

Equality Analysis Form

1. Introduction

1.1 Purpose of Equality Analysis

The council has an important role in creating a fair society through the services we provide, the people we employ and the money we spend. Equality is integral to everything the council does. We are committed to making Croydon a stronger, fairer borough where no community or individual is held back.

Undertaking an Equality Analysis helps to determine whether a proposed change will have a positive, negative, or no impact on groups that share a protected characteristic. Conclusions drawn from Equality Analyses helps us to better understand the needs of all our communities, enable us to target services and budgets more effectively and also helps us to comply with the Equality Act 2010.

An equality analysis must be completed as early as possible during the planning stages of any proposed change to ensure information gained from the process is incorporated in any decisions made.

In practice, the term '**proposed change**' broadly covers the following:-

- Policies, strategies and plans;
- Projects and programmes;
- Commissioning (including re-commissioning and de-commissioning);
- Service review;
- Budget allocation/analysis;
- Staff restructures (including outsourcing);
- Business transformation programmes;
- Organisational change programmes;
- Processes (for example thresholds, eligibility, entitlements, and access criteria).

2. Proposed change

Directorate	Sustainable Communities, Regeneration & Economic Recovery
Title of proposed change	Libraries Service Review (Community Hubs Programme):
Name of Officer carrying out Equality Analysis	Joan Redding, Library & Archives Services Manager [Stephanie Wilson]

2.1 Purpose of proposed change (see 1.1 above for examples of proposed changes)

Summary of proposals

The Libraries Service Review (Community Hubs) project is undertaking a review of the current library service model following changes introduced in April 2022 to reduce opening hours across the library network as a way to generate £500k in savings for the Council. The project is also considering how Croydon's library service can be improved for residents including through closer partnership working and co-location with other services.

This project is not seeking to generate significant revenue savings for the Council but to consider how current budgets can be reallocated to deliver a more impactful service for residents.

The project has involved a programme of primary and secondary research as summarised below:

Primary research - Staff engagement and workshop sessions, external partner meetings held with active groups from the last libraries consultation, internal Council colleague meetings including education, health, communities, adults and assets

Secondary research – Analysis of libraries usage and membership data, demographic data and need, health inequalities, educational attainment, deprivation, case studies from other library services, insight from previous staff engagement, formal consultation responses and equality impact assessments from the last change process in 2021.

Key Findings from this research are:

- Staff are valued by residents and face to face services are seen as most important
- Reduction in hours has had devastating impact and more weekend opening is needed
- The libraries are important local hubs for wellbeing and support for local families, young people and elders in the community
- We need to improve publicity generally, especially communication about opening hours because the community is confused; some think their local library is closed.
- The Council needs to think about the local need in each area, including deprivation levels, and develop an offer which is responsive to this, there isn't one size to fit all communities of Croydon
- The service model needs to be resourced properly. Volunteers, partnerships and fundraising can all help but they also need resource to be done effectively.
- Though usage is increasing, Croydon's libraries have the lowest performance across London, largely as a result of underinvestment and changes in the service model. Performance has been consistently amongst the lowest in London for several years and change is needed to improve this and deliver a sustainable offer.

- Library branch usage is not always representative of the local demographics and some communities are less engaged with the service
- Library users are quite dispersed across the borough with some libraries having a wider catchment than others
- There are particular areas of need across all of the metrics including Broad Green and New Addington
- There are opportunities to work in partnership with other services to deliver a more impactful library offer, particularly health and adult education and skills

This research has informed development of **Three Outcomes** to develop an improved library service:

1. We are reaching many more people
2. We have improved our offer to the whole community
3. Our service is more efficient

A set of Options to deliver these outcomes have been identified and assessed for viability and opportunity. There are a number of recommendations for which options should be further explored detailed in the main report (see Appendices A, B and C).

However all changes to the service model require a reallocation of resource and through the review we have come to the conclusion that some library closures will be needed to release resource for investment in the wider service offer.

This will primarily contribute towards extending the opening hours and offer in the retained library sites and developing a library service offer delivered through community venues and partnerships which will be able to more flexibly respond to local need and engage with communities where they are, particularly those who are under represented in usage data of the current library service offer.

The new Library Service Framework is proposed to be delivered over four strands:

- **Library Hubs** A smaller network of more accessible and welcoming buildings delivering an extensive offer of books, wi-fi, PCs, study space, events and a Library Universal Offers programme. Open 5-6 days a week including every Saturday with the majority of hours staffed and extended hours with self-service access available from at least four sites.

- **Community Hubs** A library situated in a shared venue as part of a wider service offer for residents, for example as part of a Family Hub, Adult Learning Hub, Health and Wellbeing Hub or VCFS Hub.

These sites would include dedicated library space to hold a range of book collections for children and adults, provide Wi-Fi and public computer access and host events and activities. The service offer and opening times would be developed in response to local need and would include weekend provision.

We envisage that this model of embedded colocation and partnership would attract more people to engage with the library service offer and would provide a more holistic service for residents. The delivery of this offer could include developing existing library buildings into Community Hubs, relocating a library service into a different building or exploring different models of delivering the library offer through partnership with other services or groups.

- **Library Outreach**

Outreach activity is essential to reach people not currently engaged with the library service offer, to raise awareness of the library offer and to provide access to library services for residents who are not able to physically visit a Library Hub or Community Hub. We propose that this is delivered over three strands:

1. Library Links will provide a regular contact point with the library service in localities without a building based library service. Delivered from other community venues on a weekly basis, the offer would be developed based on local need but could include: an information service, community book collections, children and adults events, digital support sessions and support to access library services online.

Service provision would be delivered through a combination of library staff, volunteers and grant funded partners to deliver library programmes and events in community settings. We propose commencing with a pilot phase of four initial Library Link services focussed on catering to communities most impacted by any library closures with a second phase of delivery focussed on a further four areas with low library engagement and high need across the borough.

2. Expansion of the Home Library service which delivers books and resources to residents who are housebound, resident in care homes or otherwise unable to access library buildings.

3. Library service visits and activities at other community provision including schools and education services, dementia cafes, health care centres, community events and festivals. This is an established way to promote library services and the benefits of library usage, register new members and support residents to access library services and information.

- **Library Online**

An extensive digital offer including e-books and magazines, online learning and training resources and access to the Museum and Archives collections available 24/7.

Library Locations for the new model have been evaluated based on their current usage, the communities they serve including deprivation, population density, inequalities, the location and condition of the library buildings and the potential to develop the offer further to deliver the service outcomes.

- We propose to retain and invest in the following existing sites as Library Hubs: Central, Ashburton, Thornton Heath, Norbury, Selsdon and Coulsdon.
- Three areas (New Addington, Purley and South Norwood) have been found to need library services but low visitor numbers at the libraries suggest the current set-up isn't working. In line with this, the council is proposing to introduce Community Hubs in these areas, where a library would be available alongside other services such as family and adult education services and community partnerships.
- In order to release resource to extend and develop the offer in the above localities, we propose closing the library buildings in: Shirley, Sanderstead, Broad Green and Bradmore Green.

Mitigation for the impact of the closures would include:

- Extending the opening hours and offer at the remaining libraries
- Developing the Library Link offer in with local residents in these areas to best meet local need
- Undertaking outreach including focussed work with local schools, care homes and other centres
- Developing the home library service for residents with access needs.

These proposals are at a formative stage and further consultation and engagement is now needed to test and develop them further.

The Equality Impact Assessments to date have considered the potential impacts of the changes on Croydon residents of each of the protected characteristics based on desk-based analysis of the data and review of the 2021 consultation responses.

Further insight into the impacts of the proposals will be generated through the next stage of consultation and the EQIA's will be updated and used to review the proposals again following this consultation and ahead of any recommendation for proposals to implement.

2.2 Libraries as a Statutory Service

The project has been delivered in line with guidance for local authorities from [DCMS \(April 2022\)](#) which states:

In addition to the legal considerations of Equalities Act 2010 and Public Sector Equality Duty, there is further legislation under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area (section 7). The Act allows for joint working between library authorities and councils may also offer wider library services (for example, loaning devices, running activities or providing access to wifi and computers). In providing this service, councils must, among other things: encourage both adults and children to make full use of the library service (section 7(2)(b)) and lend books and other printed material free of charge for those who live, work or study in the area (in accordance with section 8(3))

Summary of statutory library service: Every council in England is required to provide a 'comprehensive and efficient' library service under the Act. It must do so in a way which meets the needs of local library users taking into account the resources available. The public library service is not a national service, but a local service. What a comprehensive and efficient service means will differ between councils, and will depend on the needs of each area. It is therefore the role of councillors and officials at a local level to determine how much they spend on libraries and how they manage and deliver their service. This must be done:

- in consultation with their communities
- through analysis of evidence around local needs

- in accordance with their statutory duties

The Council is required to give serious, substantive, and advance consideration of what (if any) the proposals would have on the protected group and what mitigating factors can be put in place. Guidance 7.1.1

The EQIAs produced for each library form part of a wider report and assessment of the service and should be read as part of that document set. The EQIA for these proposed changes will guide the initial investigations during our consultation and will be updated with our findings and reviewed as proposals develop.

2.3 Croydon Library Service Context

Croydon’s library service is currently delivered from 13 buildings grouped into three areas: North, Central and South. The service also delivers a home library service and supports delivery of library services at Upper Norwood Library Hub, situated in Lambeth but jointly owned by Croydon and Lambeth and operated by Lambeth Council and the Upper Norwood Library Trust.

A table of the libraries in the Croydon network and their groupings can be found below. The library group type informs the opening hours and the extent of the offer available. Croydon libraries are currently open for 344 hours per week, with 296 of these a fully staffed service and 48 enabled through self service technology.

Type of library	North Area	Central Area	South Area
Area Library	Thornton Heath	Croydon Central Library	Selsdon
Branch Libraries	South Norwood Norbury	New Addington Ashburton	Coulsdon Purley
Local Libraries	Broad Green	Shirley	Sanderstead Bradmore Green

Croydon’s statutory library service offer uses the Libraries Connected Universal Offers as a framework for developing and delivering a comprehensive public library service, relevant to equalities.

Reading: To build a literate and confident society by developing, delivering and promoting creative reading activities in libraries.

Information and Digital: To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online.

Culture and creativity: To enable local communities to access and participate in a variety of quality and diverse arts and cultural experiences through local libraries.

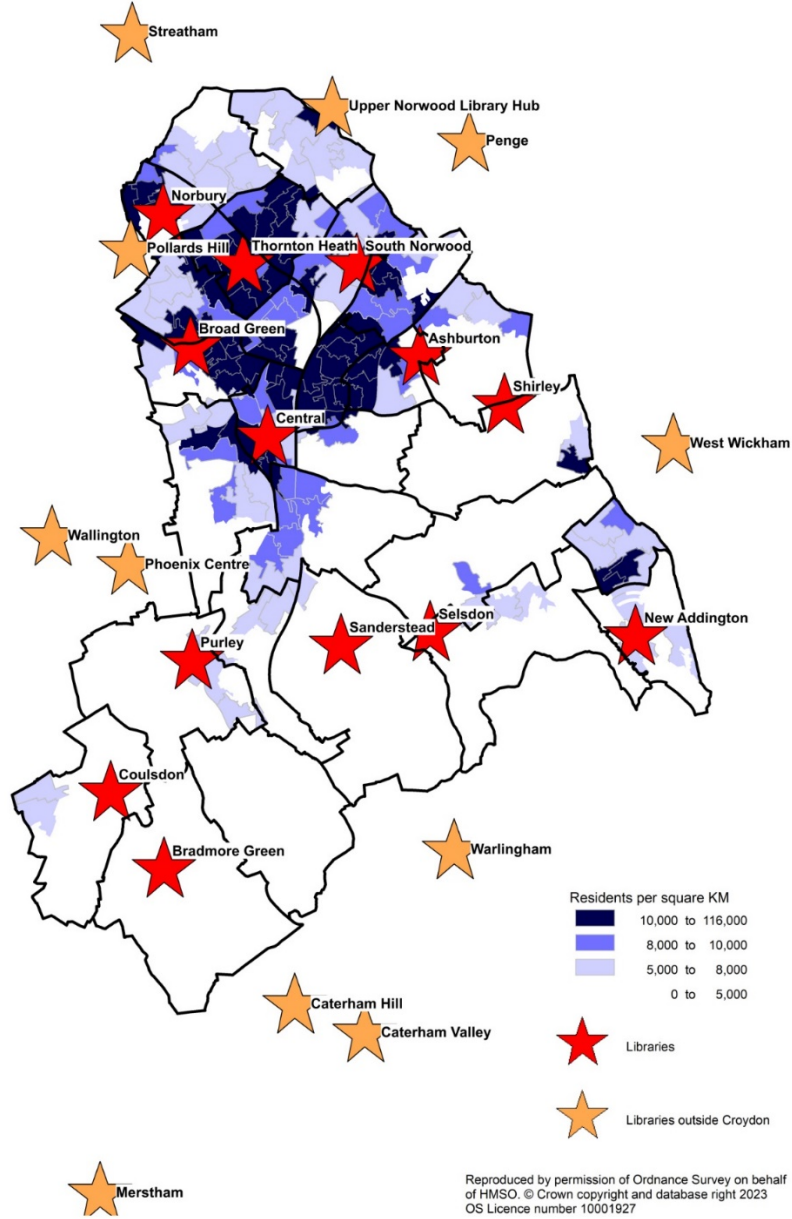
Health and wellbeing: To support the health and wellbeing of local people and communities through services that inform, engage and connect.

There are currently 120,218 Croydon Library members of which 38,674 are Active Users (having used their library card at least once in the last 12 months). However membership does not capture all library usage as some services such as study space, Wi-Fi access and events do not need residents to hold or use their card.

There were 574,140 visits to the network overall in 2022/23 and 468,970 loans of items in the same period.

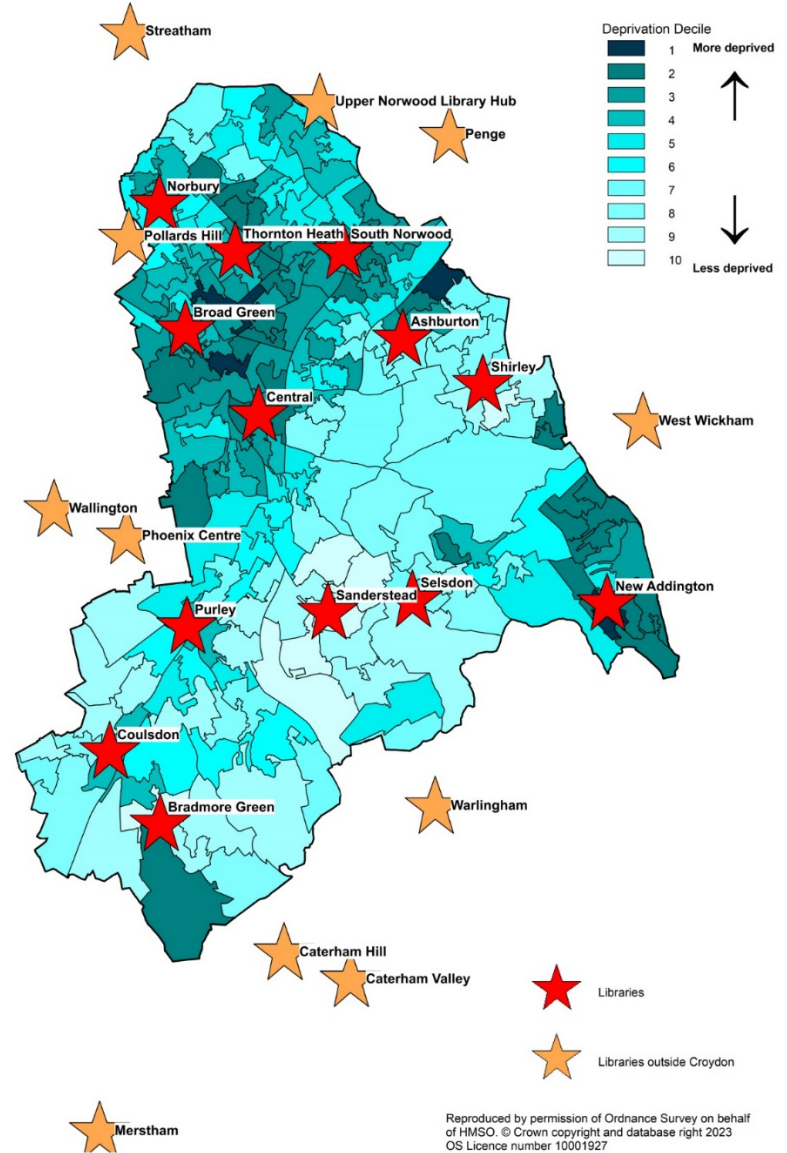
The maps below highlight the libraries in relation to population density and areas of deprivation.

Croydon Libraries and 2021 Population Density



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Croydon Libraries with 2019 IMD



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3. Impact of the proposed change

Important Note: It is necessary to determine how each of the protected groups could be impacted by the proposed change. Who benefits and how (and who, therefore doesn't and why?) Summarise any positive impacts or benefits, any negative impacts and any neutral impacts and the evidence you have taken into account to reach this conclusion. Be aware that there may be positive, negative and neutral impacts within each characteristic.

Where an impact is unknown, state so. If there is insufficient information or evidence to reach a decision you will need to gather appropriate quantitative and qualitative information from a range of sources e.g. Croydon Observatory a useful source of information such as Borough Strategies and Plans, Borough and Ward Profiles, Joint Strategic Health Needs Assessments <http://www.croydonobservatory.org/> Other sources include performance monitoring reports, complaints, survey data, audit reports, inspection reports, national research and feedback gained through engagement with service users, voluntary and community organisations and contractors.

a. Deciding whether the potential impact is positive or negative

This EQIA considers the proposals and the impact for the population overall. Individual EQIA's for each library site to detail and assess the local impact of the changes will be developed as part of the consultation process.

1. Age

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all ages in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
Age	<p>Croydon has 390,800 residents (ONS Census 2021 and is the largest of all London boroughs.</p> <p>Nearly a quarter of Croydon’s population (23.1%) are aged 17 years and under compared to the average for London of 21.6.</p> <p>The number of looked after children in Croydon remains the highest in London.</p>	<p>Croydon Libraries have 120,218 registered library members at the time of this report, which is 30.76% of the total Croydon population. Most library members are Croydon residents, and those who are not residents work or study in Croydon. Some may be legacy users but inactive users are deleted from the system after 2 years of inactivity. The proportion of library users by age corresponds to the Croydon population, with the exception of the age group 10-19 which makes up the largest group (20.54%).</p>

In Croydon, 63.3% of its residents are in the 18-64 years age band compared to 66.6% in the same age band in London.

Croydon has a higher proportion (13.6%) of residents 65 years or over compared to the average for London which is 11.9%.

Croydon's population is growing and is expected to increase to just under 500,000 by 2050.

Active Users (October 2022-October 2023) are library members who have used their membership barcodes to interact with the library system within the last 12 months, either through book loans or PC use, and this data is reviewed monthly. The library service looks for regular growth in this figure to measure the effectiveness of the service to reach different age groups. The latest figure, for October 2023, is 38,674 Active Users which is 32.17% of total membership and 9.7% of the total Croydon population. Active users have declined, and in 2023 represent only 58% of the Active Users reported in 2019, a reflection of both the impact of COVID and reduction in open hours.

New members join daily both online and in libraries, and last year there were 16,116 new members, an increase in new membership of 56% on 2022/23, and approximately 75% of the 2019 figure for new members. This year the rate of new members is higher, in the first 6 months 83% of the 2019 figures.

The library membership figures are low overall at 30.67% of population, and although the membership corresponds as a proportion with the Croydon age groups by percentage, libraries traditionally see a higher percentage of the youngest and oldest and need relevant support activities and the right open hours to attract working adults or adults looking for employment or other support. It is important to note that these figures, particularly the active user figures, do not reflect the high number of students who use library spaces for study but might not hold a library card or use their library card for services.

Events & Activities by age group:

The Library service collects participation figures by age group for regular activities and these should be reported in addition to membership and active user data because not all participants are library members. There is no data available to identify unique or regular participants.

Activities by age group include:

- Babies/toddlers: weekly Rhymetimes (singing&playing, social for parents); Bookstart – earliest literacy support
- Toddlers/pre-school: weekly Storytimes, Bookstart, sessions with King’s College Hospital promoting dental health
- Pre-school/Primary: Craft activities, Summer Reading Challenge, homework sessions, Lego Club, Code Club, Homework club, National Storytelling Week, World Book Day, Class visits, special author events
- Secondary: Study space with free wifi, Work experience, Volunteering (Duke of Edinburgh, Summer Reading Challenge), Poetry and creative writing
- Adults: free internet access & free WiFi, space for work and study, CV/employment support, business support, job clubs, volunteering
- Adults/Older Adults: Reading Groups, Digital IT skill support, Craft clubs, Knit & Knatter, Coffee mornings, Talks, Volunteering, language (ESOL) classes, Ancestry, Information Sessions (Housing, Warmer Homes, Health topics)

During 2022-23, there were a total of 2,214 events for all ages with total attendance of 27,418, broken down by age group below. To put these figures in context, pre COVID April 2019-March 2020, there were 6,261 activities with 73,965 participants of all ages, generating 3,839 new members over the year. After COVID and the reduction in opening (2021-22) there were 701 events, with total attendance of 7,909.

Comparative Data

Summary by age ranges set in context of % of Croydon Population by age range, with indication of percentage of Active Users to Library Members

Age Range	Library Members+	% of library members by age group	%Members who are Active Users by age groups (used the library system in last 12 months)	Croydon Population*	% of Croydon Population by age
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0-09	15,705	13.06%	53.73%	50,163	12.84%
10-19	24,691	20.54%	26.96%	47,770	12.23%
20-29	16,089	13.38%	23.50%	49,150	12.58%
30-39	20,495	17.05%	28.55%	62,763	16.06%
40-49	16,590	13.80%	29.32%	54,580	13.97%
50-60	10,501	8.73%	26.27%	52,886	13.54%
60-69	8,125	6.76%	37.19%	35,583	9.11%
70-79	5,197	4.32%	42.54%	23,508	6.02%
80+	2,825	2.35%	38.58%	14,313	3.66%
Total	120,218		32.17%	390,716	
+From Sirsi Dynix library management system August 2023					
*Croydon Population by age Source : ONS, Census 2021on Croydon Observatory					

The table below further breaks down the combined number of events and participation taking place in the four libraries proposed to close or transfer, compared to Central library for context. Local libraries overall account for 28.9% of family events and 24.4% of adult participation in events.

Events & Activities 2022/23	All Libraries Participation		Four libraries proposed for closure/:		% All Libraries		Central Library		% of all libraries	
	Number	Participation	Number	Participation	Number	Participation	Number	Participation	Number	Participation
Children (0 to 15)	1080	16,947	185	1,388	17.1%	8.2%	305	7399	28.24%	43.66%
Class Visits (ages 5-13)	165	4,261	11	270	6.7%	6.3%	52	1493	31.52%	35.04%
Family Events	33	868	14	251	42.4%	28.9%	10	221	30.30%	25.46%
Adults (18 to 49)	545	3230	99	787	18.2%	24.4%	229	1033	42.02%	31.98%
Older People (50+)	391	2112	66	290	16.9%	13.7%	53	244	13.55%	11.55%

Annual Total Events	2214	27,418	375	2,986	16.9%	10.9%	649	10390	29.31%	37.89%
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From Library Events monthly stats April 2023

Feedback from 2021 consultation

Respondents raised concerns in regards to the following age related impacts

- Rhymetimes – respondents told us that not all parents would travel to their next nearest library for reasons of time or cost, or in some cases mobility and a sense of safety. Other parents said that rhymetimes are already busy in hub libraries and would be oversubscribed or require booking in advance, making them less accessible to families.
- Class visits would be more difficult from nearby schools and might not continue
- Volunteering would be more difficult if the opportunities were more distant and required travel fares. Local young people undertaking Duke Of Edinburgh volunteering might not have as many opportunities.

Impact Assessment	Positive Impact	Negative Impact
	<p>A reduction in library buildings will enable reallocation of the budget to improve the service at better used and better located sites and make the library offer more sustainable in the long term for all age groups in Croydon.</p> <p>The remaining buildings and resources will be better utilised to improve quality of services. Local residents of all ages want to see an increase in opening hours which includes Saturdays, and the only way this can be achieved within budget is to reduce the number of library buildings.</p> <p>Based on indicative membership and active user figures, the current service is reaching only 10% of the population and the services are restricted to buildings because there is no capacity for outreach.</p>	<p>A reduction in library buildings could have a negative impact on the members and active users of each of the four libraries proposed to close.</p> <p>A proposed reduction in library buildings would require a consultation with local residents of all ages to understand the impact on each age group and possible location of Library Link points, particularly the following groups who might experience a disproportionate impact:</p> <ul style="list-style-type: none"> • Families with young children and school children who attend local rhymetimes and borrow children’s books in all four libraries • School children (after school and school visits) in all four libraries • Students who access study space and free wifi in all four libraries • Adults without digital access; jobless especially in Broad Green • Seniors who have told us it is difficult to travel (cost, fear of crime, fear of injury), especially in Shirley

An outreach programme which is based on need and opportunity will ensure a library service offer is available for age groups in areas which are not currently served. This will include engagement with schools and early years settings and care homes.

A Library Link offer would support residents to access a library offer outside of a library building and this would be designed with local residents to meet the need. This could include events targeted to support age groups in a community including storytimes and rhyme times, digital support and craft groups.

The consultation would also seek out nonusers of Croydon libraries who are not currently taking part in library activities and/or do not live near a library or know what is on offer, particularly those located in areas identified as having a need, such as Tollers Estate, Shrublands, Fieldway and Monks Hill. The new model could have a positive impact on these users by establishing a local library offer for them to access.

The library service will seek feedback from residents of all ages to understand their needs and priorities, and the viability of alternatives such as Library Link spaces for co-location for key activities, and local outreach opportunities, working with local voluntary groups to understand and respond to need. Where eligible, residents could access the services of the Home Library Service and receive books of their choice delivered and collected from their home.

Events and activities: The consultation will seek feedback from those residents who attend events and activities, to find out whether the participants are library members and access other library services, or whether they come primarily as participants.

We will design a mitigation with residents and community partners to ensure there is continuity as far as possible to maintain the social and health benefits of library activities. For example a Library Link point could offer rhymetimes once a week, as well as access to books for early years and parents. This would maintain a local offer, continuing to provide social and health benefits, as well as a starting point for early literacy.

If the local library building closed, there would be additional open hours and activities arranged at the nearest larger library, most within 1.5 to 2 miles. This mitigation will be tested again with local residents, reviewing the previous consultation in 2021, when regular library users provided feedback on how they travel to their libraries

2. Disability

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources accessible to all residents in Croydon without excluding those with a disability, in compliance with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
<p>Disability</p>	<p>Croydon residents with a disability under the Equality Act represents 14% of the population (54,852 of 390,719 residents) including residents for whom day-to-day activities are limited a little: 5.62% (21,978) and limited a lot: 6.1% (23,716) Source: https://www.croydonobservatory.org/2-disability/</p> <p>From 2011 to 2021, there has only been a slight increase in the proportions of people in Croydon whose day to day activities are limited a lot or a little.</p> <p>Source: ONS Census 2021, data released 19. Jan. 2023.</p> <p>Data from the Office for Health Improvement and Disparities estimates the prevalence of common mental disorders to be 18.4% for those aged 18 and over and 10.4% for those aged 65 and over (2017). For depression alone the rate is 9.1% of the over 18 population (2022). The impacts of Covid-19 continue to cause adverse mental health outcomes for people in the borough, particularly those from already marginalised or disadvantaged groups. (DPH report 2022).</p> <p>Over the last 5 years, the estimated dementia diagnosis rate for 65+ years has been increasing and has been higher than the rate in London and England for the past 2 years. Source: Borough Profile June 2023</p>	<p>Of the 120,218 library members on the library management system, 6,285 (5%) disclosed a disability, and the largest groups were those with a Mobility (19%) or Mental Health (18%) disability, a change from analysis in 2021 in which Visual impairment (30%) and Mobility (27.6%) were the largest groups and Mental Health was 7%. However we do not hold comprehensive data on this as it is optional for members to provide it.</p> <p>Volunteers: there are local volunteers with disabilities working across libraries, supporting Summer Reading Challenge, coffee mornings, reading groups.</p> <p>Staff: 15% of library staff have disclosed a disability and managers have taken this into account when creating rotas and timetables. It is currently unknown whether there could be a negative or positive impact on staff due to a change of location or working patterns and this would be kept under review and explored through staff consultation on proposed changes.</p> <p>Source Equality Analysis compiled 2021 by Maxine Benjamin, HR Policy and Equality Manager, reviewed internally 2023</p>

Comparative Data

Below Disability categories of library members by age:

Disability	Mobility/ Dexterity	Mental Health	Visual	Learning Difficulty	Hearing	Multi- disability	Other	Total	Percentage by Age
0-09	28	2	16	46	18	24	112	246	4%
10-19	58	112	26	146	14	39	130	1105	8%
20-29	83	332	68	254	18	124	176	836	17%
30-39	82	289	48	138	74	140	256	809	16%
40-49	92	162	64	131	42	60	200	503	12%
50-59	255	132	70	50	56	46	148	543	12%
60-69	207	62	110	32	111	46	206	248	12%
70-79	183	8	190	4	84	42	44	1064	9%
80+	189	6	244	8	86	22	40	1312	9%
Total	1177	1105	836	809	503	543	1312	6285	
Percentage	19%	18%	13%	13%	8%	9%	21%		

Membership data from Sirsi Dynix library management system August 2023

Feedback from 2021 consultation

In 2021, feedback from 2,510 survey respondents told us that 62% majority walk to their local library, and only 17% would be able to walk to an alternative library, with at least 12% stating they would have no other options.

They also raised concerns that:

- Existing volunteers who are older or disabled said they would not be able to travel to the next nearest library.
- Established reading groups, craft groups, Knit & Knatter groups would not relocate to another library, and would have to find another local venue.

Impact Assessment

Positive Impact

A reduction in library buildings will enable reallocation of the budget to improve the service at better used and located sites

Negative Impact

Feedback from residents during the previous consultation in 2021, both online and in person, provided a summary for impact, especially about

and make the library offer more sustainable in the long term for all age groups in Croydon.

The remaining buildings and resources will be better utilised to extend opening hours and improve quality of services and accessibility. This includes delivery of the library Health offer through access to information, event programmes and health improvement advice to support people living with disabilities and ill health.

We note that libraries are not currently serving all areas of Croydon and would investigate how the service could be more accessible to residents with a disability. Specifically we would work with the One Croydon Alliance, the framework which brings together public health, social care, health care providers and the VCFS to enable joint collaboration on health initiatives with a strong focus on community leadership and co-production and a local healthcare offer based on local need and priorities.

For example, a new Library Link point could enable the library service to improve the service reach benefitting residents with a disability who are not able to access the current library buildings.

Volunteers who are not able to travel to one of the retained libraries could support delivery of the Library Link in a local venue, creating more local opportunities for participation.

A consultation with Croydon residents is now proposed to understand the opportunities and impact of a new outreach programme for residents that could be tailored to the needs and priorities of residents with a disability.

travel reported above. Closure of library buildings or relocation of library services could have a disproportionate negative impact on local residents with a disability, especially those who take part in regular activities in a specific branch near their home, including volunteering who might have difficulty travelling to other libraries.

The consultation with this group would include research into opportunities for Library Link points based in local venues, and opportunities for outreach, particularly with partners and voluntary organisations that support residents with disabilities.

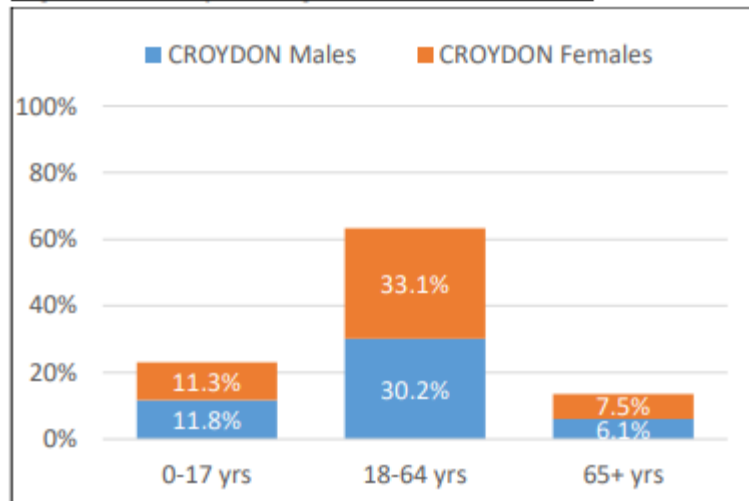
For residents with a disability who cannot travel to a library, but still want to borrow books, there is a Home Library Service which delivers books to their homes. There are currently over 150 Croydon residents receiving this service which would be offered as an effective mitigation.

3. Gender

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all genders in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
<p>Gender</p>	<p>ONS Census: Gender breakdown of Croydon’s 390,727 residents:</p> <ul style="list-style-type: none"> • 187,641 (48%) are Male • 203,086 (52%) are Female <p>There is a slightly higher proportion of males compared to females in the 0-17 years age band in Croydon. There is a higher proportion of females to males in the 18-64 years age band. The 65 years plus age group makes up 13.6% of the total population in Croydon compared to the average for London of 11.9%.</p> <p><i>Source: ONS, Census 2021, released 2. November 2022.</i></p>	<p>Library Database Membership: Gender breakdown of 120,218:</p> <ul style="list-style-type: none"> • Male 46,490 (38.7%) • Female 71,385 (58%) <p>Library Database Active Users: Gender breakdown of 38,764:</p> <ul style="list-style-type: none"> • Male 13,976 (36.1%) • Female 21,528 (55.7%)
	<p>Comparative Data</p>	

Figure 5 – Croydon Age and Gender Profile



Source: ONS, Census 2021, released 2. November 2022.

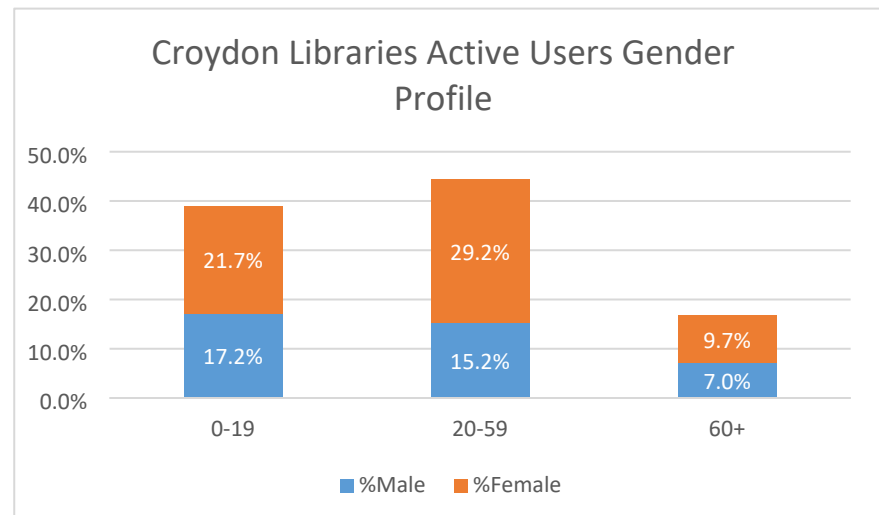
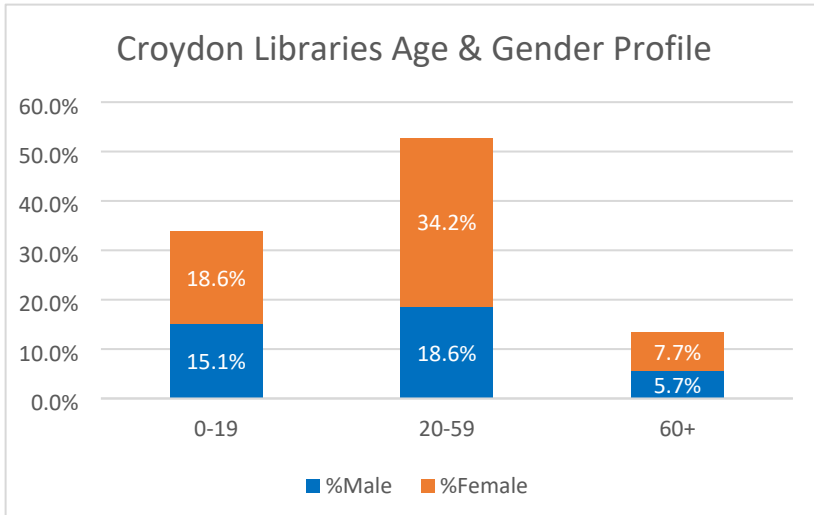
Library Membership by gender

Age Range	Female	Male	Other	No Data	Total
0-09	8421	7125	1	159	15706
10-19	13557	10722	32	379	24690
20-29	9911	5775	36	367	16089
30-39	13724	6312	48	410	20494
40-49	10479	5762	8	343	16592
50-59	6158	4128	3	212	10501
60-69	4669	3309	0	146	8124
70-79	2847	2237	0	113	5197
80-89	1619	1120	0	86	2825
Total	71385	46490	128	2215	120218
% Total	59.40%	38.70%	0.10%	1.80%	

From Sirsi Dynix library management system August 2023

Library Active Users by gender

Age Range	Female	Male	Other	No Data	Total
0-09	4090	3527		822	8439
10-19	3626	2564	7	459	6656
20-29	2198	1223	16	344	3781
30-39	3678	1621	11	541	5851
40-49	2946	1527		389	4862
50-59	1534	1025	4	196	2759
60-69	1662	1169		191	3022
70-79	1192	899		120	2211
80+	602	421		67	1090
Total	21528	13976	41	3129	38674
	55.7%	36.1%	0.1%	8.1%	



Feedback from the 2021 consultation:

Of 2,510 respondents, 1,397 (56%) provided information on gender, majority women, and over half aged between 31 and 50.

Survey responses suggest there might be a disproportionate impact on the following groups who could be the focus on mitigations:

- women who looked after children and participate in rhymetimes and other under 5 activities, especially those who attended library activities to and from the local school run.
- Women 60+ took part in reading groups, craft activities, coffee mornings and knit & knatter.

Impact Assessment	Positive Impact	Negative Impact
	<p>The library service membership is often comprised of more women than men, possibly because services are traditionally attractive to people caring for small children (often majority female) and women 60+. However, in the past libraries also offered job clubs and digital support which attracted more men, and this has not been possible to the same extent within the current opening hours. This may be a factor in the current disparity in use by men.</p> <p>We also understand from feedback to date that the current opening hours limit access for particular groups including working people and this may also have a disproportionate impact on gender disparity. The proposed opening hours which will extend the offer at the retained libraries could make it easier for both genders to access library services.</p> <p>Further engagement is needed through the consultation to understand how men who are not library members are using library spaces, and to test whether additional open hours in a smaller number of libraries, a more extensive programme offer and an outreach provision in community venues would encourage more men to access the services.</p>	<p>The gender split across the borough is relatively consistent so we would not expect a disproportionate impact on either gender as a result of the library closures, when looked at solely on that basis.</p> <p>Further consultation and research is needed to understand the needs and priorities of residents of different genders and the intersectionality with other equality characteristics to inform design of the new service offer.</p>

	<p>The consultation would seek out those not currently served by libraries in all areas of Croydon, and would investigate how the service could be more accessible to residents. For example, there is public health evidence that there are mental health and wellbeing needs specific to men, and libraries could create a conversational reading group through outreach in an area not currently served by a library.</p>	
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4. Gender Reassignment

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all genders in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
Gender Reassignment	91.6% of the population identify with the same sex as registered at birth	The library service does not hold sufficient data on this category
	Comparative Data	

Croydon residents by gender identity

Croydon	Residents	%
All residents aged 16 years and over	310398	100.00%
Gender identity the same as sex registered at birth	284319	91.60%
Gender identity different from sex registered at birth but no specific identity given	1420	0.50%
Trans woman	515	0.20%
Trans man	558	0.20%
Non-binary	165	0.10%
All other gender identities	107	0.00%
Not answered	23314	7.50%
<i>Source: ONS Census 2021.</i>		

Impact Assessment	Positive Impact	Negative Impact
	<p>The closure of some library buildings to extend and improve the offer at the remaining sites and deliver an outreach service could benefit residents with different gender identities through the opportunity to deliver more programming and partnerships to celebrate and support them.</p> <p>Due to the inclusive nature of libraries nationally, and Croydon’s dynamic partner organisations, Croydon libraries would aim to increase activities and resources that are inclusive of all gender identities. In addition to providing books specific to the transgender community, the annual Cultural Calendar for Croydon Libraries always includes Transgender Day of Remembrance in November, as well as LGBTQ History Month in February and Pride in summer. For many years Croydon Central Library has hosted the Rainbow Reading Group as well as the annual LGBTQ History Month display from CAGS (Croydon Area Gay Society est 1971).</p>	<p>If library buildings closed and there were fewer buildings, there could be a reduction in physical space for books, information displays, and inclusive space and cultural activities for this community.</p> <p>There is no demographic data available from library membership database to understand the number of residents from the transgender community who use libraries, but the consultation process provides an opportunity to find out if libraries are serving this community and to better understand the impact and opportunities. Croydon Libraries will consult with local Croydon groups, including TransPals, The Bridge, Queer Croydon, CAGS, Aurora, and the LGBTQ Croydon Council staff forum.</p>

	<p>The consultation with Croydon residents will support the service to understand the opportunities and impact of a new outreach programme for residents that could be tailored to the needs and priorities of all residents.</p> <p>We note that libraries are not currently serving all areas of Croydon and there is an opportunity to create a service which is more responsive to communities who might not access library services now.</p>	
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5. Marriage or Civil Partnership

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all residents in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
Marriage or Civil Partnership	<p>In 2021, just over 4 in 10 people (41.6%) said they were married or in a registered civil partnership, compared with 43.2% in 2011. The percentage of adults in Croydon that had divorced or dissolved a civil partnership decreased from 8.2% to 8.1%.</p> <p>The increase in the percentage of people aged 16 years and over who had never been married or in a civil partnership was greater in Croydon (3.2 percentage points) than across London (2.1 percentage points, from 44.1% to 46.2%). Across England, the percentage increased by 3.3 percentage points, from 34.6% to 37.9%.</p>	<p>The library service does not collect this data</p>

	These figures include same-sex marriages and opposite-sex civil partnerships in 2021, neither of which were legally recognised in England and Wales in 2011. Same-sex marriages have been legally recognised in England and Wales since 2014 and opposite-sex civil partnerships have been recognised since 2019.	
	Comparative Data	
Impact Assessment	Positive Impact	Negative Impact
	<p>It is anticipated that the proposed changes will have a neutral impact in regards to marriage or civil partnership as the service does not currently deliver a focused offer related to these criteria, or collect data on it.</p> <p>We anticipate that the proposals will have a net benefit overall for residents by improving the library service offer and that marital status would not be a factor in this regard.</p>	<p>The Library service does not collect information regarding marriage and civil partnership because it is not required for the service and would exceed GDPR limits for collecting data.</p> <p>Consideration of the characteristic of marriage and civil partnerships need only be in respect of eliminating unlawful discrimination, and library services would not seek to identify or exclude library members, volunteers or staff who are legally married or in a civil partnership.</p> <p>Therefore, this characteristic should not be disproportionately affected in a negative way under any of the proposals for libraries.</p>

6. Religion or belief

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to residents of all religions in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
Religion or Belief	Just under half (48.9%) of Croydon respondents for the Census 2021 stated they were “Christian” compared to 56.4% for the Census 2011. About 1 in 4 (25.9%) stated that they had no religion compared to 1 in 5 (20.0%) for Census 2011. Croydon people following the Muslim religion are the second biggest religious group, after Christians, increasing from 8.1% to 10.4% over the 10 years to March 2021.	The library service does not collect this data
Comparative Data		
Impact Assessment	Positive Impact	Negative Impact
	<p>A reduction in library buildings will enable reallocation of the budget and make the library offer more sustainable in the long term for all residents in Croydon.</p> <p>Remaining buildings and resources will be better utilised to extend opening hours and improve quality of services, and there would be increased capacity for outreach and promotion.</p> <p>Libraries nationally are inclusive and encourage visitors and partners who operate in libraries to welcome residents of all faiths. It is part of Croydon Libraries’ plan to provide representative resources as well as activities and displays that are inclusive of all religious communities and celebrate a diverse range of cultural holidays throughout the year.</p> <p>Additional capacity for outreach, partnerships and event planning generated through the new service model could positively impact the connection with all faiths.</p>	<p>If library buildings closed, there could be a reduction in physical space for books, information displays, and inclusive space and celebrations to highlight the diverse range of faiths and cultures in Croydon.</p> <p>The consultation will seek to engage residents of all faiths to understand any negative impacts arising from the proposals and mitigate against them.</p>

7. Race

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all Croydon residents of any race that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
<p>Race</p>	<p>Croydon is an ethnically diverse borough with 51.6% of the population from a global majority background with the largest groups being people of Black ethnicities at 22.6% and people of Asian ethnicities at 17.5%. Croydon has seen a shift in ethnic profile over the last 10 years with an increase in global majority populations and decrease in white population.</p> <p>Source: ONS Census 2011 & 2021</p>	<p>Of the 120,218 library members on the library management system, only 49,945 (42%) library members provided ethnicity information, so the analysis below is indicative. Disclosing ethnicity when joining the library is not mandatory for membership but is collected to ensure there is a statutory provision of service. Please note that many library users who visit and take part in activities are not registered on the system.</p> <p>See below the breakdown of 2023 library membership and active users by ethnicity set in context of Croydon figures from 2021 Census.</p> <p>Reviewing just the data provided on ethnicity, the balance of white members is 42% compared to overall global majority members 36% on the library membership system.</p> <p>Library staff ethnicity profile is in proportion to the Croydon community in terms of race demographics, and is crucial to an inclusive service.</p> <p>The current staff profile is 38.20% White and 34.82% global majority, and 26.98% not disclosed. It is not believed that change proposals would have a negative impact on staff on the basis of race.</p>

Comparative Data

Croydon	White	Black	Asian	Mixed	Other
2011	55.10%	20.20%	16.40%	6.60%	1.80%
2021	48.40%	22.60%	17.50%	7.60%	3.90%

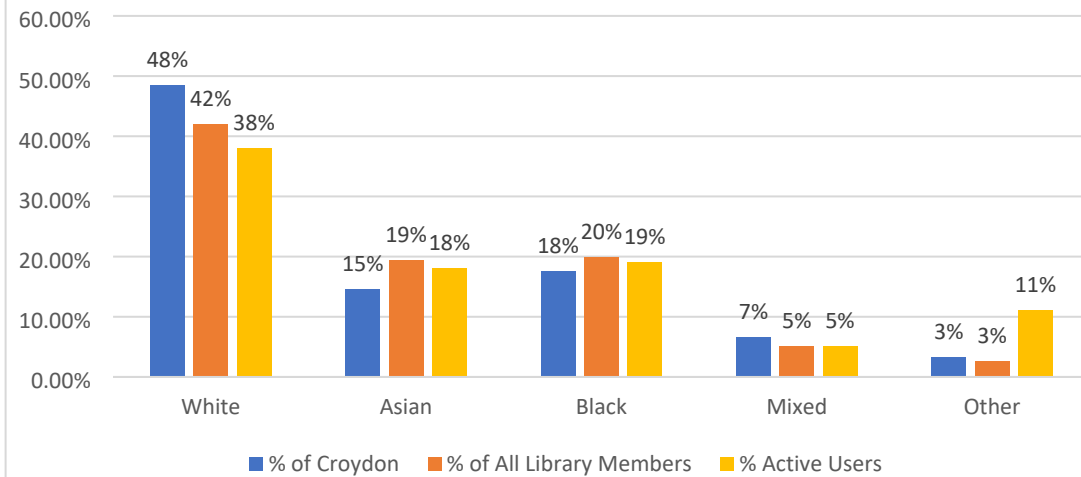
Croydon borough population by ethnic group

Croydon libraries members and active users by ethnic category

User Barcode	All Libraries	% of All Libraries (63% no data)	Active Users	% of Active Users (66% no data)	% of Croydon
White	20971	17.44%	6161	15.93%	48.40%
Asian	9664	8.04%	3144	8.13%	14.60%
Black	9935	8.26%	2835	7.33%	17.50%
Mixed	2512	2.09%	767	1.98%	6.50%
Other	1266	1.05%	324	0.84%	3.20%
No Data	75870	63.11%	25443	65.79%	
Total	120218	100.00%	38674	100%	

*From Sirsi Dynix library management system August 2023
* Source: ONS Census 2021*

Croydon Libraries Ethnicity Profile



Library staff by ethnic group

Ethnicity	Staff	% of All Staff
White	34	38.20%
Black	12	13.49%
Asian	14	15.72%
Mixed	3	3.36%
Other	2	2.25%
Prefer Not to Say	24	26.98%
Total	89	

Impact Assessment	Positive Impact	Negative Impact
		If library buildings closed and there were fewer buildings, there could be a reduction in physical space for books, information

A reduction in library buildings, will enable reallocation of the budget and make the library offer more sustainable in the long term for all residents in Croydon.

Remaining buildings and resources will be better utilised to extend opening hours and improve the quality of services. An outreach programme which is based on need and opportunity will enable the library service to provide an offer more flexibly in locations trusted and used by different communities to meet them where they are.

The new model will also provide more resource for partnership working and programming and we would look to engage with relevant local partners include the Croydon BME forum and Asian Resource Centre of Croydon in developing this.

An analysis of the current membership and active user based has revealed an imbalance in the communities served by our libraries, especially at Broad Green where we do not seem to be serving the wider population of Black African and Caribbean residents in the community. In this case a more flexible outreach service and Library Link offer designed with local residents could be more impactful in meeting local need.

In general, we note that libraries are not currently serving all areas of Croydon and would investigate how the service could be more accessible and inclusive to residents.

The consultation with Croydon residents will enable us to understand the opportunities and impact of the new service model further.

displays, and inclusive space and activities to raise awareness of issues for the global majority communities.

Individual library closures may have a disproportionate impact on the communities who use them and we will seek to understand this further and explore mitigations through the consultation.

The Broad Green area has a higher percentage of global majority residents than other areas, and the Asian community makes up the majority of Library membership (55%) and Active users (54%) at that site, particularly the Tamil community nearby who regularly use the library as a community space.

The closure of Broad Green Library would have an impact on this community and the consultation would explore this impact, and possible mitigations, with residents in that area.

8. Sexual Orientation

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all Croydon residents that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Users
Sexual Orientation	In the 2021 census Croydon’s population was recorded as 87% straight or heterosexual. The full response rates are below.	The library service holds insufficient data to measure this meaningfully
Comparative Data		
	Total: All usual residents aged 16 years and over Straight or Heterosexual Gay or Lesbian Bisexual Pansexual Asexual Queer All other sexual orientations Not answered ONS 2021 census	310,397 272,523 4,696 3,661 855 123 97 98 28,344
Impact Assessment	Positive Impact	Negative Impact
	A reduction in library buildings will enable reallocation of the budget and make the library offer more sustainable in the long term for all residents in Croydon.	If library buildings closed and there were fewer buildings, there could be a reduction in physical space for books, information

	<p>Remaining buildings and resources will be better utilised to extend opening hours and improve the quality of services. An outreach programme which is based on need and opportunity will ensure library services are delivered inclusive of all communities regardless of sexual orientation.</p> <p>The new service model would also support more partnership working and programme delivery which would build on events piloted under the Queer Arts strand of London Borough of Culture.</p> <p>Due to the inclusive nature of libraries nationally, and Croydon’s dynamic partner organisations, Croydon libraries would aim to serve all communities and increase activities and resources that are inclusive of all LGBTQ+ communities. In addition to providing books specific to the LGBTQ+ community, the annual Cultural Calendar for Croydon Libraries always includes LGBTQ History Month in February and Pride in summer. For many years Croydon Central Library has hosted the Rainbow Reading Group as well as the annual LGBTQ History Month display from CAGS (Croydon Area Gay Society est 1971)</p> <p>The consultation with Croydon residents will generate insight into the opportunities and impact of a new outreach programme for residents that could be tailored to the needs and priorities.</p> <p>We note that libraries are not currently serving all areas of Croydon and would investigate how the service could be more accessible and inclusive to residents.</p>	<p>displays, and inclusive space and activities to raise awareness of issues for the LGBTQ+ community.</p> <p>It is difficult to assess the potential impact without further consultation with Croydon residents. There is no demographic data available from library membership database to understand whether there would be an impact on residents from the LGBTQ+ community. Croydon Libraries will consult on proposals with local Croydon groups, including TransPals, The Bridge, CAGS, Aurora, the LGBTQ Croydon Council staff forum.</p>
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9. Pregnancy and Maternity

Statutory Duty: In addition to the responsibility for legal compliance with Equalities Act 2010, the Council has a responsibility to provide a statutory library service that is “comprehensive and efficient” within its resources to all residents in Croydon that complies with Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’.

Protected Characteristic	Croydon Borough Population	Library Usage
Pregnancy and Maternity	The Croydon Public Health Inequality Report for 2022 highlighted lower rates of access to maternity care for women in Croydon compared to London averages and significant racial disparities in maternity care.	The library service does not hold data on this characteristic
Comparative Data		
<p>Feedback from 2021 consultation:</p> <p>In the previous 2021 survey, feedback relevant to Maternity and Pregnancy highlighted the significant negative impact to reducing service hours if the opening hours were not accessible. Accessible hours would include Saturdays and evenings for working mothers, and local mothers wanted to be involved in decisions about opening hours and the scheduling of activities, because this group could not easily travel to a nearby open library when their local library was closed.</p> <p>Survey and Webinar feedback identified the importance of libraries to the wellbeing of mothers and babies, the value of the access to early years books, and the benefits of activities on child development and the wellbeing of parents.</p>		
Impact Assessment	Positive Impact	Negative Impact
	<p>A reduction in library buildings will enable reallocation of the budget and make the library offer more sustainable in the long term for all residents in Croydon.</p> <p>From recent engagement we know that the reduction in opening hours has had a negative impact on accessibility of the libraries particularly for parents and working families, so an improvement in</p>	<p>If library buildings closed, there could be an impact on pregnancy & maternity, with a possible reduction in local activities and resources on offer, as well as a decrease in the number of local baby changing facilities and public toilets in the area.</p> <p>However, this could be mitigated by creating a Library Link point, working with Family Hubs programme, Children’s Centres and other</p>

	<p>opening hours through this programme could have a positive impact on this group in many areas across Croydon.</p> <p>The remaining buildings and resources will be better utilised to improve the quality of services. An outreach programme which is based on need and opportunity will also deliver a library offer to more communities across the borough through other buildings including children’s centres and Family Hubs. The service is actively seeking to develop partnerships and collocate services with these services to improve the offer for parents and families and make services more accessible.</p> <p>All Croydon Libraries provide books and information on pregnancy health and child development and nutrition, to support residents in this category. There are also regular free activities led by library staff for mothers and fathers with babies and toddlers, such as Baby Bounce and Rhymetime, activities which have a positive impact: new parents benefit from as they build social networks and get support from other parents; babies and toddlers are introduced to singing, their first books, and parents say it’s an opportunity for all to bond and socialise.</p> <p>The new model will continue to deliver and build on this offer.</p> <p>The consultation will inform the development of the new service model and offer and enable it to be tailored to meet local needs and priorities.</p>	<p>community partners, or providing outreach to targeted areas, which could improve access to resources and activities.</p> <p>More research and consultation is needed to understand the intersectionality and possible impacts of racial disparity and maternity and opportunities to mitigate this with the library service offer.</p> <p>The consultation will provide further insight into these impacts and inform development of possible mitigations.</p>
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Important note: You must act to eliminate any potential negative impact which, if it occurred would breach the Equality Act 2010. In some situations this could mean abandoning your proposed change as you may not be able to take action to mitigate all negative impacts.

When you act to reduce any negative impact or maximise any positive impact, you must ensure that this does not create a negative impact on service users and/or staff belonging to groups that share protected characteristics. **Please use table 4 to record actions that will be taken to remove or minimise any potential negative impact**

3.2 Additional information needed to determine impact of proposed change

Table 2 – Additional information needed to determine impact of proposed change

If you need to undertake further research and data gathering to help determine the likely impact of the proposed change, outline the information needed in this table. Please use the table below to describe any consultation with stakeholders and summarise how it has influenced the proposed change. Please attach evidence or provide link to appropriate data or reports:		
Additional information needed and or Consultation Findings	Information source	Date for completion
Public consultation on proposals including digital and in person, quantitative and qualitative data gathering and analysis	Online consultation, face to face sessions, survey responses	15 April 2024
Targeted engagement with groups identified as at risk of negative impact of changes to understand need and develop mitigation further	Survey responses, workshops and drop in events, qualitative research findings	15 April 2024

For guidance and support with consultation and engagement visit <https://intranet.croydon.gov.uk/working-croydon/communications/consultation-and-engagement/starting-engagement-or-consultation>

3.3 Impact scores

Example

If we are going to reduce parking provision in a particular location, officers will need to assess the equality impact as follows;

1. Determine the Likelihood of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the likelihood of impact score is 2 (likely to impact)

- Determine the Severity of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the Severity of impact score is also 2 (likely to impact)
- Calculate the equality impact score using table 4 below and the formula **Likelihood x Severity** and record it in table 5, for the purpose of this example - **Likelihood (2) x Severity (2) = 4**

Table 4 – Equality Impact Score

Severity of Impact	3	3	6	9
	2	2	4	6
	1	1	2	3
		1	2	3
	Likelihood of Impact			

Key

Risk Index	Risk Magnitude
6 – 9	High
3 – 5	Medium
1 – 3	Low

Equality Analysis

Table 3 – Impact scores

Column 1 PROTECTED GROUP	Column 2 LIKELIHOOD OF IMPACT SCORE Use the key below to score the likelihood of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 3 SEVERITY OF IMPACT SCORE Use the key below to score the severity of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 4 EQUALITY IMPACT SCORE Calculate the equality impact score for each protected group by multiplying scores in column 2 by scores in column 3. Enter the results below against each protected group. Equality impact score = likelihood of impact score x severity of impact score.
Age	2	2	4
Disability	2	2	4
Gender	1	1	2
Gender reassignment	1	1	2
Marriage / Civil Partnership	1	1	2
Race	2	2	4
Religion or belief	1	1	2
Sexual Orientation	1	1	2
Pregnancy or Maternity	2	2	4

Equality Analysis

4. Statutory duties

4.1 Public Sector Duties

Tick the relevant box(es) to indicate whether the proposed change will adversely impact the Council's ability to meet any of the Public Sector Duties in the Equality Act 2010 set out below.

Advancing equality of opportunity between people who belong to protected groups

Eliminating unlawful discrimination, harassment and victimisation

Fostering good relations between people who belong to protected characteristic groups

Important note: If the proposed change adversely impacts the Council's ability to meet any of the Public Sector Duties set out above, mitigating actions must be outlined in the Action Plan in section 5 below.

5. Action Plan to mitigate negative impacts of proposed change

Important note: Describe what alternatives have been considered and/or what actions will be taken to remove or minimise any potential negative impact identified in Table 1. Attach evidence or provide link to appropriate data, reports, etc:

Table 4 – Action Plan to mitigate negative impacts

Complete this table to show any negative impacts identified for service users and/or staff from protected groups, and planned actions mitigate them.				
Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
Disability	Reduced ability to access library service or activities	Further research on service impact through consultation of users and community organisations	Joan Redding	15 April 2024

Equality Analysis

Race	Disproportionate inability to access library service for a particular ethnic group	Consult users and community organisations for insight into alternative provision	Joan Redding	15 April 2024
Sex (gender)	Disproportionate access	Consult users and community organisations for insight	Joan Redding	15 April 2024
Gender reassignment	No known negative impact specific to gender reassignment	Consult users and community organisations for insight	Joan Redding	15 April 2024
Sexual orientation	No known negative impact specific to sexual orientation	Consult users and community organisations for insight	Joan Redding	15 April 2024
Age	Disproportionate inability to access library service for a particular age group	Analyse age profile of each area. Consult users and community organisations for insight	Joan Redding	15 April 2024
Religion or belief	No known negative impact specific to religion or belief	Consult users and community organisations for insight	Joan Redding	15 April 2024
Pregnancy or maternity	Disproportionate inability to access library service for this group	Consult users and community organisations for insight	Joan Redding	15 April 2024

Equality Analysis

Marriage/civil partnership	No known negative impact specific to marriage/civil partnership	Consult users and community organisations for insight	Joan Redding	15 April 2024
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6. Decision on the proposed change

Based on the information outlined in this Equality Analysis enter X in column 3 (Conclusion) alongside the relevant statement to show your conclusion.		
Decision	Definition	Conclusion - Mark 'X' below
No major change	Our analysis demonstrates that the policy is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.	
Adjust the proposed change	<p>We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties set out under section 4 above, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. If you reach this conclusion, you must outline the actions you will take in Action Plan in section 5 of the Equality Analysis form</p> <p>The service is about to undertake extensive public consultation which will generate much more in depth understanding of the equality impacts of the proposals and will inform the further development of the proposals and mitigations. A further EQIA will be undertaken following this process to consolidate this knowledge and make an informed assessment on the final proposals.</p>	X
Continue the proposed change	We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, we are not planning to implement them as we are satisfied that our project will not lead to	

Equality Analysis

	unlawful discrimination and there are justifiable reasons to continue as planned. If you reach this conclusion, you should clearly set out the justifications for doing this and it must be in line with the duty to have due regard and how you reached this decision.	
Stop or amend the proposed change	Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.	
Will this decision be considered at a scheduled meeting? e.g. Contracts and Commissioning Board (CCB) / Cabinet	Meeting title: CABINET Date: 6 December 2023	

7. Sign-Off

Officers that must approve this decision	
Equalities Lead	Name: Naseer Ahmad Date: 15/11/23 Position: Interim Senior Equalities Officer
Director	Name: Kristian Aspinall Date: 15/11/23 Position: Director of Culture & Community Safety

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