) –

- (a) to participate effectively in education or training,
- (b) to take advantage of opportunities for employment, or
- (c) to participate effectively and responsibly in the life of their communities.

In delivering Youth Support Services Councils must also have regard to guidance issued by the Welsh Government which is now supported by the National Youth Work Strategy for Wales 2014–2018.

Current service delivery of the Youth Engagement & Participation Service (YEPS in RCT) is configured around the 17 secondary school clusters with a Youth Re-engagement Officer and Youth Participation Officer allocated to each cluster and based within the secondary school. Each cluster is also allocated an enrichment budget which is a flexible budget for activities and casual support staff.

The service’s main duties include:

- Providing targeted support;
- Preventing young people becoming NEET (Not in Education, Employment or Training) and supporting those who are;
- Ensuring young people’s equitable access to their entitlements;
- Providing positive activities, Duke of Edinburgh award, youth information, advice and guidance;
- Providing one to one support; and
- Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.

Further details and the Key data on the proposal can be found at www.rctcbc.gov.uk/KeyDataYouth

The 2015/16 total Council funded core budget is £2.306m.

Youth Engagement and Participation Service Proposal (preferred options)

It is proposed that the principles and aims of the YEPS (which are aligned to the National Youth Work Strategy for Wales 2014-18) be retained and service delivery continues to be based around the 17 secondary school clusters, but review how the service is delivered. This would involve making the following changes:

Option	Service Change	Saving £'000
3	The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE	303
4	The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff	38
7	Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery	43
	Total	384

Implementation of these proposals would continue to meet the statutory requirements regarding delivery of the service.

The proposed preferred options would deliver full year savings to the Council of £0.384m.

Youth Engagement and Participation Service - Alternative Options

Option 1 - Status Quo - Savings £nil

This option is not proposed due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 2 - Review all provision and consider Council provision in line with what is offered by the voluntary sector in each cluster – Savings not identified at this stage

This option is not proposed - Failure to meet statutory requirements to co-ordinate youth support services and provide young people with equality of access to their entitlements. The Council needs to retain its statutory duty to co-ordinate youth support services and retain strategic organisation of service provision in order to fulfil the duty to record outcomes and report to Welsh Government and Estyn. The infrastructure, procurement processes and data systems in the voluntary sector is not robust and reliable enough to demonstrate impact and outcomes for young people.

Option 5 - Utilise Communities First budgets to replace core funding used to fund staff/provide enrichment budgets – Savings £276k

This option is not proposed - Communities First budgets are allocated to provision to support their own priorities. If these budgets were redirected to youth activities then other provision may be reduced and/or changed. The budgets are also already committed.

Option 6 - Utilise Welsh Government (WG) grant funding to replace core funding of Council services rather than use to pay the voluntary sector - Savings £100k max

This option is not proposed - Could jeopardise the viability of some voluntary sector organisations that support various Council priorities. Unlikely to be allowable under terms and conditions of grant that require strict monitoring and have stringent criteria. Potential inequity in provision leading to different level of access to services dependant on where service users live

Option 8 - Set up an Arms Length Management Organisation (ALMO) to deliver youth services – Savings not identified at this stage

This option is not proposed - The Council wishes to retain control of the service at this time to ensure support for wider Council priorities is maintained and to be able to respond to users needs.

Supported Bus Routes

Background

The vast majority of bus services (and 92% of bus journeys) in RCT are provided on a commercial basis by private operators. There are a number of routes however which are not commercially viable and these routes are supported by the Council. There is no statutory duty to provide subsidised local bus services. Councils have discretion to support public transport services that help to meet local needs.

Further details and the Key data on the proposal can be found at www.rctcbc.gov.uk/KeyDataBusRoutes

The 2015/16 total Council funded core budget is £0.489m.

Supported Bus Routes

Proposal (preferred option)

An assessment has been undertaken of the Council funded routes to assess the impact that the withdrawal might have on the public, the higher the score representing the greatest impact. The assessment takes account of passenger numbers, the amount of subsidy from the Council, the availability of other services, the impact on other routes, shift workers, healthcare and hospital links and education and training links.

The results of the assessment are shown below, in order of priority from highest scoring to lowest scoring:

Priority No.	Route	Total Score (Max. 220)
1	155 Porth – Stanleytown – Ferndale	190
2	133 Wattstown – Porth – Llwyncelyn	180
3	111 Ty Rhiw – Glan y Ffordd - Pontypridd	168
4	152 Tonypandy – Penrhiwfer – Tonyrefail	167
5	121 Tonypandy – Penrhiwfer – Tonyrefail	165
6	139 Treorchy – Cwmparc	159
7	175 Llwynypia – Tonypandy	155*
8	Ty Rhiw – Ffynnon Taf Primary	155*
9	137 Porth – Coronation Terrace	150
10	104 Pontypridd – Common – Graig Yr Helfa	148
11	106 Coed Y Cwm Diversion	147*
12	102 Upperboat – Pontypridd – Glyncoch/Ynysybwll	147*
13	91 Abercwmbi – Robertstown – Penywaun	145
14	3 Penrhiwceiber – Cefn Pennar – Newtown	144
15	137 Porth – Coronation Terrace (services at 11:02 and 13:02)	140*
16	138 Porth – Trehafod (Woodfield Terrace)	140*
17	153 Tonypandy – Gilfach Goch	135
18	25 Fernhill – Cefnpennar – Ynysybwll – Pontypridd	130

*Note where impact assessment scores are equal then cost of route is applied to determine ranking (cheapest route is ranked higher).

The following service change is proposed

Option	Service Change	Saving £'000
3	Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment. These are: <ul style="list-style-type: none"> • 138 Porth – Trehafod (Woodfield Terrace); • 153 Tonypandy – Gilfach Goch; • 25 Fernhill – Cefnpennar – Ynysybwll – Pontypridd. 	50

The proposed preferred option would deliver full year savings to the Council of £0.050m

Supported Bus Routes - Alternative Options

Option 1 - Status Quo - Savings £nil

This option is not proposed due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 2 - Remove all Council subsidised local bus routes where the average cost per passenger journey is more than £3.00 – Savings £41k

This option is not proposed - Basing the reduction on the level of subsidy only does not give consideration to local transport requirements.

Option 4 - Remove the remaining 2 subsidised Monday to Saturday evening local bus – Savings £72k

This option is not proposed - Potential impact upon the late night economy and associated travel arrangements. Some communities may feel more isolated

Option 5 - Reduce Council subsidised local bus routes to £389k (achieve a saving of £100k) which results in ceasing to support the 6 lowest scoring routes on the service impact assessment – Savings £100k

This option is not proposed - The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £100k would require more routes to cease to be supported with greater impact based on the assessment.

Option 6 - Reduce Council subsidised local bus routes to £289k (achieve a saving of £200k) which results in ceasing to support the 10 lowest scoring routes on the service impact assessment – Savings £200k.

This option is not proposed - The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £200k would require more routes to cease to be supported with greater impact based on the assessment.

Option 7 - Remove all Council subsidised local bus routes – Savings £489k

This option is not proposed - This would result in all 18 routes ceasing to be supported by the Council which, based on the impact assessment, would have a detrimental impact on peoples' ability to get to work, attend health appointments and to undertake education and training.

What you need to know.

Will any libraries close if the preferred options are implemented?

No the preferred options seek to minimise the impact on service users by proposing changes to opening times and the way the service is delivered to prevent the need for library closures.

Will a reduction in the book fund mean I can't get the books I want?

Not necessarily, by reducing the book fund, the likely impact is that you may have to wait a little longer than you do now to get popular books.

I only visit the library to read the newspaper/magazines available there. Why is this provision being taken away?

Under the preferred option, access to newspapers and magazines will be available electronically so you will still be able to access them via the computers available at your local library.

You've made changes to these service areas before, why are you looking at them again?

Continued cuts to public sector funding mean that the Council has less and less money to spend each year and this means that difficult decisions have to be considered in order to reduce our budget and this includes considering areas that have previously experienced service reductions.

Will reductions in the YEPS enrichment budget and staff mean that there will be less provision for my child(ren)/me to access?

If the YEPS proposals are implemented, changes to the way the service is delivered will keep reductions in provision to a minimum.

Why are you cutting services, why not make back office savings to close the budget gap?

Due to the size of the initial budget gap for 2016/17 (£27.2m) it is unfortunately not possible to close it entirely through efficiencies. However, we are looking to make efficiencies wherever possible to protect frontline services from cuts and what we are attempting to do with these proposals is make the required savings with minimal impact on service users.



Service Changes Consultation

YOUNG PEOPLE HAVE YOUR SAY!



2015/16

The Council has to make some very difficult decisions about reducing how much they are spending. This is because the UK Government have reduced the amount of money they are giving to all councils.

It is important to the Council to get the views of Children and Young people in RCT about any changes it is thinking about making.

**So tell us what you think from the
23rd November 2015 until 5.00 pm on
the 18th January 2016.**

How to have your say:

- There will be discussions on the proposals with your School Councils
- You can visit **www.rctcbc.gov.uk/budgetchallenge** to find out more detail of the proposals and take part in a survey.
- You can email us your thoughts to **servicechange@rctcbc.gov.uk**
- We will be holding some events for you to come along and tell us what you think
- You can write to us at:
FREEPOST RSBU-HJUK-LSSS, Research & Consultation,
The Pavilions, Clydach Vale, CF40 2XX

To keep up to date and see when the events are follow us on twitter **@RCTCouncil** or facebook: **www.facebook.com/RCTCouncil**

1. The Library Service

What makes up the library service...

3 Area Libraries, (Aberdare, Pontypridd, Treorchy)

10 smaller Branch libraries

4 mobile libraries

A library service is also available for those who cannot leave their house or have vision or hearing difficulties.

The changes the Council is considering...

Spend 25 % less on books and less on newspapers and magazines.

Removing the part time Community Learning worker post.

The changes the Council is considering...

Branch libraries to only open for 31 ½ hours a week.

Have one staff member in Hirwaun, Ferndale, Pontyclun, Mountain Ash and Rhydyfelin Library.

Reduce to 3 mobile libraries.

Reduce the number of Reference and Information Service librarians.

2. The Youth Engagement and Participation Service

The Council must provide 'Youth Support Services to 11-25 year olds. These services enable young people to take part in education or training, take advantage of employment opportunities and take part in the life of their communities.

What makes up the Youth Engagement and Participation Service...

2 full time staff based in each of the 17 Secondary schools.
A Youth Participation Officer and a Youth Re-engagement Officer.

Groups of schools have a budget that is used to provide positive activities for young people, like DofE, after school activities and evening provision, and information and advice.

The changes the Council is considering...

Reduce the number of staff in each Secondary school.

Reduce the budget mentioned above in each school by 10%.

Whilst keeping a service in the 17 school groups.

3. Supported Bus Routes

(The Council pay for buses that public transport companies do not provide).

The Council does not have to provide money towards local bus services.

What supported bus routes the Council currently fund....

92% of bus journeys in RCT are provided by private bus companies.

RCT help towards the cost of the remaining 18 bus routes.

The changes the Council is considering...

Reduce the service by three bus routes. To make this decision they have looked at:

1. The number of passengers.
2. The cost to the Council for the bus service.
3. What other transport services are available.

As a result the Council are looking at stopping support for the following bus routes.

- 138 Porth- Trehafod (Woodfield Terrace)
- 153 Tonypandy – Gilfach Goch
- 25 Fernhill-Cefnpennar-Ynysybwl-Pontypridd

APPENDIX B3



Service Changes - Public Consultation

Have Your Say!

All councils in Wales continue to be affected by significant reductions to their funding as a result of the austerity measures put in place by the UK Government.

Rhondda Cynon Taf CBC is facing an estimated shortfall in resources (budget gap) of £63.2m up to 2018/19, with an initial gap of £27.2m for 2016/17.

To deal with this budget gap the Council is reviewing all services and considering options to reduce expenditure and / or increase income by reconfiguring, cutting or reducing the services we provide.

An important part of the process is to gauge the views of our residents, staff and key stakeholders on our proposals.

As part of developing the preferred options for consultation, a number of alternative options have been considered and commentary on these alternatives is provided. The Council invites you to submit your views on these alternative options in addition to any comments you may have on the preferred option(s) as well as your suggestions on changes in these service areas..

The consultation starts on 23rd November 2015 and will close at 5pm on the 18th January 2016

The Council would like your views. Please answer the questions and send them back to us using the freepost address provided at the end of the survey or, if completing online, by clicking 'submit' by 5pm on the 18th January 2016.

1 **Are you / a member of your family a user(s) of or interested in the following services on which we are consulting? (please select all that apply)**

- A user of the Library Service?
- A user of the Youth Engagement & Participation Service?
- A user of Supported Bus Routes?
- None of the above but I am interested in these topics for consultation

2 **Do you agree that changes should be made to the Council's current services given the extent of the savings it needs to make in order to deal with its budget gap?**

- Yes - agree
- No - disagree
- Don't know

Comments

THE PROPOSALS

Library Service

The Library Service consists of:

- 3 Area Libraries (Aberdare, Pontypridd, Treorchy);
- 10 Branch Libraries (Abercynon, Church Village, Ferndale, Hirwaun, Llantrisant, Mountain Ash, Pontyclun, Porth, Rhydyfelin and Tonypany);
- 4 mobile libraries providing day-time, evening and weekend provision;
- A housebound and specialist service;
- An Information, Reference and Local Studies service;
- A Schools Library Service that provides books and activities for primary schools.

The 2015/16 total budget is £2.332m.

Further details and the key data on the proposal can be found at:
www.rctcbc.gov.uk/KeyDataLibraries

Proposal (preferred options):

Option 2 - Reduction in number of Reference & Information Service Librarians – **saving £37k**

Option 4 - Reduce overall weekly opening hours of branch libraries to 31.5 hours per library – **saving £46k**

Option 7 - Single staffed branch libraries at 5 branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin) – **saving £105k**

Option 9 - Reduce the Book Fund by 25%- **saving £89k**

Option 12 - Reduce the Mobile Libraries from 4 to 3 retaining a 2 weekly rota – **saving £37k**

Option 13 - Remove Community Learning Worker post (part time) – **saving £7k**

Option 14 - Reduce expenditure on magazines and newspapers purchased – **saving £6k**

The proposed preferred options would deliver full year savings to the Council of £0.327m.

3 Do you agree with the proposed preferred options:

	Yes - Agree	No - Disagree	Don't know
Option 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments - please specify which option(s) you are referring to in your comments.

4 Do you / a member of your family use the library service?

Yes

Go to Q5

No

Go to Q10

5 **If you use the library service please indicate which library(ies) you use?
(please select all that apply)**

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Abercynon | <input type="checkbox"/> Pontyclun |
| <input type="checkbox"/> Aberdare | <input type="checkbox"/> Pontypridd |
| <input type="checkbox"/> Church Village | <input type="checkbox"/> Porth |
| <input type="checkbox"/> Ferndale | <input type="checkbox"/> Rhydyfelin |
| <input type="checkbox"/> Hirwaun | <input type="checkbox"/> Tonypany |
| <input type="checkbox"/> Llantrisant | <input type="checkbox"/> Treorchy |
| <input type="checkbox"/> Mountain Ash | |

6 **If yes, do you visit a library:**

- Daily
- Weekly
- Monthly
- Occasionally

7 **What time of day do you usually use the library?**

- Morning
- Afternoon
- Evening

8 **Do you use the mobile library service?**

- Yes
- No

9 **Do you use the library to:
(please select all that apply)**

- | | |
|--|---|
| <input type="checkbox"/> Borrow books | <input type="checkbox"/> Attend groups |
| <input type="checkbox"/> Use reference books/ Research family or local history | <input type="checkbox"/> Take part in learning activities |
| <input type="checkbox"/> Read newspapers / journals | <input type="checkbox"/> Take part in community meetings |
| <input type="checkbox"/> Use Public Access PCs | <input type="checkbox"/> Ask staff for information |
| | <input type="checkbox"/> Other |

Other, please state:

10 **How would these proposals impact upon you or your family / do you have any other comments?**

Alternative options:

Option 1 - Status Quo – savings £0

This option is not proposed due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 3 - Centralisation of the Reference, Local Studies & Information Service – savings £4K

This option is not proposed - the cost of centralisation of the collections outweighs the savings. Also it would be particularly difficult for users who do not have access to transport to access the collections.

Option 5 - Closure of branch libraries – savings £59K average per branch library

This option is not proposed - It would be difficult to demonstrate that the service continued to meet the statutory requirement of being 'comprehensive and efficient' as several standards would not be met including the standard on location/accessibility of service points, opening hours and usage per 1,000 population.

Option 6 - Single staffed branch libraries (x 10) – savings £145K

This option is not proposed - Less time would be available to support individual customers and to meet their varied needs. There would be insufficient professional staff time in some libraries to support the digital inclusion agenda. Emergency closure of libraries may take place if there is a large amount of unplanned absence (eg sickness) and unavailability of casual cover.

Option 8 - Single staffed branch libraries in 3 least busy – savings £62K

This option is not proposed. - Extend to 5 branches (option 7) to include Mountain Ash and Rhydyfelin which are suggested as they are not as busy as the remaining libraries overall but they would require support at busy times. Extending to 5 branches would generate more savings.

Option 10 - Reduce the Book Fund by 44% to £0.200M – savings £155K

This option is not proposed - The service would not meet the standard on expenditure on up-to-date materials for adults and children. The service would not meet the target set in the standards on supply of requests to users. The service would have to consider carefully whether to continue to try and meet the standard on purchase of Welsh-medium books or to reduce its offer to people with specialist needs such as large print, , audio etc.

Option 11 - Reduce Mobile Libraries from 4 to 2 and change to a 3 weekly rota of visits – savings £73K

This option is not proposed - The service would not meet the standard on location of service points and would find it more difficult to meet the standard on library use.

Option 15 - Explore possibility of unattended libraries – savings not identified at this stage

This option is not proposed - These are effectively book lending services as opposed to a professional library service and would not meet the needs of many customers either on a social basis or on an information/advice basis. Initial set-up costs could be prohibitive. Negative impact more likely to be experienced by the elderly, jobseekers and others who need more support to make the most of their library visit.

Option 16 - Transfer service to community groups – savings not identified at this stage

This option is not proposed - The local authority would fail to meet its duties under the 1964 Act unless each community library was staffed by a professional librarian for at least 50% of its opening hours (if the opening hours were below 30 hours per week) and has a full-time member of staff if the library was open for over 30 hours per week.

Option 17 - Transfer service to a trust – savings not identified at this stage

This option is not proposed - The Council wishes to retain control of the service at this time to ensure support for wider Council priorities is maintained and to be able to respond to users needs.

11 Do you think the following options should have been the preferred option?

	Yes	No	Don't know
Option 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments - please specify which option(s) you are referring to in your comments.

12 Do you think the Council should have considered any other options relating to changes in this service area?

- Yes
- No
- Don't know

Please specify

Youth Engagement & Participation Service

Current service delivery of the Youth Engagement & Participation Service (YEPS) is configured around the 17 secondary school clusters with a Youth Re-engagement Officer and Youth Participation Officer allocated to each cluster and based within the secondary school. Each cluster is also allocated an Enrichment budget which is a flexible budget for activities and casual support staff.

The service's main duties include:

- Providing targeted support;
- Preventing young people becoming NEET (Not in Education, Employment or Training) and supporting those who are;
- Ensuring young people's equitable access to their entitlements;
- Providing positive activities, Duke of Edinburgh award, youth information, advice and guidance;
- Providing one to one support;
- Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.

The 2015/16 total Council funded core budget is £2.306m.

Further details and the key data on the proposal can be found at:
www.rctcbc.gov.uk/KeyDataYouth

Proposal (preferred options)

It is proposed that the principles and aims of the Youth Engagement and Participation Service (which are aligned to the National Youth Work Strategy for Wales 2014-18) be retained and service delivery continues to be based around the 17 secondary school clusters, but review how the service is delivered. This would involve making the following changes:

Option 3 - The number of core funded YEPS staff per cluster is reduced from 2 x FTE to 1.5 x FTE – **saving £303k**

Option 4 - The level of enrichment budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff – **saving £38k**

Option 7 - Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery – **saving £43k**

The proposed preferred option would deliver full year savings to the Council of £0.384m.

13 Do you agree with the proposed preferred options:

Yes - Agree

No - Disagree

Don't know

Option 3

Option 4

Option 7

Comments - please specify which option(s) you are referring to in your comments.

14 Are you / your child(ren) a user of the Youth Engagement and Participation Service?

Yes

Go to Q15

No

Go to Q16

15 Do you/your child(ren) attend any of the following:
(please select all that apply)

Youth Forums/ Youth Inspectors

Lunchtime/after school activities

Extended provision (5-8pm)

Club Fusion (Friday nights)

School holiday programmes

Duke of Edinburgh

Other

Other, please state:

16 How would these proposals impact upon you or your family / do you have any other comments?

Alternative options:

Option 1 - Status Quo – savings £0

This option is not proposed - Due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 2 - Review all provision and consider Council provision in line with what is offered by the voluntary sector in each cluster – savings not identified at this stage

This option is not proposed - Failure to meet statutory requirements to co-ordinate youth support services and provide young people with equality of access to their entitlements. The Council needs to retain its statutory duty to co-ordinate youth support services and retain strategic organisation of service provision in order to fulfil the duty to record outcomes and report to Welsh Government and Estyn. The infrastructure, procurement processes and data systems in the voluntary sector is not robust and reliable enough to demonstrate impact and outcomes for young people.

Option 5 - Utilise Communities First budgets to replace core funding – savings £276K

This option is not proposed - Communities First budgets are allocated to provision to support their own priorities. If these budgets were redirected to youth activities then other provision may be reduced and/or changed. The budgets are also already committed.

Option 6 - Utilise Welsh Government (WG) grant funding to replace core funding of Council services rather than use to pay the voluntary sector - savings £100k max

This option is not proposed - Could jeopardise the viability of some voluntary sector organisations that support various Council priorities. Unlikely to be allowable under terms and conditions of grant that require strict monitoring and have stringent criteria. Potential inequity in provision leading to different level of access to services dependant on where service users live

Option 8 - Set up an Arms Length Management Organisation (ALMO) to deliver youth services – savings not identified at this stage

This option is not proposed - The Council wishes to retain control of the service at this time to ensure support for wider Council priorities is maintained and to be able to respond to users needs.

17 Do you think the following options should have been the preferred option?

	Yes	No	Don't know
Option 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments - *please specify which option(s) you are referring to in your comments.*

18 **Do you think the Council should have considered any other options relating to changes in this service area?**

- Yes
 No
 Don't know

Please specify

Supported Bus Routes

The vast majority of bus services (and 92% of bus journeys in RCT) are provided on a commercial basis by private operators. There are a number of routes however which are not commercially viable and which are determined and supported by the Council. There is no statutory duty to provide subsidised local bus services. Councils have discretion to support public transport services that help to meet local needs.

The 2015/16 total Council funded core budget is £0.489m.

Further details and the key data on the proposal can be found at:
www.rctcbc.gov.uk/KeyDataBusRoutes

Proposal (preferred option)

An assessment has been undertaken of the Council funded routes to assess the impact that the withdrawal might have on the public, the higher the score representing the greatest impact. The assessment takes account of passenger numbers, the amount of subsidy from the Council, the availability of other services, the impact on other routes, shift workers, healthcare and hospital links and education and training links.

The results of the assessment are shown below, in order of priority from highest scoring to lowest scoring:

Priority No.	Route	Total Score (Max. 220)
1	155 Porth – Stanleytown – Ferndale	190
2	133 Wattstown – Porth – Llwyncelyn	180
3	111 Ty Rhiw – Glan y Ffordd - Pontypridd	168
4	152 Tonypandy – Penrhiwfer – Tonyrefail	167
5	121 Tonypandy – Penrhiwfer – Tonyrefail	165
6	139 Treorchy – Cwmparc	159
7	175 Llwynypia – Tonypandy	155
8	Ty Rhiw – Ffynnon Taf Primary	155
9	137 Porth – Coronation Terrace	150
10	104 Pontypridd – Common – Graig Yr Helfa	148
11	106 Coed Y Cwm Diversion	147
12	102 Upperboat – Pontypridd – Glyncoch/Ynysybwl	147
13	91 Abercwmboui – Robertstown – Penywaun	145
14	3 Penrhiwceiber – Cefn Pennar – Newtown	144
15	137 Porth – Coronation Terrace (services at 11:02 and 13:02)	140
16	138 Porth – Trehafod (Woodfield Terrace)	140
17	153 Tonypandy – Gilfach Goch	135
18	25 Fernhill – Cefnpennar – Ynysybwl – Pontypridd	130

Note where impact assessment scores are equal then cost of route is applied to determine ranking (cheapest route is ranked higher).

The following service change is proposed (the preferred option):

Option 3 - Reduce Council subsidised local bus routes to £439k (achieve a saving of £50k) which results in ceasing to support the 3 lowest scoring routes on the service impact assessment. These are:

- 138 Porth – Trehafod (Woodfield Terrace);
- 153 Tonypandy – Gilfach Goch;
- 25 Fernhill – Cefnpennar – Ynysybwl – Pontypridd.

19 **Do you agree with the proposed preferred option which would deliver full year savings to the Council of £0.050m?**

- Yes
- No
- Don't know

Comments:

- 20 **Do you think that the Council should continue to financially support bus routes that make a loss?**
- Yes
- No
- 21 **Should the Council prioritise its financial support for bus routes?**
- Yes
- No
- 22 **Council funded routes are assessed on the impact that a withdrawal would have. The assessment takes account of passenger numbers, the amount of subsidy from the Council, the availability of other services, the impact on other routes, shift workers, healthcare and hospital links and education and training links.**
- Do you agree with the way that the routes are assessed?**
- Yes
- No
- 23 **How would this proposal impact upon you or your family / do you have any other comments?**

Alternative options:

Option 1 - Status Quo – savings £0

This option is not proposed - Due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 2 - Remove all Council subsidised local bus routes where the average cost per passenger journey is more than £3.00 – savings £41K

This option is not proposed - Basing the reduction on the level of subsidy only does not give consideration to local transport requirements.

Option 4 - Remove the remaining 2 subsidised Monday to Saturday evening local bus – savings £72K

This option is not proposed - Potential impact upon the late night economy and associated travel arrangements. Some communities may feel more isolated

Option 5 - Reduce Council subsidised local bus routes to £389k (achieve a saving of £100k) which results in ceasing to support the 6 lowest scoring routes on the service impact assessment – savings £100K

This option is not proposed - The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £100k would require more routes to cease to be supported with greater impact based on the assessment.

Option 6 - Reduce Council subsidised local bus routes to £289k (achieve a saving of £200k) which results in ceasing to support the 10 lowest scoring routes on the service impact assessment – savings £200K.

This option is not proposed - The assessment undertaken suggests that a saving of £50k could be achieved based on the impact scores (option 3). Saving £200k would require more routes to cease to be supported with greater impact based on the assessment.

Option 7 - Remove all Council subsidised local bus routes – savings 489K

This option is not proposed - This would result in all 18 routes ceasing to be supported by the Council which, based on the impact assessment, would have a detrimental impact on peoples' ability to get to work, attend health appointments and to undertake education and training.

24 Do you think the following options should have been the preferred option?

	Yes - Agree	No - Disagree	Don't know
Option 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments - *please specify which option(s) you are referring to in your comments.*

25 Do you think the Council should have considered any other options relating to changes in this service area?

- Yes
- No
- Don't know

Please specify

OTHER COMMENTS

Do you have any other comments that you would like us to consider?

About You

27 **How old are you?**

- Under 18 25-39 55-64 75+
- 18-24 40-54 65-74

28 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics.

Please tell us if you think these proposals will affect you specifically because of any of the following:

(please select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> You are male / female
<input type="checkbox"/> Your age
<input type="checkbox"/> Your ethnicity
<input type="checkbox"/> You are disabled
<input type="checkbox"/> Your Sexuality
<input type="checkbox"/> Your Religion or Belief | <input type="checkbox"/> Your Gender Identity
<input type="checkbox"/> You are single / married / cohabiting / in a civil partnership / divorced
<input type="checkbox"/> You are pregnant
<input type="checkbox"/> The language you prefer to communicate in |
|--|--|

Please provide your reason/s:

29 **If you are happy to be contacted further to discuss your response, please tick the box and provide contact details below:**

- I am happy to be contacted
 I am not happy to be contacted

30 **Name (optional):**

31 **Email / Telephone number (optional):**

32 **Postcode (optional):**

Thank you for taking part in this consultation.

Rhondda Cynon Taf County Borough Council will process the information you have provided in accordance with the Data Protection Act 1998. The information may be used for statistical purposes but all personal details will be anonymous.

Please click on 'Submit' to complete the survey online or if you are filling out a paper copy, please post it to:

Freepost RSBU-HJUK-LSSS
Research & Consultation
Public Relations & Strategy
The Pavilions
Cambrian Industrial Park
Clydach Vale
Tonypany
CF40 2XX

Alternatively, please give us your general views via: [**servicechange@rctcbc.gov.uk**](mailto:servicechange@rctcbc.gov.uk)
Or write to us with your views (to the freepost address above).

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APPENDIX B4

Day Nursery Consultation

The Council runs the following 5 Day Nurseries:

- Aberaman;
- Tylorstown;
- Tonyrefail;
- Pontypridd;
- Llantrisant



Four of the nurseries offer Flying Start places (funded by Welsh Government) as well as places for fee paying customers. Llantrisant is not in a Flying Start area and therefore only offers fee paying places.

The fees payable are as follows:

Weekly - £223.50

Day - £47.50

Half day - £26.85

Although these fees are paid by parents/carers they do not cover the cost of running the fee paying places for each nursery. Therefore the Council subsidises each nursery using core funding. The total cost to the Council of offering the fee paying places is £176,000 per year. A breakdown is shown below:

Day Nursery	Employees £'000	Premises £'000	Supplies & Services £'000	Support Services £'000	Income £'000	Net Exp £'000
Aberaman	200	5	12	12	(200)	29
Tylorstown	184	15	15	0	(143)	71
Tonyrefail	176	3	13	10	(215)	(13)
Pontypridd	300	22	22	0	(318)	26
Llantrisant	368	28	28	0	(361)	63
TOTAL	1,228	73	90	22	(1,237)	176

The demand for fee paying places has fallen by 69% since 2012/13. There was an average of 72.8 full time equivalent children in fee paying places in 2012/13 and as at October 2015 this has fallen to 22.9. A summary of occupancy levels for each nursery, showing mix of childcare provision, is shown below:

Flying Start	Aberaman	Tylorstown	Tonyrefail	Llantrisant	Pontypridd	Total
Maximum commissioned Flying Start places	40	40	32	0	24	136
Actual attendance – autumn term 2015	33	37	31	0	8	109

Fee paying	Aberaman	Tylorstown	Tonyrefail	Llantrisant	Pontypridd	Total
Current Average FTE (Autumn 2015)	1.0	4.0	0.0	10.8	7.1	22.9
Average FTE 2012/13	14.7	6.6	8.0	26.1	17.4	72.8
Percentage reduction between 2012/13 and current	- 93%	- 40%	- 100%	- 59%	- 59%	-69%

The Council does not have to provide day nurseries itself however it does have to ensure there are sufficient childcare places available in the area (section 22 of the Childcare Act 2006). In all of the day nurseries' localities there are sufficient alternative childcare providers without the Council places being available.

The proposed options for Day Nurseries and the reasons proposed are as follows:

Service Change	Saving £'000
Option 2	
Review and rationalise existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured (Minimum requirement). A more flexible workforce is required to ensure the service remains viable and able to respond to changing demands.	0
Option 3A	
Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas.	113
Close Llantrisant Nursery.	63
There is a decline in demand across all 5 nurseries and in all localities there are sufficient childcare providers to accommodate children displaced by any service reduction.	
Total	176

The proposed preferred option would deliver full year savings to the Council of £0.176m

Alternative Options Considered

Option 1 – Status Quo – Saving £nil

This option is not proposed - due to the financial challenge facing the Council, all services and their delivery must be assessed.

Option 3B – Savings up to £0.176m

Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas.

Explore options to either outsource or support community groups to fulfil fee paying childcare provision.

This option is not proposed - Option 3A is proposed which is to cease provision and there are already sufficient childcare providers without further outsourcing arrangements needed by the Council.

Option 3C – Savings £0.069m

Cease provision of non statutory 'fee paying' childcare places and provide Flying Start only services from 4 existing nurseries within Flying Start areas.

Maintain provision of subsidised 'fee paying' childcare places in Llantrisant Nursery.

This option is not proposed - due to decline in demand it is not viable for the Council to maintain Llantrisant and there are sufficient childcare providers to take up demand.

Option 4 – Savings up to £0.176m

Explore options to either outsource or support community groups to fulfil fee paying and/or Flying Start childcare provision.

This option is not proposed - There are already sufficient childcare providers to accommodate children displaced by any service reduction.

The full report considering all proposals is available on the Council's website at the following link:

www.rctcbc.gov.uk/CabinetReportMTFP

APPENDIX C

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RHONDDA CYNON TAF COUNCIL

EQUALITY IMPACT ASSESSMENT

Medium Term Service Planning:
Service Change Proposals

Proposal: Library Service

Equality Impact Assessment

Proposal: Library Service

1. Background and Purpose of the Initiative

- 1.1 The Council is facing a significant financial challenge into the medium term and therefore all services must be reviewed.
- 1.2 On the 10th November 2015, Cabinet received a report on potential service changes to the Library Service and agreed to initiate an eight week public consultation on the proposals. The changes outlined in these proposals are required as part of the Council's Medium Term Service Planning arrangements (specifically to reduce spend and enable the Council to fulfil its statutory responsibility and set a balanced budget from 2016/17 onwards).

2. The General Duty

- 2.1 The Council is subject to the Equality Duty (section 149 of the Equality Act 2010), where public authorities must, in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
- 2.2 This assessment seeks to fulfill the Council's duty to have due regard to the legislation, by assessing the possible impact on individuals and groups in the community and identifying any active steps to promote equality to assist Cabinet in coming to their decision on implementing any changes to the Library Service.

3. Introduction: Proposal on the Library Service

- 3.1 The report submitted to Cabinet on the 10th November 2015¹ provides detail on the Council's statutory duties in relation to this proposal and the appendix to that report provides more detail on the current service delivery, resources and options for service change.
- 3.2 The proposals being consulted upon include:
 - A reduction in the number of Reference & Information Service Librarians;

¹ Cabinet Report 10th November 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/11/10/R eports/AgendaItem2MediumTermServicePlanning.pdf>

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- A reduction in overall weekly opening hours of branch libraries (currently 10 libraries) to 31.5 hours per library;
- An introduction of single staffed libraries at five branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash and Rhydyfelin);
- A reduction in the book fund by 25%;
- A reduction in the mobile libraries from four to three, retaining a two weekly rota;
- Removing the Community Learning Worker post (part-time post);
- A reduction in expenditure on magazines and newspapers purchased.

3.3 During 2013/14, the service provided by Rhondda Cynon Taf Council was subject to changes. This was consulted upon at the time, and an Equality Impact Assessment produced.²

3.4 This Equality Impact Assessment considers the potential impact of the proposal on protected groups. A separate Child's Rights Impact Assessment has been produced, in line with good practice, attached at Appendix C1(i).

4. What evidence is there to suggest the potential impact of the proposal on protected groups?

4.1 Consultation & Engagement

4.1.1 Following Cabinet approval, a public consultation was launched on the 23rd November 2015 and closed on the 18th January 2016. As well as being able to reply to the public consultation on the service change proposals, children and young people were also specifically consulted (see Appendix C1(i)).

4.1.2 A separate consultation report on the methodology and outcomes of the consultation has been produced and is attached with these papers.

4.1.3 The main themes arising from the consultation were:

- Single staff Issues (mainly regarding safety and operational issues);
- Social impact;
- Impact on learning, education and job seeking;
- Reduced in access to the service;
- Limited availability of stock;
- Library used for other community purposes, groups, classes;
- Impact on a wider area.

The following table shows the number of responses that considered that the proposal would have an impact on the protected characteristics:

2

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Characteristic	No. of responses
You are male / female	83
Your age	121
Your ethnicity	7
Your are disabled	37
Your sexuality	3
Your religion or belief	9
Your gender identity	3
You are single / married / cohabiting / in a civil partnership / divorced	21
You are pregnant	5
The language you prefer to communicate in	11

4.1.4 Where recurring themes relate to groups of the population potentially being disproportionately affected by the proposal, this theme has been considered in preparing this Equality Impact Assessment to meet the duty (as set out in Section 2).

4.2 Other evidence gathered

4.2.1 Evidence has been gathered from a number of sources. The evidence has been used to, firstly, determine the level of relevance the proposal has to the protected groups covered by the equality duty and, secondly, explore the potential impacts of the proposal further, having due regard to the need to promote equality and minimise any possible adverse impacts.

4.2.2 In line with feedback from the consultation, and other evidence gathered, the following assessment has been taken:

Could the proposal impact on protected groups covered by the general duty?³

Protected Group	Could this proposal impact on this group differently from others in RCT?	Could this proposal promote equal opportunities for this group?
<i>Age</i>	Yes	No
<i>Disability</i>	Yes	No
<i>Gender assignment</i>	No	No
<i>Marriage / civil partnership</i>	No	No
<i>Pregnancy / maternity</i>	No	No
<i>Race</i>	No	No
<i>Religion / belief</i>	No	No
<i>Sexual orientation</i>	No	No
<i>Sex (gender)</i>	No	No
<i>Language</i>	No	No

³ (Section 149 of the Equality Act 2010)

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4.2.3 The following sections consider the potential impacts the proposal could have on protected groups covered by the general duty, using evidence gathered through engagement, consultation and research.

What potential impacts could the proposal have on protected groups covered by the general duty?³

5. Protected Group: Age

5.1 POTENTIAL IMPACT ON CHILDREN

5.1.1 The equality duty covers the protected characteristic of age, which refers to a person having a particular age (for example, 25 year olds) or being within an age group (for example, 50-64 year olds). This includes all ages, including children and young people.

5.1.2 The United Nations Committee on the Rights of the Child recommends that all countries that ratify the United Nations Convention on the Rights of the Child (UNCRC) undertake a Children's Rights Impact Assessment on all decisions related to children. The Welsh Government adopted the UNCRC in 2004 and on the 1st May 2014, a new duty on Welsh Ministers came into effect to have due regard to the UNCRC when exercising any of their Ministerial functions. As such, there is no legal duty on Local Authorities to undertake Child's Rights Impact Assessments, but in line with good practice, an assessment has been carried out in relation to this proposal, attached at Appendix C1(i) of this assessment.

5.1.3 The service currently collects data relating to registered borrowers aged 0-24 years old. The most recent data is set out below:

Registered borrowers aged 0-24 years old:

Branches	0-15 yrs	16 - 24 yrs
Abercynon	838	119
Aberdare	1038	681
Church Village	1137	241
Ferndale	324	136
Treorchy	1054	325
Hirwaun	305	120
Llantrisant	1055	104
Mountain Ash	609	292
Pontyclun	860	97
Porth	521	195
Pontypridd	1055	527
Rhydyfelin	394	232
Tonypandy	503	220
Mobile library		
W1	217	10
W2	10	9
W3	7	0
E1	49	7
E2	55	13

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- 5.1.4 Overall visitor numbers, average PC usage and the number of new borrowers are recorded, but this does not categorise all visitors by age. However, in line with the Fifth Quality Framework of Welsh Public Library Standards (2014-2017)⁴, the service provides information, promotes knowledge and helps to develop skills for people of all ages.
- 5.1.5 As well as being able to respond to the public consultation, children and young people were also specifically engaged to be consulted on the proposal.
- 5.1.6 Responses to the consultation on this proposal suggest that children and young people could be impacted by the service changes. It was felt that a reduction in staffing levels and the book fund could have a negative impact upon the learning and education opportunities of children and young people who use the libraries. When consulting with children and young people, a comment was made that reading books improved spelling and reading skills, and were therefore, important for improving education.
- 5.1.7 Children and young people consulted also felt that a reduction in opening hours for branch libraries could mean that less children would be able to access the library due to school hours.
- 5.1.8 Some respondents felt that children in poverty could be adversely affected if any reduction in service is made, due to their families not being able to afford books or access to computers and the Internet.
- 5.1.9 Consultation respondents felt that a reduction in opening hours could have a social impact on children and young people, due to a lack of other activities in the community in which they could partake.
- 5.1.10A reduction in staffing levels could also impact on the 'Mother & Toddler' sessions at some libraries. If the proposal is agreed, the sessions could be jeopardised unless volunteers were willing and able to take over.
- 5.1.11 In considering the options for service change, officers have taken into account any potential impact on the service provided. Officers have highlighted in the Cabinet report that the option consulted upon will have an adverse impact on the Library Service's ability to meet the Welsh Public Library Standards.⁴ However, the service should be able to continue to meet the 18 core entitlements prescribed by Welsh Government.
- 5.1.12 In addition, the options for service change being consulted upon mean that the libraries will remain open, albeit for fewer hours, and, therefore, children and young people will continue to be able to access the service.
- 5.1.13 The Youth Engagement and Participation Service, along with partners in the voluntary sector in Rhondda Cynon Taf, provide a wide range of activities in the community to engage children and young people. This provision aims to provide a social and educational benefit for children and young people in the County Borough.

⁴ <http://gov.wales/docs/drah/publications/140425wpls5en.pdf>

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5.2 **POTENTIAL IMPACT ON ADULTS.**

- 5.2.1 It was felt that, overall, the proposal could impact on service users because a reduction in staff will mean less assistance for library users or community groups that use single-staffed libraries in future.
- 5.2.2 With regards to the proposals to reduce the number of Reference & Information Service Librarians, respondents felt that this could have a negative impact on adults undertaking research and learners who require the service. Respondents felt this could lead to delays and impact upon the quality of service.
- 5.2.3 However, under the proposals, there would be an allocation of 1.5 days for the Reference Librarian at each library with telephone and email contact throughout the week to assist people with enquiries.
- 5.2.4 Some consultation respondents disagreed with the proposal to reduce opening hours of the branch libraries, due to the possible social impact on adults who use the library to socialise, meet with interest groups and take classes.
- 5.2.5 However, the options being consulted upon mean that branch libraries will still be open 31.5 hours per week and, provided that volunteers are available to open and close the facilities outside of standard opening hours, the facility would still be available for community meetings and learning opportunities.
- 5.2.6 Respondents to the consultation commented that the proposals could have an impact on learning and education for adult learners also, due to a reduction in Reference & Information Librarians, overall staffing levels and less funding for books and for purchasing magazines and newspapers.
- 5.2.7 In addition, it was felt that the proposed removal of the Community Learning Worker role would impact upon those adults seeking to learn IT skills. However, a number of other training partners are currently able to deliver sessions for IT training in libraries.
- 5.2.8 Consultation respondents also felt that job seekers might be adversely impacted, as adults searching for employment often use library computers and the Internet to undertake activities relating to job-searching and accessing benefits. Comments suggested that job seekers (and other adults) often require assistance with using the computers and a reduction in staff could have an impact on their ability to provide additional assistance to people.
- 5.2.9 Some older adults responded to the consultation with regards to a reduction of four to three mobile libraries. Comments included a possible compromise in service for vulnerable adults or elderly people who currently use the mobile library provision. However, the service proposed this change in line with the current low usage of the mobile library service and, therefore, this reduction will have a minimal impact on users.
- 5.2.10 It should also be noted that the Housebound Service for customers who are unable to leave their homes due to ill-health and/or disability remains unchanged under the current proposals.

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- 5.2.11 In considering the options for service change, officers have taken into account any potential impact on the service provided. The proposals will not affect the core entitlements of the Fifth Quality Framework, which would include ensuring staff are on hand to help, and providing a service that encourages learning and development.
- 5.2.12 The proposal includes a single staffed library in five branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash, Rhydyfelin). The data included with the consultation materials show that these libraries have consistently had lower levels of visitors than other libraries in the County Borough. Therefore, the impact on the level of assistance staff could provide under these proposals is likely to be less than in busier libraries.
- 5.2.13 In addition, the options for service change being consulted upon mean that the libraries will remain open and a mobile library service will continue on a two week rota. Therefore, members of the community will continue to be able to access the service.
- 5.2.14 With regards to comments relating to job seekers requiring assistance to use the computers within libraries, the service maintains that this should continue despite proposed reductions in staffing levels but support will be focussed on specific days for any libraries that will be reduced to single staffed establishments.
- 5.2.15 In addition, people searching for employment are also able to access 'Job Clubs', which are run in Communities First centres, libraries, Job Centres or community centres.

6. Conclusion

- 6.1 In line with the General Equality Duty (section 149 of the Equality Act 2010), this Equality Impact Assessment has:
- Assessed specific differential impacts that have been identified for each of the protected characteristics;
 - Stated where actions can be considered to minimise or remove any potential negative impacts relating to the proposals;
 - Provided opportunities, where applicable, to advance equality and good relations between different groups.
- 6.2 As such, this Equality Impact Assessment has provided sufficient evidence to demonstrate that due regard has been given to the 'duty' placed on the Council in this respect and set out any grounds based on equality considerations that should be considered as part of the decision on service change proposals in respect of the library service.
- 6.3 If a decision is taken to implement some or all of the options put forward within the proposal, implementation arrangements will need to have full regard to equality planning requirements, thus ensuring every effort is made to minimise any negative impacts and promote equality.

Appendix C1(i)**Child's Rights Impact Assessment**

This assessment uses "*The SCCYP Model*" Copyright © SCCYP, 85 Holyrood Road, Edinburgh. EH8 8AU www.sccyp.org.uk

1. IDENTIFY <i>Name of proposal</i>
Proposed changes to the Library Service.
2. MAP <i>Describing what is being proposed, its consequences and goals.</i>
2.1 What is being proposed? The proposals being consulted upon include: <ul style="list-style-type: none"> • A reduction in the number of Reference & Information Service Librarians; • A reduction in overall weekly opening hours of branch libraries (currently 10 libraries) to 31.5 hours per library; • An introduction of single staffed libraries at five branches (Hirwaun, Ferndale, Pontyclun, Mountain Ash and Rhydyfelin); • A reduction in the book fund by 25%; • A reduction in the mobile libraries from four to three, retaining a two weekly rota; • Removing the Community Learning Worker post (part-time post); • A reduction in expenditure on magazines and newspapers published. <p>During 2013/14, the service provided by Rhondda Cynon Taf Council was subject to changes. This was consulted upon at the time, and an Equality Impact Assessment produced.⁵</p>
2.2 What is the aim of the proposal? The aim of the proposal is to reduce spend and enable the Council to meet its statutory duties with regards to setting a balanced budget.
2.3 Who initiated the proposal? The Senior Leadership Team.
2.4 Who will be responsible for implementing the proposal? Council officers within the Education and Lifelong Learning Directorate.
2.5 What is the legal, police and practice context of the proposal? As outlined in the Cabinet report (10 th November 2015), the following legislative framework applies: <ul style="list-style-type: none"> - Public Libraries and Museums Act 1964; - Fifth Quality Framework of Welsh Public Library Standards (2014-17);

⁵

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- Equality Act 2010;
- United Nations Convention on the Rights of the Child.

2.6 Which articles of the UN Convention on the Rights of the Child (UNCRC) are relevant?

- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 28: Children have a right to an education.

2.7 Has a UNCRC analysis been undertaken when developing the proposal?

The rights of children and young people, particularly the UN seven core aims, have been taken into account.

2.8 What are the resource implications of the proposal?

Implementation of the proposals would deliver financial savings (full year) of £0.327M.

3. GATHER

Pulling together relevant information and evidence.

3.1 What relevant information or evidence is available internally?

There is a lack of data locally of the number of children and young people using library services.

3.2 What relevant information or evidence is available externally?

- Little evidence specifically about children and young people.

3.3 Is further information or evidence required?

No.

4. CONSULT

Asking children and young people their views.

4.1 Have children and young people or any other stakeholders been consulted in the development of the proposal?

Children and young people were specifically consulted, including every school pupil receiving a consultation booklet, which contained an insert of a 'young person friendly' explanation of the proposals. All schools were contacted about the consultation and the School Councils were asked to discuss the proposals and feedback.

The Participation and Involvement Officer also attended schools to discuss proposals with children and young people and out of hours sessions were held at libraries or leisure centres for young people to participate in.

4.2 Is consultation necessary or appropriate?

Yes, consultation is both necessary and appropriate.

4.3 If yes to the above, who should be consulted?

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A separate consultation report with this detail included has been produced, attached with these papers.

4.4 Should particular groups of children and young people be consulted for their views?

A separate consultation report with this detail included has been produced, attached with these papers.

4.5 What format should the consultation take?

A separate consultation report with this detail included has been produced, attached with these papers.

4.6 What questions should be asked?

A separate consultation report with this detail included has been produced, attached with these papers.

5. ANALYSE

Assessing the proposal for its impact on children and young people's rights.

5.1 What impact might the proposal have on the rights of children and young people? (positive or negative)

The articles identified as relevant to this proposal are:

- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 28: Children have a right to an education.

Children have been consulted on this proposal and their views will be taken into account by the Cabinet, prior to any decision being made.

Although this proposal represents a change in provision, Rhondda Cynon Taf Council state that, if implemented, the service would continue to meet the quality standards of the Welsh Public Library Standards. This includes access to learning and development for people of all ages.

5.2 Will the rights of one group in particular of children be affected?

No.

5.3 Are there competing interests between groups of children, or between children and other groups?

No.

5.4 How does the proposal relate to, promote or inhibit the provisions of the UNCRC, other relevant international treaties and standards or domestic law? (please refer to section 2.6)

Please see response to 5.1.

5.5 How does the proposal relate to the Concluding Observations of the UN Committee on the Rights of the Child on the implementation of the UNCRC?

The UN Committee's Concluding Observations and their implementation are applicable to the Welsh Government (further information is available here):

<http://www.childcomwales.org.uk/en/uncrcconcludingobservations/>

5.6 How does the proposal contribute to the achievement of national goals for children and young people?

The Welsh Government have adopted the seven core aims of the UNCRC as the national goals for children and young people. These are:

1. have a flying start in life
2. have a comprehensive range of education and learning opportunities
3. enjoy the best possible health and are free from abuse, victimisation and exploitation
4. have access to play, leisure, sporting and cultural activities
5. are listened to, treated with respect, and have their race and cultural identity recognised
6. have a safe home and a community which supports physical and emotional wellbeing
7. are not disadvantaged by poverty.

These aims are adopted locally in Local Authority decision-making processes and the proposal relates to most of these goals.

5.7 Is there disagreement as to the likely impact of the proposal on the rights of children and young people?

The consultation on this proposal has identified that some members of the public feel this proposal could impact on the learning and development of children and their access to education. Further debate is provided in the main body of the Equality Impact Assessment.

5.8 Is the proposal the best way of achieving its aims, taking into account children's rights?

In order to meet its statutory duty of setting a balanced budget, the Council must bridge a budget gap. Given the scale of this, every service area (that is not statutory) is being reviewed for potential service changes or cuts.

5.9 Can alternatives to the proposal be suggested?

Alternatives to the proposals can be suggested and will be considered by Cabinet when they come to their decision.

5.10 What compensatory measures may be needed to avoid / mitigate a negative impact?

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EqlA: Library Service

<p>The Equality Impact Assessment provides some compensatory measures to be considered by Cabinet.</p>
<p>5.11 What overall impact will the proposal entail for other policy areas or agendas, or other professionals or groups in their work with children?</p> <p>N/A.</p>
<p>6. RECOMMEND <i>Drawing together conclusions and making recommendations.</i></p>
<p>6.1 What overall conclusions have been reached?</p> <ul style="list-style-type: none"> • This proposal relates predominantly to two Articles of the UNCRC. • This proposal relates to the national seven core aims. • External and internal evidence and information has been used to make an assessment on the likely impact of proposals on children and young people and other protected groups (see Cabinet report and Equality Impact Assessment).
<p>6.2 What recommendations should be made?</p> <p>Recommendations include:</p> <ul style="list-style-type: none"> • Cabinet members should consider this assessment in making their decision on the proposal. • Cabinet members should consider the consultation carried out with children and young people on the proposal. • Should the proposal be implemented, monitoring should be put in place to ensure mitigation of any adverse impact on children and young people.
<p>6.3 Who should be informed of the recommendations?</p> <p>Elected members and officers have been informed of these recommendations.</p>
<p>6.4 Does the assessment have any gaps in information, data collection or expertise?</p> <p>No.</p>
<p>6.5 Is further research or consultation required?</p> <p>No.</p>
<p>6.6 Are there any other relevant issues?</p> <p>No, these are included in the Equality Impact Assessment.</p>
<p>7. PUBLICISE <i>Making the results of the impact assessment known.</i></p>
<p>7.1 Should the assessment be made available publicly?</p>

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Yes, the assessment will be made available publicly as part of papers provided to Cabinet when they come to make their decision on the proposal.

7.2 Should particular individuals or groups be made aware of the assessment?

Yes, both Elected members and officers will be made aware of the assessment. The papers will be made available to the public, also.

7.3 Has the assessment and feedback been provided to those who were consulted with?

Yes, the feedback is provided on the Council's website and publicised to those who took part in the consultation.

8. MONITOR

Monitoring and evaluation of the proposal.

8.1 Is follow-up evaluation and monitoring of the proposal required?

Yes. As part of regular monitoring processes within the Local Authority, should the proposal be agreed, the impact of the proposal should be monitored.

8.2 Have the recommendations made as a result of the assessment been considered or acted upon?

The recommendations will be considered by Elected members when they come to make their decision.

8.3 Is research required to assess the proposal's impact on children and young people, once implemented?

See above.

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RHONDDA CYNON TAF COUNCIL EQUALITY IMPACT ASSESSMENT

**Medium Term Service Planning:
Service Change Proposals**

**Proposal: Youth Engagement &
Participation Service**

APPENDIX C2

EqIA: Youth Engagement & Participation Service

Equality Impact Assessment**Proposal: Youth Engagement & Participation Service****1. Background and Purpose of the Initiative**

- 1.1 The Council is facing a significant financial challenge into the medium term and therefore all services must be reviewed.
- 1.2 On the 10th November 2015, Cabinet received a report on potential service changes to the Youth Engagement and Participation Service, and agreed to initiate an eight week public consultation on the proposals. The changes outlined in these proposals are required as part of the Council's Medium Term Service Planning arrangements (specifically to reduce spend and enable the Council to fulfil its statutory responsibility and set a balanced budget from 2016/17 onwards).

2. The General Duty

- 2.1 The Council is subject to the Equality Duty (section 149 of the Equality Act 2010), where public authorities must, in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
- 2.2 This assessment seeks to fulfill the Council's duty to have due regard to the legislation, by assessing the possible impact on individuals and groups in the community and identifying any active steps to promote equality to assist Cabinet in coming to their decision on implementing any changes to the Youth Engagement & Participation Service.

3. Introduction: Proposal on reviewing the Youth Engagement & Participation Service

- 3.1 Current service delivery of the Youth Engagements & Participation Service (YEPS) is configured around 17 secondary school clusters. A Youth Re-engagement Officer and a Youth Participation Officer are allocated to each cluster and based within the secondary school.
- 3.2 Each cluster is allocated an 'Enrichment' budget, which is a flexible budget for activities and casual support staff. A breakdown of the 'Enrichment' budget levels

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provided to each cluster is provided in Appendix 2A of the Cabinet report (10th November 2015).¹

3.3 The main duties of YEPS include:

- Providing targeted support;
- Preventing young people becoming 'NEET' and supporting those who are;
- Ensuring young people's equitable access to their entitlements;
- Providing positive activities, Duke of Edinburgh award, youth information, advice and guidance;
- Providing one to one support;
- Working closely with community based partners to ensure a comprehensive youth offer to young people at a local level.

3.4 In providing YEPS, the Council is subject to provisions of section 123 of the Learning and Skills Act (2000) and the Youth Support Services Direction (Wales) 2002. The Council must also have due regard to guidance issued by Welsh Government.

3.5 The proposals for service review being consulted upon include:

- The number of core funded staff per cluster is reduced from 2 Full-Time Equivalent (FTEs) to 1.5 FTE;
- The level of 'Enrichment' budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff;
- Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery.

3.6 During 2013/14, the service was subject to review and service changes were implemented. This was consulted upon at the time, and an Equality Impact Assessment produced.²

3.7 This Equality Impact Assessment considers the potential impact of the proposal on protected groups. A separate Child's Rights Impact Assessment has been produced, in line with good practice, attached at Appendix C2(i).

4. What evidence is there to suggest the potential impact of the proposal on protected groups?

4.1 Consultation & Engagement

4.1.1 Following Cabinet approval, a public consultation was launched on the 23rd November 2015 and closed on the 18th January 2016. As well as being able to reply to the public consultation on the service change proposals, children and young people were also specifically consulted (see Appendix C2(i)).

¹ Cabinet report (10th November 2015)

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/11/10/Reports/AgendaItem2MediumTermServicePlanning.pdf>

² Cabinet report (8th January 2014)

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2014/01/08/Reports/mediumtermserviceplanningphase1reportandappendices2pmmeeting.pdf>

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4.1.2 A separate consultation report on the methodology and outcomes of the consultation has been produced and is attached with these papers.

4.1.3 The main themes arising from the consultation were:

- Impact on antisocial behaviour and crime;
- Lack of opportunities for young people / should be a priority;
- No impact;
- Term time only YEPS.

The following table shows the number of responses that considered that the proposal would have an impact on the protected characteristics:

Characteristic	No. of responses
You are male / female	6
Your age	6
Your ethnicity	1
Your are disabled	3
Your sexuality	1
Your religion or belief	1
Your gender identity	1
You are single / married / cohabiting / in a civil partnership / divorced	1
You are pregnant	1
The language you prefer to communicate in	1

4.1.4 Where recurring themes relate to groups of the population potentially being disproportionately affected by the proposal, this theme has been considered in preparing this Equality Impact Assessment to meet the duty (as set out in Section 2).

4.2 Other evidence gathered

4.2.1 Evidence has been gathered from a number of sources. The evidence has been used to, firstly, determine the level of relevance the proposal has to the protected groups covered by the equality duty and, secondly, explore the potential impacts of the proposal further, having due regard to the need to promote equality and minimise any possible adverse impacts.

4.2.2 In line with feedback from the consultation, and other evidence gathered, the following assessment has been taken:

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Could the proposal impact on protected groups covered by the general duty?³

Protected Group	Could this proposal impact on this group differently from others in RCT?	Could this proposal promote equal opportunities for this group?
<i>Age</i>	Yes	No
<i>Disability</i>	No	No
<i>Gender assignment</i>	No	No
<i>Marriage / civil partnership</i>	No	No
<i>Pregnancy / maternity</i>	No	No
<i>Race</i>	No	No
<i>Religion / belief</i>	No	No
<i>Sexual orientation</i>	No	No
<i>Sex (gender)</i>	No	No
<i>Language</i>	No	No

4.2.3 The following sections consider the potential impacts the proposal could have on protected groups covered by the general duty, using evidence gathered through engagement, consultation and research.

³ (Section 149 of the Equality Act 2010)

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What potential impacts could the proposal have on protected groups covered by the general duty?³**5. Protected Group: Age****5.1 POTENTIAL IMPACT ON CHILDREN & YOUNG PEOPLE.**

5.1.1 The equality duty covers the protected characteristic of age, which refers to a person having a particular age (for example, 42 year olds) or being within an age group (for example, 25-35 year olds). This includes all ages, including children and young people.

5.1.2 The United Nations Committee on the Rights of the Child recommends that all countries that ratify the United Nations Convention on the Rights of the Child (UNCRC) undertake a Children's Rights Impact Assessment on all decisions related to children. The Welsh Government adopted the UNCRC in 2004 and on the 1st May 2014, a new duty on Welsh Ministers came into effect to have due regard to the UNCRC when exercising any of their Ministerial functions. As such, there is no legal duty on Local Authorities to undertake Child's Rights Impact Assessments, but in line with good practice, an assessment has been carried out in relation to this proposal, attached at Appendix C2(i) of this assessment.

5.1.3 In accordance with the data provided as part of the consultation on this proposal (detailed information was made available to the public)⁴, between September 2014 and August 2015, YEPS engaged with 10,653 individual young people. The service is currently engaging with 44% of the 11-19 year old population in Rhondda Cynon Taf, which is 10% above the Welsh average.

5.1.4 Through public consultation, including specific engagement with children and young people, some points have been raised about the potential impact this proposal could have on children and young people. This section explores this in more detail, using consultation evidence to assess the likely impact on this group.

5.1.5 In general, the consultation reflected views that any reduction in YEPS provision could impact on the social lives of children and young people and it was felt by many respondents that the service had been cut enough already (during previous service changes in 2014)² with young people being disproportionately affected by public sector austerity.

5.1.6 Regarding more specific points, a reduction in the number of staff per school cluster was thought to have an impact on the activities YEPS could then provide and the number of children they can engage. Some consultation respondents felt that this could negatively impact on the attendance and educational prospects of some children and young people, who remain engaged with YEPS, despite not engaging consistently with mainstream education provision. Any change in staffing was felt to compromise the trust built up between a worker and young people participating in the service; the support received currently was specifically raised by children and young people during consultation.

⁴ Data relating to this proposal:

<http://www.rctcbc.gov.uk/EN/GetInvolved/Consultations/RelatedDocuments/BudgetChallenge/YouthAppendices.pdf>

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- 5.1.7 Respondents stated that YEPS engage with a broad spectrum of young people, including those who are vulnerable and / or at risk of not engaging with education, employment or training. The responses to the consultation suggest that any reduction in YEPS could, therefore, have an impact on vulnerable children in particular and a wider economic impact on the County Borough.
- 5.1.8 Children and young people felt that a reduction in staffing and budget could impact upon the activities provided by YEPS. Several examples were provided where the service could be compromised as a result of the proposal, such as the sport and exercise opportunities, which are beneficial to health and wellbeing; the clubs that promote skills development (e.g. 'Camera Club') and the use of different areas of the school and engaging with young people of different ages.
- 5.1.9 Another theme arising from the consultation is regarding the links YEPS make to other schools, the community and leisure opportunities to broaden the opportunities available to young people and families. The proposals (including the reduction in staff and in a Team Leader post) are seen to threaten this positive work, as there will be less resource to make additional links.
- 5.1.10 Some respondents agreed with the reduction in a school cluster 'Enrichment' budget. However, other people felt that any additional funding that could be provided to schools was welcome and the proposal would impact negatively on children and young people, particularly in deprived communities.
- 5.1.11 In considering these proposals, the service explored a number of options. The options put forward to Cabinet are those that will have less of an impact on frontline service delivery to children and young people.
- 5.1.12 In addition, there are other service providers in Rhondda Cynon Taf, such as the youth activities delivered through voluntary sector organisations and Communities First.

6. Conclusion

- 6.1 In line with the General Equality Duty (section 149 of the Equality Act 2010), this Equality Impact Assessment has:
- Assessed specific differential impacts that have been identified for each of the protected characteristics;
 - Stated where actions can be considered to minimise or remove any potential negative impacts relating to the proposals;
 - Provided opportunities, where applicable, to advance equality and good relations between different groups.
- 6.2 As such, this Equality Impact Assessment has provided sufficient evidence to demonstrate that due regard has been given to the 'duty' placed on the Council in this respect and set out any grounds based on equality considerations that should be considered as part of the decision on service change proposals in respect of the Youth Engagement & Participation Service.

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6.3 If a decision is taken to implement some or all of the options put forward within the proposal, implementation arrangements will need to have full regard to equality planning requirements, thus ensuring every effort is made to minimise any negative impacts and promote equality.

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Appendix C2(i)**Child's Rights Impact Assessment**

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1. IDENTIFY <i>Name of proposal</i>
Proposed changes to the Youth Engagement and Participation Service (YEPS).
2. MAP <i>Describing what is being proposed, its consequences and goals.</i>
2.1 What is being proposed? The proposals for service review being consulted upon include: <ul style="list-style-type: none"> • The number of core funded staff per cluster is reduced from 2 Full-Time Equivalent (FTEs) to 1.5 FTE; • The level of 'Enrichment' budget funding for mainstream schools is reviewed and reduced by 10% to reflect the reduction in frontline staff; • Management arrangements are reviewed and reduced to reflect the reductions in frontline service delivery. <p>During 2013/14, the service was subject to review and service changes were implemented. This was consulted upon at the time, and an Equality Impact Assessment produced.⁵</p>
2.2 What is the aim of the proposal? The aim of the proposal is to reduce spend and enable the Council to meet its statutory duties with regards to setting a balanced budget.
2.3 Who initiated the proposal? Senior Leadership Team.
2.4 Who will be responsible for implementing the proposal? Council officers within the Education & Lifelong Learning Directorate.
2.5 What is the legal, police and practice context of the proposal? As outlined in the Cabinet report (19 th May 2015), the following legislative framework applies: <ul style="list-style-type: none"> - Learning and Skills Act 2000; - Youth Support Services Direction (Wales) 2002; - (due regard to) 'Extending Entitlement: Support for 11 to 25 year olds in Wales: Direction and Guidance 2002', which is supported by the National Youth Work Strategy for Wales 2014-18. - Equality Act 2010; - United Nations Convention on the Rights of the Child.

5

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2014/01/08/Reports/mediumtermserviceplanningphase1reportandappendices2pmmmeeting.pdf>

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2.6 Which articles of the UN Convention on the Rights of the Child (UNCRC) are relevant?

- Article 3: All organisations concerned with children should work towards what is best for them.
- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 15: Children have the right to meet with other children and young people and to join groups and organisations.
- Article 28: Children have a right to an education.
- Article 31: Children have the right to relax, play and join in a wide range of leisure activities.

2.7 Has a UNCRC analysis been undertaken when developing the proposal?

The rights of children and young people, particularly the UN seven core aims, have been taken into account.

2.8 What are the resource implications of the proposal?

The implementation of the proposals being consulted upon would deliver financial savings (full year) of £0.384M per year.

3. GATHER

Pulling together relevant information and evidence.

3.1 What relevant information or evidence is available internally?

Figures are available on the number of children and young people that have been engaged with YEPS and information relating to the impact of the service.

Information is also available on the budget provided to each school and activities undertaken with children and young people.

3.2 What relevant information or evidence is available externally?

- Consultation responses.

3.3 Is further information or evidence required?

No.

4. CONSULT

Asking children and young people their views.

4.1 Have children and young people or any other stakeholders been consulted in the development of the proposal?

Children and young people were specifically consulted, including every school pupil receiving a consultation booklet, which contained an insert of a 'young person friendly' explanation of the proposals. All schools were contacted about the consultation and the School Councils were asked to discuss the proposals and feedback.

The Participation and Involvement Officer also attended schools to discuss proposals with

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children and young people and out of hours sessions were held at libraries or leisure centres for young people to participate in.

4.2 Is consultation necessary or appropriate?

Yes, consultation is both necessary and appropriate.

4.3 If yes to the above, who should be consulted?

A separate consultation report with this detail included has been produced, attached with these papers.

4.4 Should particular groups of children and young people be consulted for their views?

A separate consultation report with this detail included has been produced, attached with these papers.

4.5 What format should the consultation take?

A separate consultation report with this detail included has been produced, attached with these papers.

4.6 What questions should be asked?

A separate consultation report with this detail included has been produced, attached with these papers.

5. ANALYSE

Assessing the proposal for its impact on children and young people's rights.

5.1 What impact might the proposal have on the rights of children and young people? (positive or negative)

The articles identified as relevant to this proposal are:

- Article 3: All organisations concerned with children should work towards what is best for them.
- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 15: Children have the right to meet with other children and young people and to join groups and organisations.
- Article 28: Children have a right to an education.
- Article 31: Children have the right to relax, play and join in a wide range of leisure activities.

Although this proposal represents a change in provision, the service have reviewed options and concluded that this will continue to meet statutory requirements and have minimal impact on delivery.

With regards to Article 12, children and young people have been consulted on this proposal and their views will be taken into account.

5.2 Will the rights of one group in particular of children be affected?

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The service is aimed at children and young people aged 11-19 years old and a key aim of the service is in preventing children and young people from becoming 'NEET' i.e. not in education, employment or training.

5.3 Are there competing interests between groups of children, or between children and other groups?

No.

5.4 How does the proposal relate to, promote or inhibit the provisions of the UNCRC, other relevant international treaties and standards or domestic law? (please refer to section 2.6)

Please see response to 5.1.

5.5 How does the proposal relate to the Concluding Observations of the UN Committee on the Rights of the Child on the implementation of the UNCRC?

The UN Committee's Concluding Observations and their implementation are applicable to the Welsh Government (further information is available here):

<http://www.childcomwales.org.uk/en/uncrcconcludingobservations/>

5.6 How does the proposal contribute to the achievement of national goals for children and young people?

The Welsh Government have adopted the seven core aims of the UNCRC as the national goals for children and young people. These are:

1. have a flying start in life
2. have a comprehensive range of education and learning opportunities
3. enjoy the best possible health and are free from abuse, victimisation and exploitation
4. have access to play, leisure, sporting and cultural activities
5. are listened to, treated with respect, and have their race and cultural identity recognised
6. have a safe home and a community which supports physical and emotional wellbeing
7. are not disadvantaged by poverty.

These aims are adopted locally in Local Authority decision-making processes and are a key pillar of the YEPS provision.

5.7 Is there disagreement as to the likely impact of the proposal on the rights of children and young people?

The consultation on this proposal has identified that some members of the public feel this proposal could impact on the engagement of children and young people in social activity, further education and training. Further debate is provided in the main body of the Equality Impact Assessment.

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5.8 Is the proposal the best way of achieving its aims, taking into account children's rights?

In order to meet its statutory duty of setting a balanced budget, the Council must bridge a budget gap. Given the scale of this, every service area (that is not statutory) is being reviewed for potential service changes or cuts.

5.9 Can alternatives to the proposal be suggested?

Alternatives to the proposals can be suggested and will be considered by Cabinet when they come to their decision.

5.10 What compensatory measures may be needed to avoid / mitigate a negative impact?

The Equality Impact Assessment provides some compensatory measures to be considered by Cabinet.

5.11 What overall impact will the proposal entail for other policy areas or agendas, or other professionals or groups in their work with children?

Schools and third sector organisations that provide youth provision could be affected by this proposal.

6. RECOMMEND

Drawing together conclusions and making recommendations.

6.1 What overall conclusions have been reached?

- This proposal relates to several Articles of the UNCRC.
- This proposal relates to the national seven core aims.
- External and internal evidence and information has been used to make an assessment on the likely impact of proposals on children and young people and other protected groups (see Cabinet report and Equality Impact Assessment).

6.2 What recommendations should be made?

Recommendations include:

- Cabinet members should consider this assessment in making their decision on the proposal.
- Cabinet members should consider the consultation carried out with children and young people on the proposal.
- Should the proposal be implemented, monitoring should be put in place to ensure mitigation of any adverse impact on children and young people.

6.3 Who should be informed of the recommendations?

Elected members and officers have been informed of these recommendations.

6.4 Does the assessment have any gaps in information, data collection or expertise?

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No.
6.5 Is further research or consultation required?
No.
6.6 Are there any other relevant issues?
No, these are included in the Equality Impact Assessment.
7. PUBLICISE <i>Making the results of the impact assessment known.</i>
7.1 Should the assessment be made available publicly?
Yes, the assessment will be made available publicly as part of papers provided to Cabinet when they come to make their decision on the proposal.
7.2 Should particular individuals or groups be made aware of the assessment?
Yes, both Elected members and officers will be made aware of the assessment. The papers will be made available to the public, also.
7.3 Has the assessment and feedback been provided to those who were consulted with?
Yes, the feedback is provided on the Council's website and publicised to those who took part in the consultation.
8. MONITOR <i>Monitoring and evaluation of the proposal.</i>
8.1 Is follow-up evaluation and monitoring of the proposal required?
Yes. As part of regular monitoring processes of YEPS within the Local Authority, should the proposal be agreed, the impact of the proposal should be monitored.
8.2 Have the recommendations made as a result of the assessment been considered or acted upon?
The recommendations will be considered by Elected members when they come to make their decision.
8.3 Is research required to assess the proposal's impact on children and young people, once implemented?
See above.



RHONDDA CYNON TAF COUNCIL EQUALITY IMPACT ASSESSMENT

**Medium Term Service Planning:
Service Change Proposals**

Proposal: Supported bus routes

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Equality Impact Assessment**Proposal: Supported bus routes****1. Background and Purpose of the Initiative**

- 1.1 The Council is facing a significant financial challenge into the medium term and therefore all services must be reviewed.
- 1.2 On the 10th November 2015, Cabinet received a report on potential service changes relating to subsidised bus routes and agreed to initiate an eight week public consultation on the proposals. The changes outlined in these proposals are required as part of the Council's Medium Term Service Planning arrangements (specifically to reduce spend and enable the Council to fulfil its statutory responsibility and set a balanced budget from 2016/17 onwards).

2. The General Duty

- 2.1 The Council is subject to the Equality Duty (section 149 of the Equality Act 2010), where public authorities must, in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
- 2.2 This assessment seeks to fulfill the Council's duty to have due regard to the legislation, by assessing the possible impact on individuals and groups in the community and identifying any active steps to promote equality to assist Cabinet in coming to their decision on implementing any changes to supported / subsidised local bus routes.

3. Introduction: Proposal on Supported Bus Routes

- 3.1 The majority of bus services (and 92% of bus journeys) in Rhondda Cynon Taf are provided on a commercial basis by private operators. There are some routes, however, that are not considered commercially viable at this time.
- 3.2 These routes are determined and supported by the Council in line with their discretionary duty under the Transport Acts of 1985 and 2000 and the Local Transport Act 2008; which enables Councils to identify gaps in local transport services and, subject to resources and potential passenger demand, financially

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EqlA: Supported bus routes

support certain routes to help meet local needs. Therefore, the Council does not have a legal duty to support bus services.

- 3.3 Following an assessment of Council funded routes, options were put forward on potential service changes and savings. The option selected for consultation was:
- Reduce Council subsidised local bus routes to £439K (achieving a saving of £50K), which results in ceasing to support the three lowest scoring routes on the service impact assessment (provided with the consultation information).
- 3.4 The three lowest scoring routes in line with the impact assessment were:
- Route 138 Porth - Trehafod (Woodfield Terrace);
 - Route 153 Tonypandy - Gilfach Goch;
 - Route 25 Fernhill - Cefnpennar - Ynysybwl - Pontypridd.
- 3.5 The proposal is to cease Council support for these routes. If, in time, the routes are deemed commercially viable, it is possible private operators may be able to fund these routes.
- 3.6 During 2014/15, the number of supported routes provided by Rhondda Cynon Taf Council were subject to a proposal to reduce the funding. This was consulted upon at the time, and an Equality Impact Assessment produced.¹
- 3.7 This Equality Impact Assessment considers the potential impact of the proposal on protected groups. A separate Child's Rights Impact Assessment has been produced, in line with good practice, attached at Appendix C3(i).

4. What evidence is there to suggest the potential impact of the proposal on protected groups?

4.1 Consultation & Engagement

- 4.1.1 Following Cabinet approval, a public consultation was launched on the 23rd November 2015 and closed on the 18th January 2016. As well as being able to reply to the public consultation on the service change proposals, children and young people were also specifically consulted (see Appendix C3(i)).
- 4.1.2 A separate consultation report on the methodology and outcomes of the consultation has been produced and is attached with these papers.
- 4.1.3 The main themes arising from the consultation were:
- Impact on people without cars;
 - Impact on older people/disabled people/isolation issues;
 - Impact on those with health appointments/getting to hospital;
 - Impact on those who work or training.

1

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The following table shows the number of responses that considered that the proposal would have an impact on the protected characteristics:

Characteristic	No. of responses
You are male / female	38
Your age	61
Your ethnicity	5
Your are disabled	24
Your sexuality	2
Your religion or belief	5
Your gender identity	3
You are single / married / cohabiting / in a civil partnership / divorced	13
You are pregnant	2
The language you prefer to communicate in	3

4.1.4 Where recurring themes relate to groups of the population potentially being disproportionately affected by the proposal, this theme has been considered in preparing this Equality Impact Assessment to meet the duty (as set out in Section 2).

4.2 Other evidence gathered

4.2.1 Evidence has been gathered from a number of sources. The evidence has been used to, firstly, determine the level of relevance the proposal has to the protected groups covered by the equality duty and, secondly, explore the potential impacts of the proposal further, having due regard to the need to promote equality and minimise any possible adverse impacts.

4.2.2 In line with feedback from the consultation, and other evidence gathered, the following assessment has been taken:

Could the proposal impact on protected groups covered by the general duty? ²

Protected Group	Could this proposal impact on this group differently from others in RCT?	Could this proposal promote equal opportunities for this group?
<i>Age</i>	Yes	No
<i>Disability</i>	Yes	No
<i>Gender assignment</i>	No	No
<i>Marriage / civil partnership</i>	Yes	No
<i>Pregnancy / maternity</i>	Yes	No
<i>Race</i>	No	No
<i>Religion / belief</i>	No	No

² (Section 149 of the Equality Act 2010)

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<i>Sexual orientation</i>	No	No
<i>Sex (gender)</i>	Yes	No
<i>Language</i>	No	No

- 4.2.3 There is a lack of data at a local level of the particular characteristics of people who use certain bus routes at certain times of the day, and how often they use the service.
- 4.2.4 In determining the proposals consulted upon, officers used recent data to score routes for viability. The scoring criteria was based on number of users and the likely usage of certain groups of the population, but robust data is not available on the characteristics of passengers.
- 4.2 The contract by contract assessment assessed the potential impact a withdrawal of service might have on the public. A scoring method was applied against the following factors:
- the number of users per journey;
 - the subsidy per passenger;
 - the unavailability of alternative services;
 - the likelihood of related commercial bus service withdrawals;
 - the loss of journeys for shift workers;
 - the loss of journey for healthcare and hospital visiting;
 - the loss of journeys for education and training.
- 4.3 Therefore, the scoring method applied minimises much of the possible impacts on certain protected groups e.g. access to education and training opportunities were prioritised as retained routes (with regards to children and young people) and access to healthcare (with regards to pregnant women; elderly; or disabled people).
- 4.4 Through public consultation, including engagement with children and young people, some possible effects have been identified on how the proposed policy could impact on the population.
- 4.5 The following sections consider the potential impacts the proposal could have on protected groups covered by the general duty, using evidence gathered through engagement, consultation and research.

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What potential impacts could the proposal have on protected groups covered by the general duty? ²**5. Protected Group: Age**

5.1 The equality duty covers the protected characteristic of age, which refers to a person having a particular age (for example, 65 year olds) or being within an age group (for example, 18-30 year olds). This includes all ages, including children and young people.

5.2 The United Nations Committee on the Rights of the Child recommends that all countries that ratify the United Nations Convention on the Rights of the Child (UNCRC) undertake a Children's Rights Impact Assessment on all decisions related to children. The Welsh Government adopted the UNCRC in 2004 and on the 1st May 2014, a new duty on Welsh Ministers came into effect to have due regard to the UNCRC when exercising any of their Ministerial functions. As such, there is no legal duty on Local Authorities to undertake Child's Rights Impact Assessments, but in line with good practice, an assessment has been carried out in relation to this proposal, attached at Appendix C3(i) of this assessment.

5.3 Overall, car ownership in Rhondda Cynon Taf is relatively low (27% of households do not own a car or van).³ This would suggest that use of public transport is quite high across the Local Authority. As mentioned above, most of the bus routes in Rhondda Cynon Taf are provided on a commercial basis and are separate to the routes subject to consultation and review.

5.4 Certain groups of people are more likely to use buses than others, generally. The National Travel Survey (2014)⁴ shows the age ranges and gender most likely to use buses in England:

³ National Statistics: statistical bulletin 100/2013 "People and Licensing and Vehicle Ownership, 2012" (Census data 2011) <http://wales.gov.uk/docs/statistics/2013/131022-people-vehicle-licensing-vehicle-ownership-2012-en.pdf>

⁴ Department for Transport (2015) 'National Travel Survey (2014)' Statistical Release (England only): https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/457752/nts2014-01.pdf

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This suggests that any change to bus provision is likely to have more of an impact on young people and elderly people.

- 5.5 Consultation respondents stated that young people could be affected more than other age groups, due to their use of public transport for leisure, education and employment opportunities. In general, respondents felt that further rationalising the supported bus routes could have an economic impact on the County Borough, particularly with regards to young people accessing education and training opportunities. Children and young people felt that alternative modes of transport were very costly, such as taxis.
- 5.6 The 2011 Census found that, of those in employment, 16% travelled to work by public transport in England and Wales. 7% of these travelled by bus, 5% by train and 4% by Underground tram or light rail.⁵ This illustrates the importance of transport links for employment opportunities.
- 5.7 In proposing these changes, the service assessed impact on a number of factors, including routes that are used for accessing education and training. The routes affected are those that ranked lowest as an overall score. However, there may be instances that the buses are used to access education and training and this should be taken into account before a decision is made.
- 5.8 The data also suggests that people over the age of 60 years old are more likely to use bus services, and could, therefore, be affected by the proposed service change.
- 5.9 Welsh Government statistics show that people over the age of 60 years old are twice as likely to travel by bus as younger people - in 2007, 24% of men and 35% of women over the age of 60 years old had used the bus in the previous week compared with 13% of men and 18% of women aged 30-59.⁶ This could be due to the introduction of the free bus travel scheme for older and disabled people, which

⁵ Census 2011 data analysis - Method of Travel to work:
http://www.ons.gov.uk/ons/dcp171766_299766.pdf

⁶ Welsh Government (2008) Public Transport Use in Wales: Results from the Living in Wales Survey 2007 SB 73/2008 Available at: <http://wales.gov.uk/docs/statistics/2012/121023sb982012en.pdf>

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provides free travel at any time of day for people over the age of 60 years old. In 2012, the estimated take-up of the free 'bus pass' in Wales was 83%.⁷

- 5.10 A recent study undertaken by 'Age Cymru' suggests bus travel is a "lifeline" for older people, and has an impact on their health and wellbeing. Getting 'out and about' is cited as a key factor in wellbeing, contributing to older people's psychological, health and social / community feelings.⁸
- 5.11 This was reinforced by consultation respondents. Older people commented that they not only relied on buses to get to social activities and shopping, but that they used the bus journeys as social activities in themselves, to meet with acquaintances and friends. The consultation respondents stated that the proposal would have a negative impact on older people in particular for these reasons, due to increased social isolation.
- 5.12 A possible impact was also identified with regards to the older people who use buses to access healthcare and visit friends or relatives in hospital. This was a factor in assessing routes for the service change proposal. Therefore, efforts have been made to minimise any impact on people use the service to get to healthcare / hospitals.
- 5.13 If the proposal is agreed, it will result in the Council removing its subsidy for three routes, with fifteen routes being retained. If an ongoing need is identified, commercial providers may consider meeting meet this need and provide a revised but reduced service without financial support.

6. Protected Group: Disability

- 6.1 The consultation identified a potential impact on disabled people that use public transport. There is a lack of available statistics on the number of users, but it can be assumed that, as the Welsh Government also supply bus passes for disabled people, the number of disabled people who travel by this mode would be higher than other groups. There is, therefore, likely to be an impact if services are reduced.
- 6.2 The Welsh Government emphasise improving access for disabled people in all aspects of live through the Framework for Action on Independent Living.⁹ Use and access to transport is included as a key aspect for this.

7. Protected Group: Marriage & Civil Partnership

- 7.1 The consultation identified a perceived impact of the proposal on single people, particularly single parents. In total, there were 13,927 lone parents in Rhonda Cynon Taf at the time of the 2011 Census. It has been raised that lone parents on low income, in particular, could be negatively impacted by this proposal, particularly as they are unlikely to have access to a vehicle.

⁷ Welsh Government (2013) Written Statement by Carl Sargeant Minister for Local Government and Communities, 17th January. Available at: [http://www.assemblywales.org/bushome/bus-business-fourth-assembly-written-ministerial-statements/dat20130117-e.pdf?langoption=3&ttl=Bus%20Services%20in%20Wales%20\(PDF%2C%20189KB\)](http://www.assemblywales.org/bushome/bus-business-fourth-assembly-written-ministerial-statements/dat20130117-e.pdf?langoption=3&ttl=Bus%20Services%20in%20Wales%20(PDF%2C%20189KB))

⁸ Age Cymru (2013) "*Buses – a lifeline for older people*"

⁹ <http://wales.gov.uk/about/cabinet/cabinetstatements/2013/independentliving/?lang=en>

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7.2 Cabinet should also be mindful that the Equality Impact Assessment for service change proposals on nursery admissions¹⁰ and on the Home to School Transport policy¹¹ identified a potential negative impact on lone parents.

8. Protected Group: Pregnancy & maternity

8.1 Although there is a lack of available statistics on the number of pregnant women who use bus services and the supported bus routes under the proposed preferred option, the data suggests that females are generally more likely to use buses than males. Therefore, this group could be impacted upon by the proposal.

9. Protected Group: Gender

9.1 As above, it is difficult to ascertain the characteristics of people who use bus services. However, national data suggests females are much more likely to use buses than males (particularly in the 17-20 years old age range). (On average, the National Travel Survey (2012) found that women take 69 trips per year by bus, compared to 53 trips for men.¹²)

9.2 Women are also more likely to be lone parents than men. Local statistics are not available, but nationally, 92% of lone parents were women in 2011.¹³ This group was recognised by consultation respondents as being affected negatively by these proposals.

10. Conclusion

10.1 In line with the General Equality Duty (section 149 of the Equality Act 2010), this Equality Impact Assessment has:

- Assessed specific differential impacts that have been identified for each of the protected characteristics;
- Stated where actions can be considered to minimise or remove any potential negative impacts relating to the proposals;
- Provided opportunities, where applicable, to advance equality and good relations between different groups.

10.2 As such, this Equality Impact Assessment has provided sufficient evidence to demonstrate that due regard has been given to the 'duty' placed on the Council in this respect and set out any grounds based on equality considerations that should be considered as part of the decision on service change proposals in respect of supported bus routes.

10.3 If a decision is taken to implement some or all of the options put forward within the proposal, implementation arrangements will need to have full regard to equality

¹⁰ Cabinet report 12th February 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/02/12/Reports/item2nurseryeducationammeeting.pdf>

¹¹ Cabinet report 8th September 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/09/08/Cabinet08Sep2015.aspx>

¹² National Travel Survey <https://www.gov.uk/government/publications/national-travel-survey-2012>

¹³ [ONS](http://www.ons.gov.uk) (2012)

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planning requirements, thus ensuring every effort is made to minimise any negative impacts and promote equality.

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Appendix C3(i)**Child's Rights Impact Assessment**

This assessment uses "*The SCCYP Model*" Copyright © SCCYP, 85 Holyrood Road, Edinburgh. EH8 8AU www.sccyp.org.uk

1. IDENTIFY <i>Name of proposal</i>
Proposed changes to supported bus routes.
2. MAP <i>Describing what is being proposed, its consequences and goals.</i>
2.1 What is being proposed?
<p>The option selected for consultation was:</p> <ul style="list-style-type: none"> Reduce Council subsidised local bus routes to £439K (achieving a saving of £50K), which results in ceasing to support the three lowest scoring routes on the service impact assessment (provided with the consultation information). <p>The three lowest scoring routes in line with the impact assessment were:</p> <ul style="list-style-type: none"> Route 136 Porth - Trehafod (Woodfield Terrace); Route 153 Tonypandy - Gilfach Goch; Route 25 Fernhill - Cefnpennar - Ynysybwl - Pontypridd. <p>The proposal is to cease Council support for these routes. If, in time, the routes are deemed commercially viable, it is possible private operators will solely fund these routes.</p>
2.2 What is the aim of the proposal?
The aim of the proposal is to reduce spend and enable the Council to meet its statutory duties with regards to setting a balanced budget.
2.3 Who initiated the proposal?
Senior Leadership Team.
2.4 Who will be responsible for implementing the proposal?
Council officers within the Corporate and Frontline Services directorate.
2.5 What is the legal, police and practice context of the proposal?
<p>As outlined in the Cabinet report, the following legislative framework applies:</p> <ul style="list-style-type: none"> - Transport Act (1985 and 2000) - Local Transport Act 2008; - Equality Act 2010; - Active Travel (Wales) Act 2013; - United Nations Convention on the Rights of the Child.
2.6 Which articles of the UN Convention on the Rights of the Child (UNCRC) are

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relevant?

- Article 3: All organisations concerned with children should work towards what is best for them.
- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 31: Children have the right to relax, play and to join in a wide range of leisure activities.

2.7 Has a UNCRC analysis been undertaken when developing the proposal?

The rights of children and young people, particularly the UN seven core aims, have been taken into account.

2.8 What are the resource implications of the proposal?

Implementation of the proposal would deliver financial savings (full year) of £0.05M per year.

3. GATHER

Pulling together relevant information and evidence.

3.1 What relevant information or evidence is available internally?

- Current use of the bus routes.

3.2 What relevant information or evidence is available externally?

- Consultation responses.
- National statistics.
- Policy and guidance.

3.3 Is further information or evidence required?

No.

4. CONSULT

Asking children and young people their views.

4.1 Have children and young people or any other stakeholders been consulted in the development of the proposal?

Children and young people were specifically consulted, including every school pupil receiving a consultation booklet, which contained an insert of a 'young person friendly' explanation of the proposals. All schools were contacted about the consultation and the School Councils were asked to discuss the proposals and feedback.

The Participation and Involvement Officer also attended schools to discuss proposals with children and young people and out of hours sessions were held at libraries or leisure centres for young people to participate in.

4.2 Is consultation necessary or appropriate?

Yes, consultation is both necessary and appropriate.

4.3 If yes to the above, who should be consulted?

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A separate consultation report with this detail included has been produced, attached with these papers.

4.4 Should particular groups of children and young people be consulted for their views?

A separate consultation report with this detail included has been produced, attached with these papers.

4.5 What format should the consultation take?

A separate consultation report with this detail included has been produced, attached with these papers.

4.6 What questions should be asked?

A separate consultation report with this detail included has been produced, attached with these papers.

5. ANALYSE

Assessing the proposal for its impact on children and young people's rights.

5.1 What impact might the proposal have on the rights of children and young people? (positive or negative)

The articles identified as relevant to this proposal are:

- Article 3: All organisations concerned with children should work towards what is best for them.
- Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account.
- Article 31: Children have the right to relax, play and join in a wide range of leisure activities.

It is difficult to ascertain the number of children and young people using the bus routes consulted upon in Rhondda Cynon Taf. However, the impact assessment has taken into account passengers needing to access education and training, which would include children and young people.

With regards to Article 12, children and young people have been consulted on this proposal and their views will be taken into account.

5.2 Will the rights of one group in particular of children be affected?

No.

5.3 Are there competing interests between groups of children, or between children and other groups?

No.

5.4 How does the proposal relate to, promote or inhibit the provisions of the UNCRC, other relevant international treaties and standards or domestic law? (please refer to section 2.6)

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Please see response to 5.1.

5.5 How does the proposal relate to the Concluding Observations of the UN Committee on the Rights of the Child on the implementation of the UNCRC?

The UN Committee's Concluding Observations and their implementation are applicable to the Welsh Government (further information is available here):

<http://www.childcomwales.org.uk/en/uncrcconcludingobservations/>

5.6 How does the proposal contribute to the achievement of national goals for children and young people?

The Welsh Government have adopted the seven core aims of the UNCRC as the national goals for children and young people. These are:

1. have a flying start in life
2. have a comprehensive range of education and learning opportunities
3. enjoy the best possible health and are free from abuse, victimisation and exploitation
4. have access to play, leisure, sporting and cultural activities
5. are listened to, treated with respect, and have their race and cultural identity recognised
6. have a safe home and a community which supports physical and emotional wellbeing
7. are not disadvantaged by poverty.

These aims are adopted locally in Local Authority decision-making processes and the proposal does relate to Aims 4 and 7.

5.7 Is there disagreement as to the likely impact of the proposal on the rights of children and young people?

The consultation on this proposal has identified that some members of the public feel this proposal could impact on children and young people with regards to access to education, training and leisure opportunities. Further debate is provided in the main body of the Equality Impact Assessment.

5.8 Is the proposal the best way of achieving its aims, taking into account children's rights?

In order to meet its statutory duty of setting a balanced budget, the Council must bridge a budget gap. Given the scale of this, every service area (that is not statutory) is being reviewed for potential service changes or cuts.

5.9 Can alternatives to the proposal be suggested?

Alternatives to the proposals can be suggested and will be considered by Cabinet when they come to their decision.

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<p>5.10 What compensatory measures may be needed to avoid / mitigate a negative impact?</p> <p>The Equality Impact Assessment provides some compensatory measures to be considered by Cabinet.</p>
<p>5.11 What overall impact will the proposal entail for other policy areas or agendas, or other professionals or groups in their work with children?</p> <p>N/A</p>
<p>6. RECOMMEND <i>Drawing together conclusions and making recommendations.</i></p>
<p>6.1 What overall conclusions have been reached?</p> <ul style="list-style-type: none"> • This proposal relates predominantly to three Articles of the UNCRC. • This proposal relates predominantly to two of the national seven core aims. • External and internal evidence and information has been used to make an assessment on the likely impact of proposals on children and young people and other protected groups (see Cabinet report and Equality Impact Assessment).
<p>6.2 What recommendations should be made?</p> <p>Recommendations include:</p> <ul style="list-style-type: none"> • Cabinet members should consider this assessment in making their decision on the proposal. • Cabinet members should consider the consultation carried out with children and young people on the proposal. • Should the proposal be implemented, monitoring should be put in place to ensure mitigation of any adverse impact on children and young people.
<p>6.3 Who should be informed of the recommendations?</p> <p>Elected members and officers have been informed of these recommendations.</p>
<p>6.4 Does the assessment have any gaps in information, data collection or expertise?</p> <p>No.</p>
<p>6.5 Is further research or consultation required?</p> <p>No.</p>
<p>6.6 Are there any other relevant issues?</p> <p>No, these are included in the Equality Impact Assessment.</p>
<p>7. PUBLICISE</p>

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<i>Making the results of the impact assessment known.</i>
<p>7.1 Should the assessment be made available publicly?</p> <p>Yes, the assessment will be made available publicly as part of papers provided to Cabinet when they come to make their decision on the proposal.</p>
<p>7.2 Should particular individuals or groups be made aware of the assessment?</p> <p>Yes, both Elected members and officers will be made aware of the assessment. The papers will be made available to the public, also.</p>
<p>7.3 Has the assessment and feedback been provided to those who were consulted with?</p> <p>Yes, the feedback is provided on the Council's website and publicised to those who took part in the consultation.</p>
<p>8. MONITOR <i>Monitoring and evaluation of the proposal.</i></p>
<p>8.1 Is follow-up evaluation and monitoring of the proposal required?</p> <p>Yes. As part of regular monitoring processes within the Local Authority, should the proposal be agreed, the impact of the proposal should be monitored, in terms of educational achievement, admission rates and appeals to the charges.</p>
<p>8.2 Have the recommendations made as a result of the assessment been considered or acted upon?</p> <p>The recommendations will be considered by Elected members when they come to make their decision.</p>
<p>8.3 Is research required to assess the proposal's impact on children and young people, once implemented?</p> <p>See above.</p>



RHONDDA CYNON TAF COUNCIL

EQUALITY IMPACT ASSESSMENT

Medium Term Service Planning:
Service Change Proposals

Proposal: Day Nurseries

Equality Impact Assessment

Proposal: Day Nurseries

1. Background and Purpose of the Initiative

- 1.1 The Council is facing a significant financial challenge and therefore all services must be reviewed.
- 1.2 On the 10th November 2015, Cabinet received a report on potential service changes to the five Day Nurseries managed by the Early Years and Family Support Services and agreed to initiate an eight week public consultation on the proposals. The changes outlined in these proposals are part of the Council's Medium Term Service Planning arrangements (specifically to reduce spend and enable the Council to fulfil its statutory responsibility and set a balanced budget from 2016/17 onwards).

2. The General Duty

- 2.1 The Council is subject to the Equality Duty (section 149 of the Equality Act 2010), where public authorities must, in the exercise of their functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
- 2.2 This Assessment seeks to fulfill the Council's duty to have due regard to the legislation, by assessing the possible impact on individuals and groups in the community and identifying any active steps to promote equality to assist Cabinet in coming to their decision on implementing any changes to Day Nurseries.

3. Introduction: Day Nurseries' Proposal

- 3.1 There are five Day Nurseries run by the Early Years and Family Support Service in Rhondda Cynon Taf in the communities of Aberaman, Tylorstown, Tonyrefail, Pontypridd and Llantrisant. With the exception of the Day Nursery in Llantrisant, the four other nurseries are within areas eligible for the 'Flying Start' programme.
- 3.2 'Flying Start' is part of Welsh Government's early years' programme, available to certain areas in Wales depending on deprivation levels of the community. The Welsh Government provide funding to the Council to provide Flying Start services, which includes childcare sessions of 2.5 hours in either the morning or the

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afternoon for 5 days a week, 42 weeks of the year. Parents of children living in an area eligible for Flying Start services can access one 2.5 hour session per day, per child at no cost.¹

- 3.3 Over the last few years, the four nurseries in Aberaman, Tylorstown, Tonyrefail and Pontypridd have evolved into predominantly providing Flying Start childcare provision, as opposed to childcare to parents paying fees.
- 3.4 The report submitted to Cabinet on the 10th November 2015² provided detail on the Council's statutory duties in relation to this proposal and briefly outlined the findings of the most recent Childcare Sufficiency Audit³. Appendix 4 of the 10TH November Cabinet report provided more detail on the current service delivery, resources and options for service change.
- 3.5 Since the decision to initiate a consultation process on the proposals, Cabinet also considered (at its meeting on the 15th December 2015) a report of the Director of Education and Lifelong Learning – “Update on Childcare Market in Response to Changes to Nursery Education Funding”⁴.
- 3.6 In line with demand, available childcare places and the availability of sufficient childcare providers, the following proposals are being consulted upon:
- Review and rationalise the existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured;
 - Cease provision of 'fee-paying' childcare places and provide Flying Start only services at Aberaman, Tylorstown, Tonyrefail and Pontypridd day nurseries.
 - Close Llantrisant Nursery.
- 3.7 This Equality Impact Assessment considers the potential impact of the proposal on protected groups. A separate Child's Rights Impact Assessment has been produced, in line with good practice, attached at Appendix C4(i).

4. What evidence is there to suggest the potential impact of the proposal on protected groups?

4.1 Consultation & Engagement

- 4.1.1 Following Cabinet approval, a public consultation was launched on the 23rd November 2015 and closed on the 18th January 2016.

¹ Welsh Government Flying Start programme:

<http://gov.wales/topics/people-and-communities/people/children-and-young-people/parenting-support-guidance/help/flyingstart/?lang=en>

² Cabinet Report 10th November 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/11/10/Reports/AgendaItem2MediumTermServicePlanning.pdf>

³ Cabinet report 23rd July 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/07/23/Reports/pmmeetingagendaitem8childcaresufficiencyassessmentupdate.pdf>

⁴ Cabinet report 15th December 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/12/15/Reports/AgendaItem11UpdateonChildcareMarket.pdf>

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4.1.2 A separate consultation report on the methodology and outcomes of the consultation has been produced and is attached with these papers.

4.1.3 The main themes arising from the consultation were:

- Disagreement with the proposal;
- A feeling that there is not enough sufficient childcare elsewhere;
- A feeling that there will be a negative impact on the ability of parents / carers to work or reduce their hours of work;
- A need to promote, advertise and market existing nurseries while lowering fees.

4.1.4 Where themes relate to groups of the population potentially being disproportionately affected by the proposal, this theme has been considered in preparing this Equality Impact Assessment to meet the duty (as set out in Section 2).

4.2 Other evidence gathered

4.2.1 Evidence has been gathered from a number of sources. The evidence has been used to, firstly, determine the level of relevance the proposal has to the protected groups covered by the equality duty and, secondly, explore the potential impacts of the proposal further, having due regard to the need to promote equality and minimise any possible adverse impacts.

4.2.2 In line with feedback from the consultation, and other evidence gathered, the following assessment has been taken:

Could the proposal impact on protected groups covered by the general duty?⁵

Protected Group	Could this proposal impact on this group differently from others in RCT?	Could this proposal promote equal opportunities for this group?
<i>Age</i>	Yes	No
<i>Disability</i>	Yes	No
<i>Gender assignment</i>	No	No
<i>Marriage / civil partnership</i>	Yes	No
<i>Pregnancy / maternity</i>	No	No
<i>Race</i>	No	No
<i>Religion / belief</i>	No	No
<i>Sexual orientation</i>	No	No
<i>Sex (gender)</i>	Yes	No
<i>Language</i>	No	No

⁵ (Section 149 of the Equality Act 2010)

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- 4.2.3 The following sections consider the potential impacts the proposal could have on protected groups covered by the general duty, using evidence gathered through engagement, consultation and research.

What potential impacts could the proposal have on protected groups covered by the general duty?⁵

5. Protected Group: Age

5.1 POTENTIAL IMPACT ON CHILDREN

- 5.1.1 The equality duty covers the protected characteristic of age, which refers to a person having a particular age (for example, 32 year olds) or being within an age group (for example, 18-30 year olds). This includes all ages, including children and young people. Due to the nature of this proposal, it could impact on the children aged from 3 months to 4 years and 11 months (before statutory school age) attending the five Day Nurseries.
- 5.1.2 The United Nations Committee on the Rights of the Child recommends that all countries that ratify the United Nations Convention on the Rights of the Child (UNCRC) undertake a Children's Rights Impact Assessment on all decisions related to children. The Welsh Government adopted the UNCRC in 2004 and on the 1st May 2014, a new duty on Welsh Ministers came into effect to have due regard to the UNCRC when exercising any of their Ministerial functions. As such, there is no legal duty on Local Authorities to undertake Child's Rights Impact Assessments, but in line with good practice, an assessment has been carried out in relation to this proposal, attached at Appendix C4(i) of this assessment.
- 5.1.3 The Cabinet report² and factsheet⁶ included with the consultation information provides data from the Autumn term 2015 on the number of children attending the five Day Nurseries. This data provides an indication of the 'fee-paying' children and families that could be impacted if the proposal is implemented.
- 5.1.4 Through consultation, many parents / carers expressed concern that the children currently attending Llantrisant Day Nursery, and those who are not eligible for 'Flying Start' places in the four other Day Nurseries concerned, will have to be placed in alternative childcare.
- 5.1.5 Consultation respondents commented that this could negatively impact on the children if they have settled into their current nursery and become familiar with the staff and other children. As such, the consultation suggested that a move to a new setting could be upsetting and challenging for the children affected, particularly those that are vulnerable.

⁶ Day Nursery consultation 'factsheet':

<http://www.rctcbc.gov.uk/EN/GetInvolved/Consultations/RelatedDocuments/BudgetChallenge/DayNurseryConsultation.pdf>

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5.1.6 The consultation exercise also gathered views that suggested moving children to an alternative childcare provider could impact negatively on their education and learning. Parents and carers felt comfortable with the current Day Nursery provision and they believed a change could disrupt their child's development and were concerned about the quality of other settings in comparison.

5.2 POTENTIAL IMPACT ON ADULTS.

5.2.1 The proposed change will also have an impact on the parents and carers of the children affected. Any change concerning children and young people is likely to affect the wider family and those with parental responsibility. Under the Equality Act, therefore, adults who are parents / carers would be affected disproportionately by this proposed change more than other groups of the population.

5.2.2 If the proposal is agreed by Cabinet, the families of those children currently in 'fee-paying' places at the Day Nurseries concerned will need to find alternative childcare provision (unless the children are naturally, soon moving on to school) . A theme arising from the consultation in this respect was that alternative childcare may be more expensive and families would struggle to pay extra costs.

5.2.3 One respondent also stated that some nurseries charge a deposit prior to children starting at a new nursery setting. Therefore, they felt the proposal would impact negatively on them as a family and, in particular, on lone parents and vulnerable families.

5.2.4 The service has looked at outline costs and found that, in most instances, private provision would be a more cost effective option for parents and carers than the current Council service. A greater demand on the private sector would also have a positive impact on the economic sustainability of the community.

5.2.5 Flying Start provision will continue to be available in the most deprived communities across the County Borough, with the aim of reaching vulnerable families.

5.2.6 Consultation respondents also disagreed with the proposal due to the possible disruption on their work patterns and opportunities for work. Parents and carers felt that the proposal could impact on their ability to work the same hours as they do currently, and access their employment. Respondents stated that there was a waiting list in some alternative nurseries of 3-6 months, which would impact on their ability to be in employment.

5.2.7 Some consultation respondents stated that they currently accessed provision through public transport routes or by walking to nursery. They stated that there were no other childcare providers within walking distance and felt that getting to an alternative childcare provider would be difficult on public transport. One respondent indicated that her husband walked their child to nursery, as a disability meant he could not drive.

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- 5.2.8 The true impact of this proposal on parents' and carers' ability to work / undertake training is difficult to assess. There are a number of factors that could affect this assessment, including parents' / carers' work patterns; proximity of their workplace to a childcare provider; availability and affordability of childcare; and availability of informal childcare i.e. via family / friends.
- 5.2.9 It is not the duty of the Local Authority to meet the individual childcare needs of every working family, but to ensure that at a community level, strategic action is taken with partner organisations to address any gaps in childcare. The duty also states that this must be done "so far as is reasonably practicable", taking into account the Council's resources and capabilities to intervene in the childcare market.
- 5.2.10 In putting forward this proposal, the service has looked at the localities affected and confirmed that there are sufficient providers of childcare (e.g. day nurseries, childminders, playgroups etc.) that can accommodate children displaced by the proposal.

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6. Protected Group: Disability

6.1 The consultation identified a possible impact on disabled parents and carers, that may need to travel further to access alternative childcare. A respondent commented that, due to her partner's disability, he relied on being able to walk to the nursery. If the proposal is agreed, parents and carers may need to find alternative childcare, which is further from their homes than the current Day Nursery their child attends.

7. Protected Group: Marriage / civil partnership

7.1 Consultation respondents stated that they felt the proposed policy would impact upon them disproportionately due to their marital status i.e. whether they were single, cohabiting, married or in a civil partnership. When asked for the reasons parents / carers thought they would be impacted more due to this, the recurring theme was around the financial difficulties associated with being a single parent, coping with a change in childcare provider alone and affording the fees for a different provider.

7.2 As women are far more likely to be lone parents than men, the impact on this group is explored further in the section on 'gender'. Local statistics are not available, but nationally, 92% of lone parents were women in 2011.⁷ In total, there were 13,927 lone parents in Rhonda Cynon Taf at the time of the 2011 Census; less than half of these were classed as being economically active (5,464). In Rhondda Cynon Taf, of those lone parents who were economically active, the majority were working part-time (5,130 in 2011).

7.3 Being a lone parent can mean it is more difficult to be in employment and raise children. Across the UK, for lone mothers with children aged up to 3 years old, 39% were in work in 2013, compared with 65% of couples with children in the same age group.

7.4 Cabinet should also be mindful that the Equality Impact Assessment for previous service change proposals on nursery admissions⁸ and on the Home to School Transport policy⁹ identified a potential negative impact on lone parents.

7.5 In a similar way to other groups of the population, the impact of the proposal on lone parents could be mitigated if they can use alternative childcare and in most cases, this is a more cost-effective option.

⁷ [ONS](#) (2012)

⁸ Cabinet report 12th February 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/02/12/Reports/item2nurseryeducationammeeting.pdf>

⁹ Cabinet report 8th September 2015:

<http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/Cabinet/2015/09/08/Cabinet08Sep2015.aspx>

8. Protected Group: Sex (gender)

8.1 Evidence gathered through consultation suggests that females could be more impacted than males with regards to this proposal, due to the fact that females are more likely to take principle responsibility for childcare responsibilities in a family.

8.2 Females are also more likely to be lone parents than males and the consultation has identified a potential impact on families single parents.

9. Protected Group: Language

9.1 All of the Day Nurseries are English medium and provide some Welsh language as a matter of good practice, however they are not Welsh medium day nurseries. Within the consultation one parent stated that they felt it was crucially important that Welsh language was utilised in the day nursery attended by their child.

10. Conclusion

10.1 In line with the General Equality Duty (section 149 of the Equality Act 2010), this Equality Impact Assessment has:

- Assessed specific differential impacts that have been identified for each of the protected characteristics;
- Stated where actions can be considered to minimise or remove any potential negative impacts relating to the proposals;
- Provided opportunities, where applicable, to advance equality and good relations between different groups.

10.2 As such, this Equality Impact Assessment has provided sufficient evidence to demonstrate that due regard has been given to the ‘duty’ placed on the Council in this respect and set out any grounds based on equality considerations that should be considered as part of the decision on service change proposals in respect of Day Nursery provision.

10.3 If a decision is taken to implement some or all of the options put forward within the proposal, implementation arrangements will need to have full regard to equality planning requirements, thus ensuring every effort is made to minimise any negative impacts and promote equality.

Appendix C4(i)**Child's Rights Impact Assessment**

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1. IDENTIFY <i>Name of proposal</i>
Proposed changes to the Day Nursery service.
2. MAP <i>Describing what is being proposed, its consequences and goals.</i>
2.1 What is being proposed? In line with demand, available childcare places and the availability of sufficient childcare providers, the following proposals are being consulted upon: <ul style="list-style-type: none"> • Review and rationalise the existing staff contracts and rotas to ensure optimum resource levels are attained and service flexibility assured; • Cease provision of 'fee-paying' childcare places and provide Flying Start only services at Aberaman, Tylorstown, Tonyrefail and Pontypridd day nurseries. • Close Llantrisant Nursery.
2.2 What is the aim of the proposal? The aim of the proposal is to reduce spend and enable the Council to meet its statutory duties with regards to setting a balanced budget.
2.3 Who initiated the proposal? Senior Leadership Team. Cabinet have agreed to public consultation on the proposal.
2.4 Who will be responsible for implementing the proposal? Council officers within the Children and Community Services Directorate.
2.5 What is the legal, police and practice context of the proposal? As outlined in the Cabinet report (19 th May 2015), the following legislative framework applies: <ul style="list-style-type: none"> - Childcare Act 2006; - Children Act 1989; - Children and Families (Wales) Measure 2010. - Equality Act 2010; - United Nations Convention on the Rights of the Child.
2.6 Which articles of the UN Convention on the Rights of the Child (UNCRC) are relevant? - Article 3: All organisations concerned with children should work towards what is best for them. - Article 12: Children have the right to say what they think should happen when adults are

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making decision that affect them, and to have their opinions taken into account.
<p>2.7 Has a UNCRC analysis been undertaken when developing the proposal?</p> <p>The rights of children and young people, particularly the UN seven core aims, have been taken into account.</p>
<p>2.8 What are the resource implications of the proposal?</p> <p>Implementation of the proposal would deliver financial savings (full year) of £0.176M per year.</p>
<p>3. GATHER <i>Pulling together relevant information and evidence.</i></p>
<p>3.1 What relevant information or evidence is available internally?</p> <ul style="list-style-type: none"> - Information on service provision and take-up. - The Childcare Sufficiency Audit 2014-17. - Evidence of other service changes made to nursery provision during the last few years.
<p>3.2 What relevant information or evidence is available externally?</p> <ul style="list-style-type: none"> - Consultation responses.
<p>3.3 Is further information or evidence required?</p> <p>No.</p>
<p>4. CONSULT <i>Asking children and young people their views.</i></p>
<p>4.1 Have children and young people or any other stakeholders been consulted in the development of the proposal?</p> <p>All fee paying parents were invited to attend five consultation events, held in each of the five Day Nurseries at the time when parents came to collect children. Parents attended events in Pontypridd and Llantrisant. No parents attended the events in Tylorstown, Tonyrefail and Aman. Parents were also given the opportunity to respond electronically to the consultation or by posting their questionnaire directly to the Council.</p>
<p>4.2 Is consultation necessary or appropriate?</p> <p>Yes, consultation is both necessary and appropriate.</p>
<p>4.3 If yes to the above, who should be consulted?</p> <p>A separate consultation report with this detail included has been produced, attached with these papers.</p>
<p>4.4 Should particular groups of children and young people be consulted for their views?</p> <p>A separate consultation report with this detail included has been produced, attached with these papers.</p>

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<p>4.5 What format should the consultation take?</p> <p>A separate consultation report with this detail included has been produced, attached with these papers.</p>
<p>4.6 What questions should be asked?</p> <p>A separate consultation report with this detail included has been produced, attached with these papers.</p>
<p>5. ANALYSE <i>Assessing the proposal for its impact on children and young people's rights.</i></p>
<p>5.1 What impact might the proposal have on the rights of children and young people? (positive or negative)</p> <p>The articles identified as relevant to this proposal are:</p> <ul style="list-style-type: none"> - Article 3: All organisations concerned with children should work towards what is best for them. - Article 12: Children have the right to say what they think should happen when adults are making decision that affect them, and to have their opinions taken into account. <p>Although this proposal represents a change in service provision, children and their families will be able to access childcare provision in the locality.</p>
<p>5.2 Will the rights of one group in particular of children be affected?</p> <p>Children from 3 months to 4 years and 11 months and their families could be affected.</p>
<p>5.3 Are there competing interests between groups of children, or between children and other groups?</p> <p>No.</p>
<p>5.4 How does the proposal relate to, promote or inhibit the provisions of the UNCRRC, other relevant international treaties and standards or domestic law? (please refer to section 2.6)</p> <p>Please see response to 5.1.</p>
<p>5.5 How does the proposal relate to the Concluding Observations of the UN Committee on the Rights of the Child on the implementation of the UNCRRC?</p> <p>The UN Committee's Concluding Observations and their implementation are applicable to the Welsh Government (further information is available here): http://www.childcomwales.org.uk/en/uncrcconcludingobservations/</p>
<p>5.6 How does the proposal contribute to the achievement of national goals for children and young people?</p>

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The Welsh Government have adopted the seven core aims of the UNCRC as the national goals for children and young people. These are:

1. have a flying start in life
2. have a comprehensive range of education and learning opportunities
3. enjoy the best possible health and are free from abuse, victimisation and exploitation
4. have access to play, leisure, sporting and cultural activities
5. are listened to, treated with respect, and have their race and cultural identity recognised
6. have a safe home and a community which supports physical and emotional wellbeing
7. are not disadvantaged by poverty.

These aims are adopted locally in Local Authority decision-making processes and the proposal does relate predominantly to Aim 1.

5.7 Is there disagreement as to the likely impact of the proposal on the rights of children and young people?

The consultation on this proposal has identified that some fee paying parents feel this proposal could impact on the care, continuity of provision, confidence, learning and development of children. Further debate is provided in the main body of the Equality Impact Assessment.

5.8 Is the proposal the best way of achieving its aims, taking into account children's rights?

In order to meet its statutory duty of setting a balanced budget, the Council must bridge a budget gap. Given the scale of this, every service area (that is not statutory) is being reviewed for potential service changes or cuts.

5.9 Can alternatives to the proposal be suggested?

Alternatives to the proposals can be suggested and will be considered by Cabinet when they come to their decision.

5.10 What compensatory measures may be needed to avoid / mitigate a negative impact?

The Equality Impact Assessment provides some compensatory measures to be considered by Cabinet.

5.11 What overall impact will the proposal entail for other policy areas or agendas, or other professionals or groups in their work with children?

The proposal could positively impact on private sector or voluntary sector providers of childcare in the localities affected. This could be a positive financial impact, in that those families who currently pay to enrol their children in the five Day Nurseries affected will need to find alternative provision.

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6. RECOMMEND*Drawing together conclusions and making recommendations.***6.1 What overall conclusions have been reached?**

- This proposal relates predominantly to two Articles of the UNCRC.
- This proposal relates predominantly to Aim 1 of the national seven core aims.
- External and internal evidence and information has been used to make an assessment on the likely impact of proposals on children and young people and other protected groups (see Cabinet report and Equality Impact Assessment).

6.2 What recommendations should be made?

Recommendations include:

- Cabinet members should consider this assessment in making their decision on the proposal.
- Cabinet members should consider the consultation carried out with parents about the proposal.

6.3 Who should be informed of the recommendations?

Elected members and officers have been informed of these recommendations.

6.4 Does the assessment have any gaps in information, data collection or expertise?

No.

6.5 Is further research or consultation required?

No.

6.6 Are there any other relevant issues?

No, these are included in the Equality Impact Assessment.

7. PUBLICISE*Making the results of the impact assessment known.***7.1 Should the assessment be made available publicly?**

Yes, the assessment will be made available publicly as part of papers provided to Cabinet when they come to make their decision on the proposal.

7.2 Should particular individuals or groups be made aware of the assessment?

Yes, both Elected members and officers will be made aware of the assessment. The papers will also be made available to the public.

7.3 Has the assessment and feedback been provided to those who were consulted with?

Yes, the feedback is provided on the Council's website and publicised to those who took part in

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the consultation.

8. MONITOR

Monitoring and evaluation of the proposal.

8.1 Is follow-up evaluation and monitoring of the proposal required?

No.

8.2 Have the recommendations made as a result of the assessment been considered or acted upon?

The recommendations will be considered by Elected members when they come to make their decision.

8.3 Is research required to assess the proposal's impact on children and young people, once implemented?

See above.

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