

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	PLACE
Title of proposed change	PLA Sav Libraries Phase 2 Option 1 Reduce Service Hours by 21% across the borough
Name of Officer carrying out Equality Analysis	Robert Hunt/Joan Redding

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

Libraries Consultation Phase 2, Option 1: Reduce Service hours by 21% across the borough.

Under this option all libraries remain Council-run and will be open two fewer days per week, except the central library which would reduce by one day and remain open five days per week.

Savings will be achieved by a reduction in staffing levels by 15.99 FTE (25%), from 63.65 FTE to 47.66 FTE. This would achieve savings of £506,980/annum. These savings will be delivered by 1st April 2022 through a staffing restructure, and will be managed by the Council providing more control over the delivery.

By reducing opening hours there will be an overall reduction in weekly staffed operating hours of 270.5 hours, which is a 48% reduction. This will be mitigated by the introduction of additional unstaffed hours in neighbouring libraries, utilising Open+ technology in six libraries. This mitigation will introduce 150 hours of unstaffed operating hours, limiting the reduction in weekly operating hours to 21%. Library opening days would be adjusted to ensure that at least one library in each area (north, central, south) was open and staff available each day (Monday to Saturday).

The Libraries Consultation is in two parts, Phase 1 and Phase 2. Phase 1 sought feedback from residents when proposals were at the formative stage. A survey asked residents for feedback on what they valued about the library service, what impact closing or an alternative operating model such as community managed provision at 5 local libraries would have on them and their community, and to suggest alternative options. When the survey closed on 14 March 2021 there were 2,510 respondents from the following Croydon libraries (some used more than one). Highlighted below are the libraries proposed for closure or community management in the Phase 1 consultation:

Response	Number of Respondents	Percentage of Respondents
Ashburton Library	332	15.43%
Bradmore Green Library	309	14.37%
Broad Green Library	152	7.07%

Central Library	1015	47.19%
Coulsdon Library	328	15.25%
New Addington Library	64	2.98%
Norbury Library	138	6.42%
Purley Library	310	14.41%
Shirley Library	377	17.53%
Sanderstead Library	467	21.71%
Selsdon Library	335	15.57%
South Norwood Library	414	19.25%
Thornton Heath Library	257	11.95%
Prefer not to say	9	0.42%
None of them	37	1.72%

From the feedback, four options and two hybrid options were identified:

- Option 1: Close five libraries
- Option 2: Reduce service hours by 21% across the borough
- Option 3: Five community run libraries
- Option 4: Outsource all libraries to a social enterprise or charitable organisation
- Option 5: Hybrid – reduction in service hours (one day per week) to eight libraries and five community run libraries
- Option 6: Hybrid – reduction in service hours (two days per week) to eight libraries and five community run libraries

The feedback for each of these options was analysed and an Equalities Impact Assessment was completed for each option. Evidence was considered from a range of sources: Croydon Observatory data, Library Management System Data, Libraries Consultation feedback, Library events data and Library staff feedback on events participation. This information was compiled into the cabinet paper:

<https://democracy.croydon.gov.uk/documents/s29167/Libraries%Public%20Consultation%20Consultation%20Phase%20Two.pdf>

This feedback was considered by Cabinet on 17 May, and reviewed by Scrutiny, and the following options went forward for Phase 2 public consultation:

Option 1: Reduce library service hours by 21% across the borough

Option 2: The Council will work in partnership with an organisation to outsource the management of all 13 libraries

Option 3: Five community-run libraries and reducing opening hours for eight libraries

Phase 2 Consultation took place from 1 June – 26 July and received 1,411 responses. All three of the proposals have a potential impact on all Croydon libraries across the borough, and so residents were asked to indicate their ward. The following wards were represented in the feedback:

Which area/ward of Croydon do you live in?		
This single response question was answered by 913 respondents.		
Response	Number of Respondents	Percentage of Respondents
Addiscombe East	44	4.82%
Addiscombe West	28	3.07%
Bensham Manor	4	0.44%
Broad Green	21	2.30%
Coulsdon Town	39	4.27%
Crystal Palace and Upper Norwood	15	1.64%
Fairfield	16	1.75%
Kenley	19	2.08%
New Addington North	14	1.53%
New Addington South	11	1.20%
Norbury and Pollards Hill	44	4.82%
Norbury Park	8	0.88%
Old Coulsdon	75	8.21%
Park Hill and Whitgift	18	1.97%
Purley and Woodcote	60	6.57%
Purley Oaks and Riddlesdown	20	2.19%
Sanderstead	75	8.21%
Selhurst	16	1.75%
Selsdon and Addington Village	28	3.07%
Selsdon Vale and Forestdale	29	3.18%
Shirley North	27	2.96%
Shirley South	43	4.71%
South Croydon	48	5.26%
South Norwood	54	5.91%
Thornton Heath	41	4.49%
Waddon	23	2.52%
West Thornton	8	0.88%
Woodside	25	2.74%
Prefer not to say	33	3.61%

Other	27	2.96%
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Feedback from residents was against any service reduction, but if a reduction had to be made, most indicated a preference for Option 1, with 55.93% saying they “agree” and “strongly agree” they want Council managed libraries with reduced hours in preference to outsourcing (17%) or a community managed libraries (24.6%).

This is an updated Equalities Impact Assessment on Phase 1 option 2/Phase 2 Option 1: Reduce Service hours by 21% across the borough.

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.

3.1 Deciding whether the potential impact is positive or negative

Table 1 – Positive/Negative impact on proposal Option 2 to Reduce Service hours by 21% across the borough

For each protected characteristic group show whether the impact of the proposed change on service users and/or staff is positive or negative by briefly outlining the nature of the impact in the appropriate column. . If it is decided that analysis is not relevant to some groups, this should be recorded and explained. In all circumstances you should list the source of the evidence used to make this judgement where possible.			
Protected characteristic group(s)	Positive impact	Negative impact	Source of evidence
Age	If the service hours	<p>All Croydon: Croydon has 386,710 residents (ONS Estimates 2019):</p> <ul style="list-style-type: none"> 22.2% (85,672) aged 0-15 	Library Membership Data

were reduced by 21% across all libraries, there would be no library closures, and this would save £506,980/annum. The libraries would stay under Council management.

- 64.1% (247,841) aged 16-64
- 13.8% (53,197) 65 and over

According to ONS Mid year estimates, Croydon has the 4th largest number of young people aged 0-17 years old in London. One in four of Croydon's population is aged 0-17 years based on ONS MYE 2019. The number of looked after children in Croydon is the highest in London.

Croydon Library membership: Croydon Libraries have 104,249 registered library members, which is 26.96% of the Croydon population. The majority of library members are Croydon residents, and those who are not residents all work or study in Croydon. Below is a summary broken down by age ranges.

Age Range	Library Members+	% of library members by age group	Croydon Population*	% of Croydon Population by age
0-09	15,140	14.52%	54,952	14.21%
10-19	21,153	20.29%	47,985	12.41%
20-29	14,216	13.63%	44,820	11.59%
30-39	16,030	15.37%	59,423	15.37%
40-49	13,752	13.19%	53,552	13.85%
50-60	9,885	9.48%	53,052	13.72%
60-69	6,815	6.54%	35,305	9.13%
70-79	4,789	4.59%	22,819	5.90%
80+	2,485	2.38%	14,802	3.83%
Total	104,265		386,710	

*Croydon Population by age Source : ONS, Mid Year Population Estimates, 2019, released June 2020. <https://www.croydonobservatory.org/1-age/>
+Although it is more usual to provide an "Active borrowers" figure for library membership, representing users who have borrowed a book or used a computer in the last year, this is not possible after a year of COVID lockdown closures.

Library membership is in proportion with the age groups of overall population of Croydon. The highest percentage of registered members are primary school aged children and young people. They represent 20% of library membership, with 44% of all Croydon young people aged 10-19 having a library membership.

Below is Library membership by library:

February 2021; Croydon Observatory data; Libraries Consultation Phase 1 (14/1-14/3 2021); 7 Webinars; Events spreadsheet; participation summaries from library staff; Libraries Consultation Phase 2 (1 June – 26 July 2021); 15 face to face events

Age	Central	Ashburton	Bradmore Green	Broad Green	Coulsdon	New Addington	Norbury	Purley	Sanderstead	Selsdon	Shirley	South Norwood	Thornton Heath	Total
0-09	4662	932	459	610	1039	788	953	850	579	1190	418	923	1737	15140
10-19	7006	1484	367	974	833	1281	1701	977	488	1339	837	1169	2692	21153
20-29	7078	582	117	378	444	897	907	482	155	694	393	581	1507	14216
30-39	7679	610	197	440	742	896	946	637	274	849	330	857	1573	16030
40-49	6218	592	208	356	685	683	806	646	299	934	313	692	1318	13752
50-59	4477	436	182	188	423	544	539	436	181	731	301	501	940	9885
60-69	2918	303	176	75	382	269	374	324	161	751	329	234	505	6815
70-79	1666	226	202	26	382	146	241	254	197	788	311	126	195	4789
80-89	596	77	100	9	170	57	85	131	93	412	162	46	65	2056
90+	95	16	31	4	22	11	10	27	17	93	35	10	11	429
	42395	5258	2039	3060	5122	5572	6562	4764	2444	7781	3429	5139	10543	104265

Activities for all age groups:

Events & Activities 2019-20	All Libraries		
	Events	Attendees	New joiners
Children and Young People (0 to 17)	3103	51611	2845
Adults (18 to 49)	1881	13183	811
Older People (50+)	1094	5507	142
Family	183	3664	41
Annual Total Events	6261	73965	3839

From Library Events monthly: Please note these figures are lower than usual given COVID lockdown by Quarter 4

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, Chatterbooks reading groups, National Storytelling Week, World Book Day, Class visits, special author events
- Secondary: Study space, Work experience, Volunteering (Duke of Edinburgh, Summer Reading Challenge), Poetry (Instapoetry),

- Adults: free internet access & free WiFi, space for work and study, CV/employment support, business support, job clubs, volunteering
- Adults with learning difficulties/autism: Books Beyond Words reading group, 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)

Phase 2 Libraries Consultation:

The Option 1 proposal for 21% reduction in service hours does have a significant potential impact on all ages across the borough. Although it means all library buildings would remain open, it also means all libraries would operate on reduced hours. Library opening hours would be co-ordinated across the borough to ensure there was always an open library in each area of North, Central and South. Regular activities would be rescheduled to ensure they were provided on the open days in each library. Open+ technology would allow some libraries to extend unstaffed opening hours to registered members. There is potential for a partner (other Council service, charity and voluntary sector, or community group) to share the building and make a self-service library available during unstaffed hours. The service would continue to offer a Home Library service offering book deliveries to residents who could not travel to a library.

Respondents to Phase 2 Libraries Consultation survey were primarily adults, but much feedback came from parents, teachers and others on behalf of children.

Response	Number of Respondents	Percentage of Respondents
Under 18	9	0.99%
19-24	14	1.54%
25-34	86	9.48%
35-44	149	16.43%
45-54	129	14.22%
55-64	170	18.74%
65-74	204	22.49%
75+	99	10.92%
Prefer not to say	47	5.18%

See below the breakdown by age, gender by each Consultation Option:

	OPTION 1: To what extent do you agree or disagree with Option 1: Reduce library service hours by 21% across the borough						OPTION 2: Outsource the management of all 13 libraries?					OPTION 3: Five community-run libraries and reduce opening hours for 8					
Age Group	Female	Male	Prefer not to say	Prefer to self describe	Transgender male	Grand Total	Female	Male	Prefer not to say	Transgender male	Grand Total	Female	Male	Prefer not to say	Prefer to self	Transgender male	Grand Total
Under 18	2	3				5	1	1	1		3	2	1				3
19-24	4	2				6	3			3		4	1				5
25-34	26	14				40	11	5		16		21	12	2			35
35-44	49	17	3	1		70	24	8		32		27	11	1	1		40
45-54	50	20	1			71	12	7	1	20		22	12				34
55-64	71	29	3	2		105	23	2	1	26		25	8	1	1		35
65-74	83	47	4		1	135	16	10		27	1	23	20	2		1	46
75+	42	27				69	9	7		16		14	10				24
Prefer not to say	8	2	8	1		19		2	5	7			1				1
Grand Total	335	161	19	4	1	520	99	42	8	1	150	138	76	6	2	1	223

From free text feedback, although few agreed with any service reduction, the majority of respondents who agreed or strongly agreed preferred Option 1 because it retained Council control, provided more certainty for savings, and provided an opportunity for community support for extending the existing service. Feedback suggested parents with small children favoured reduced hours in principle as long as opening hours included Saturdays. Other adults agreed with reduced hours as long as open days were properly publicised and included some evening hours for working adults. Other respondents said this option meant valued activities were maintained in the local area, such as local volunteering and work experience opportunities to local young people (Duke of Edinburgh & work experience), and meant the established reading groups, craft groups, Knit & Knatter groups could remain in their local venue.

Residents told us the new reduced opening hours would have a significant impact on their access to their local libraries because they could not travel to another library, and needed convenient opening hours, including Saturdays and evenings. Open+ as a mitigation received a mixed response, with some concerned over security.

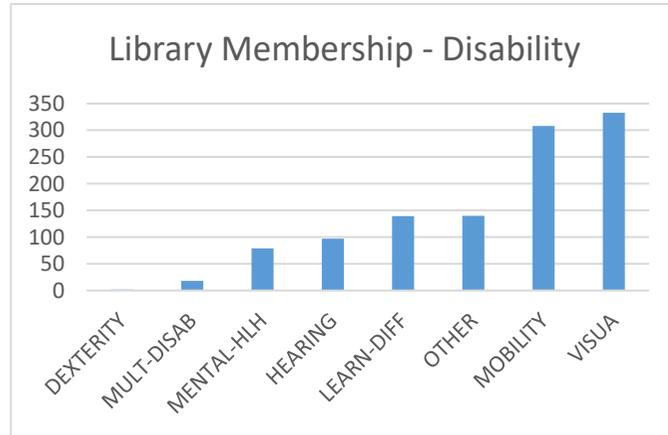
At the face to face meetings, residents emphasised the importance of staffed opening hours that allowed for mother and baby activities, quiet times for vulnerable adults, enough open time for regular activities such as book groups, more access for IT for

		<p>those not online, and especially Saturday and evening opening hours. Open+ was discussed as a mitigation, with some expressing concern over security.</p> <p>Summary: A reduction of 21% of service hours for Croydon library services will have a potential impact on at least one in four of all Croydon residents of all ages (26%).</p> <p>Based on the evidence above, and recent feedback, any reduction in opening hours is likely to have a disproportionate impact on some age groups:</p> <ul style="list-style-type: none"> • Families with young children (time, logistics, cost) • Adults without digital access; jobless (especially in Broad Green and South Norwood) • Seniors who have told us it is difficult to travel (cost, fear of crime, fear of injury) • School children after school and school organized visits (not reflected in data; in free text) <p>Feedback from over 50% of residents responding to the Phase 2 Libraries Consultation expressed a preference for a Council managed service and felt that a distribution of reduced hours across all libraries was a fair approach. However, the actual opening hours needed to be convenient for the community and further engagement with residents is essential for implementation.</p>	
<p>Disability</p>	<p>If the service hours were reduced by 21% across all libraries, there would be no library closures, and this would save £506,9</p>	<p>Information about Disability in Croydon (Croydon Observatory):</p> <p>Statistics on Croydon residents with disability is from 2011 (Census 2011) which says that day-to-day activities are limited a little for 7.9% of residents, and limited a lot for 6.7% of residents.</p> <p>Library Database: Out of 104,249 library members, 30% completed information about disability and 29% declared no disability. Of the 1% (1116) who said they had a disability, there is a breakdown below showing the largest group Visual impairment 30% and Mobility (27.6%):</p> <p>12.5% (140) of library members known to have a disability are members of the libraries which were originally proposed to close or transfer to a community model (see Table below).</p>	<p>Library Membership Data February 2021; Croydon Observatory data; Libraries Consultation Phase 1 (14/1-14/3 2021); 7 Webinars; Events spreadsheet; participation</p>

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<u>Disability</u>	Respondents	Percentage
Dexterity	2	0.2%
Hearing	97	8.7%
Learning Difficulty	139	12.5%
Mental Health	79	7.1%
Mobility	308	27.6%
Multi-disability	18	1.6%
Visual	333	29.8%
OTHER	140	12.5%
Grand Total	1116	

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Volunteering: there are local disabled volunteers across all libraries, supporting Summer Reading Challenge, coffee mornings, reading groups. They have said they could not travel elsewhere and a reduction in hours that kept all the libraries open would enable them to continue volunteering. Many of these volunteers visited the Phase 2 tour of face to face events to reinforce the importance of their local libraries and the benefits of volunteering.

Books Beyond Words: reading group for adults with learning disability or autism who attend in small groups with their carers and read specialized picture books. Sessions include drawing or colouring and sometimes drama in response to the stories. There are storybooks as well as books with topics such as visiting the doctor. Travel to sessions requires parking and easy access which means the group meeting at Bradmore Green could not move to Coulsdon or Purley. By reducing opening hours and keeping all libraries open, the library would remain open for this activity.

Libraries Consultation Survey:

Of 1,397 respondents who completed the disability information, 14.68% said their disability limited them in some way, with 50 (3.58%) respondents limited a lot. Details below with ages.

Age Range	No Disability	Prefer not to say	Yes, limited a little	Yes, limited a lot	Grand Total
Under 18	11		1		12
18-30	50	3	11	4	68
31-40	294	23	21	4	342
41-50	224	15	25	6	270
51-60	176	10	21	7	214
61-70	192	16	29	13	250
71-80	95	1	31	6	133
81+	8	2	8	5	23
Prefer not to say	17	42	4	2	65
(blank)	13		4	3	20
Grand Total	1080	112	155	50	1397
	77.31%	8.02%	11.10%	3.58%	

There were 213 (12.21% respondents) who told us they had no other options for travel to their next nearest library, and of those the numbers who told us about a disability is in the table below:

Yes, limited a little	26	12%
Yes, limited a lot	19	9%

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, which would be considered an effective mitigation. For those who are online, libraries also offer a digital library service with over 40,000 eBooks and eAudiobooks, thousands of eNewspapers and hundreds of eMagazines.

The Phase 2 Libraries Consultation sought feedback from disabled residents through the options survey, two webinars and 14 face to face events. See below Survey Respondents who commented on disability in relation to the three options:

OPTION 1	Fem ale	Ma le	Prefer not to say	Grand Total	OPTION 2	Fem ale	Ma le	Prefer not to say	Grand Total	OPTION 3	Fem ale	Ma le	Prefer not to say	Grand Total
Strongly agree	6			6	Strongly agree				0	Strongly agree	1			1
Agree	8		2	10	Agree	4			4	Agree	4			4
Disagree	7			7	Disagree	6			6	Disagree	5	1	1	7
Strongly disagree	5	2		7	Strongly disagree	9	2	1	12	Strongly disagree	8			8
Not sure	2			2	Not sure	2		1	3	Not sure	3	1	1	5
Grand Total	28	2	2	32	Grand Total	21	2	2	25	Grand Total	21	2	2	25

The number of respondents is significantly smaller than Phase 1, but the survey results indicate a preference for Option 1 Reduce Service hours by 21% over the other options, many saying this option will have a negative impact on vulnerable and disabled residents. From this group there are also a significant number of respondents who disagree or strongly disagree with all the options, and they do not agree with any reduction in service, want the savings to come from elsewhere, and some think their local library might still close. In the survey free text feedback, 5 residents commented specifically on their own disability and the impact of the options on them: four white women aged 25-64 and one black Caribbean man aged 55-64. They were from across Croydon: New Addington South, Selsdon and Addington Village, Addiscombe West, Norbury and Pollards Hill and Thornton Heath.

They disagreed or strongly disagreed with all three options on the basis that any reduction in service would have a negative impact on them:

- *I am disabled and live very close to the library and any change of location or cut in Services will detrimentally impact me, who are so dependant upon this site.*
- *I am disabled. Huge impact on me. Council fails to consider: Disabled) Elderly) all given Council has a Statutory Duty For. Homeless) Domestic Violence (now Act)). Overall I do not want libraries to have reduced hours at all.*
- *My daughter has a disability and reading helps her a lot. That it is known there will be a moderate impact on those with disabilities and other characteristics says to me the library must not reduce their hours*
- *as a disable resident the library is an important hub for my services and sanity*
- *closed days might be the quieter days which are more disabled friendly”*

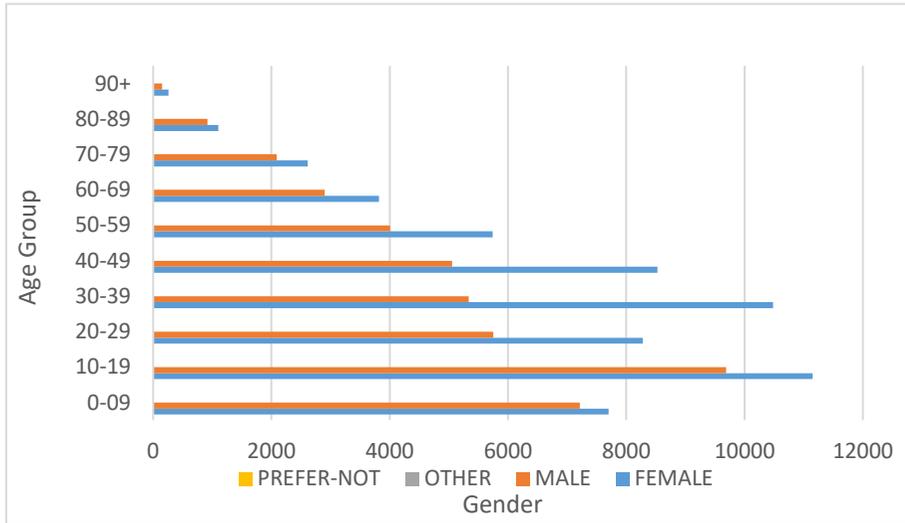
During the face to face visits there were 9 residents in total (7 women/2 men) with mobility disability, who attended the drop ins at Ashburton, Norbury, Thornton Heath, Coulsdon, Bradmore Green, Shirley , New Addington and Purley Libraries. Some disabled visitors made us aware that the timings of our visits was difficult for them. All came with strong messages of concern, summarized below:

- All nine disagreed with any reduction in library services – some thought libraries might still be closing and reassurance was given and options clarified at the event

		<ul style="list-style-type: none"> • Importance of local accessible library to mental and physical wellbeing of residents with a disability – much missed during COVID closure • Need opening hours that allow for quiet times, activities and volunteering opportunities for disabled adults • Difficult to attend a morning drop in session for someone with disability • Digital library and Home Library Service make books accessible, but do not replace the value of physical access to activities and books <p>The overall feedback was that Option 1 Reduce Service hours by 21% across the borough would be the only acceptable option of the three, but a reduction in services and opening hours would have a significant impact on residents with a disability. It was noted that residents with mobility issues could not easily travel to other libraries, especially not to those without parking nearby. Although Home Library Service and digital services were a mitigation for some residents, they did not replace an open local library, accessible to those with disability, providing library staff, books and activities.</p> <p>There are over 1,000 registered library members who have stated they have a disability (see Table 1 in Appendix), and they are registered in all library branches, so the impact is across the entire service. If reduced, the service will work with disabled residents in each branch to ensure the opening hours are suitable for people with disability.</p>																																																																									
<p>Gender</p>	<p>If the service hours were reduced by 21% across all libraries, there would be no library closures, and this would save £506,980/annum.</p>	<p>All Croydon: Croydon has 386,710 residents (ONS Estimates 2019):</p> <ul style="list-style-type: none"> • 187,875 (48.6%) are Male • 198,835 (51.4%) are Female <p>Library Database: Of 104,249 library members, there is information about gender for 102,793, illustrated below: 59,666 (58%) Female and 43,112 (42%) Male:</p> <table border="1" data-bbox="342 967 1164 1481"> <thead> <tr> <th>Age Range</th> <th>FEMALE</th> <th>MALE</th> <th>OTHER</th> <th>PREFER-NOT</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>0-09</td> <td>7702</td> <td>7216</td> <td></td> <td>8</td> <td>14926</td> </tr> <tr> <td>10-19</td> <td>11150</td> <td>9689</td> <td></td> <td></td> <td>20839</td> </tr> <tr> <td>20-29</td> <td>8276</td> <td>5749</td> <td>1</td> <td></td> <td>14026</td> </tr> <tr> <td>30-39</td> <td>10482</td> <td>5335</td> <td>1</td> <td>2</td> <td>15820</td> </tr> <tr> <td>40-49</td> <td>8526</td> <td>5054</td> <td></td> <td>1</td> <td>13581</td> </tr> <tr> <td>50-59</td> <td>5740</td> <td>4009</td> <td>1</td> <td></td> <td>9750</td> </tr> <tr> <td>60-69</td> <td>3816</td> <td>2901</td> <td></td> <td>1</td> <td>6718</td> </tr> <tr> <td>70-79</td> <td>2613</td> <td>2088</td> <td></td> <td></td> <td>4701</td> </tr> <tr> <td>80-89</td> <td>1101</td> <td>917</td> <td></td> <td></td> <td>2018</td> </tr> <tr> <td>90+</td> <td>260</td> <td>154</td> <td></td> <td></td> <td>414</td> </tr> <tr> <td>Total</td> <td>59666</td> <td>43112</td> <td>3</td> <td>12</td> <td>102793</td> </tr> </tbody> </table>	Age Range	FEMALE	MALE	OTHER	PREFER-NOT	Total	0-09	7702	7216		8	14926	10-19	11150	9689			20839	20-29	8276	5749	1		14026	30-39	10482	5335	1	2	15820	40-49	8526	5054		1	13581	50-59	5740	4009	1		9750	60-69	3816	2901		1	6718	70-79	2613	2088			4701	80-89	1101	917			2018	90+	260	154			414	Total	59666	43112	3	12	102793	<p>Library Membership Data February 2021; Croydon Observatory data; Libraries Consultation Phase 1 (14/1-14/3 2021); 7 Webinars; Events spreadsheet; participation summaries from</p>
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The libraries would stay under Council management.

library staff Libraries Consultation Phase 2 (1 June – 26 July 2021); 15 face to face events



Phase 2 Consultation: Gender summary:

There significant majority of respondents identify as women.

This single response question was answered by 911 respondents.		
Response	Number of Respondents	Percentage of Respondents
Male	293	32.16%
Female	559	61.36%
Transgender male	1	0.11%
Transgender female		
Gender variant / non-conforming		
Prefer not to say	52	5.71%
Prefer to self describe	6	0.66%

Visitors to the 15 face to face drop in visits included 38% men and 62% women.

Of the 552 respondents who said they “agreed” or “strongly agreed” with the Option 1 Reduce Service hours by 21% across the borough, 497 provided information on gender, 335 (67%) were women and 162 (33%) were men, which is in proportion to all respondents. These respondents, both male and female, acknowledge an impact on reduction in hours, but think a reduction is preferable to the other options, and prefer to keep all library buildings open for services and activities under

		Council control. From this feedback, Option 1 does not appear to have a disproportionate impact on one particular gender group -- See Maternity and Pregnancy below	
Gender Reassignment	Savings	<p>Due to the inclusive nature of libraries nationally, and of the partner organisations that operate within libraries, it is part of Croydon Libraries' service plan to provide activities and resources that are inclusive of gender identity. 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, LGBTQ History Month in February and Pride in summer, hosting speakers, poetry, talks, art and books on display in all branch libraries. 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>In Phase 1 Libraries Consultation it was not certain from the demographic report that there were residents from the transgender community who provided feedback, so Croydon Libraries invited participation in Phase 2 public consultation from local Croydon groups, including TransPals, The Bridge, and CAGS.</p> <p>Phase 2 consultation asked for feedback and recorded one transgender male and 6 residents who preferred to self-describe. Going forward, as part of a continuation of community engagement, libraries will continue to seek opportunities to engage with residents from the transgender community.</p> <p>If libraries hours were reduced, there would be no reduction in books, information displays, and inclusive space and activities to raise awareness of issues for the transgender community.</p>	Reviewed in Phase 2
Marriage or Civil Partnership	Savings	<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. In this regard, the proposed implementation plan would not in any way exclude individuals who are legally married or in a civil partnership. Therefore, this characteristic should not be disproportionately affected under any of the proposals.</p>	
Religion or belief	If the service hours were reduced by 21% across all libraries, there would	<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' service plan to provide activities and resources that are inclusive of all religious communities and to celebrate a diverse range of religious holidays throughout the year.</p> <p>Library members are not required to share information about their religion or belief, so there is no comparative data on the library database. Phase 1 Libraries Consultation did not include details of religious belief, so in order to measure the equalities impact, Phase 2 Libraries Consultation requested feedback on faith which was provided by 891 respondents listed below.</p>	Library Membership Data February 2021; Croydon Observatory data; Libraries Consultation Phase 1 (14/1-

	<p>be no library closures, and this would save £506,980/annum. The libraries would stay under Council management.</p>	<table border="1"> <thead> <tr> <th>PHASE 2 Consultation Response</th> <th>Number of Respondents</th> <th>Percentage of Respondents</th> </tr> </thead> <tbody> <tr> <td>None</td> <td>266</td> <td>29.85%</td> </tr> <tr> <td>Christian</td> <td>443</td> <td>49.72%</td> </tr> <tr> <td>Hindu</td> <td>21</td> <td>2.36%</td> </tr> <tr> <td>Sikh</td> <td>4</td> <td>0.45%</td> </tr> <tr> <td>Muslim</td> <td>20</td> <td>2.24%</td> </tr> <tr> <td>Jewish</td> <td>1</td> <td>0.11%</td> </tr> <tr> <td>Buddhist</td> <td>10</td> <td>1.12%</td> </tr> <tr> <td>Any other religion</td> <td>18</td> <td>2.02%</td> </tr> <tr> <td>Prefer not to say</td> <td>108</td> <td>12.12%</td> </tr> </tbody> </table> <p>There was no feedback from respondents to indicate that if library hours were reduced, there would be an equalities impact on the basis of religion or belief. The reduction in hours would not impact on the range of books, information displays, and inclusive space and celebrations to highlight the diverse range of faiths in Croydon. Going forward, as part of a continuation of the community engagement initiated during Phase 2 of the consultation, libraries will continue to seek opportunities to engage with residents from faith communities.</p>	PHASE 2 Consultation Response	Number of Respondents	Percentage of Respondents	None	266	29.85%	Christian	443	49.72%	Hindu	21	2.36%	Sikh	4	0.45%	Muslim	20	2.24%	Jewish	1	0.11%	Buddhist	10	1.12%	Any other religion	18	2.02%	Prefer not to say	108	12.12%		<p>14/3 2021); 7 Webinars ; Events spreadsheet; participation summaries from library staff Libraries Consultation Phase 2 (1 June – 26 July 2021); 15 face to face events</p>
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Race	<p>If the service hours were reduced by 21% across all libraries, there would be no library closures, and this would save £506,9</p>	<p>The Croydon Borough Profile “population continues to grow from long-term international migration and 17.1% of the population is made up of non-UK born residents according to ONS 2018 estimates”.</p> <p>Library Management System Of the 104,249 library members, only 36,455 (35%) library members provided information on ethnicity. See below a breakdown of library membership by race for each of the libraries that were originally proposed to close, and there is more information for all thirteen Croydon libraries available by clicking on the link. Please note that not all library users who visit and take part in activities are registered on the system.</p> <table border="1"> <thead> <tr> <th>Race</th> <th>All Libraries</th> <th>% of All Libraries</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>13581</td> <td>18.30%</td> </tr> <tr> <td>Asian</td> <td>5756</td> <td>17.08%</td> </tr> <tr> <td>Black</td> <td>8149</td> <td>13.35%</td> </tr> <tr> <td>Mixed</td> <td>1404</td> <td>16.74%</td> </tr> <tr> <td>Other</td> <td>1065</td> <td>7.32%</td> </tr> <tr> <td>Prefer Not</td> <td>6500</td> <td>13.68%</td> </tr> <tr> <td>Total</td> <td>36455</td> <td>15.80%</td> </tr> </tbody> </table>	Race	All Libraries	% of All Libraries	White	13581	18.30%	Asian	5756	17.08%	Black	8149	13.35%	Mixed	1404	16.74%	Other	1065	7.32%	Prefer Not	6500	13.68%	Total	36455	15.80%		<p>Library Membership Data February 2021; Croydon Observatory data; Libraries Consultation Phase 1 (14/1-14/3 2021); 7 Webinars ; Events spreadsheet; participation</p>						
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Phase 2 Libraries Consultation: breakdown of overall response

During the consultation period there was considerable promotion of the survey, the webinars and the face to face visits to BAME communities from Councillors, local community groups and local staff. During the face to face visits to all libraries, officers had an opportunity to speak to 343 individuals, 237 (69%) white, 67 (20%) Asian and 39 (11%) Black, which was slightly higher proportion than the number who completed the survey.

All respondents (911)	Number	Percentage
White	648	71%
Asian	79	9%
Black	56	6%
Mixed	42	5%
Other	16	2%
Prefer not	70	8%

A more detailed breakdown below:

Your ethnic origin (911 Respondents):		
Response	Number of Respondents	Percentage of Respondents
White English / Welsh / Scottish / Northern Irish / British	576	63.23%
White Irish	14	1.54%
White Gypsy or Irish Traveller	1	0.11%
Any other White background	57	6.26%
White and Black Caribbean	7	0.77%
White and Black African	3	0.33%
White and Asian	12	1.32%
Any other Mixed / multiple ethnic background	20	2.20%
Indian	37	4.06%
Pakistani	9	0.99%
Bangladeshi	4	0.44%
Chinese	6	0.66%
Any other Asian background	23	2.52%

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Black African	20	2.20%
Black Caribbean	28	3.07%
Any other Black background	8	0.88%
Arab		
Other	16	1.76%
Prefer not to say	70	7.68%

In terms of equalities, and because the response from the community was much less representative of the population or library membership, it was important to ensure the proposed final option reflected the preferences of all ethnic groups. See below a breakdown by ethnicity of those respondents who said they “Agree” and “Strongly Agree” with Options 1, 2 and 3:

Response from respondents who “Agree” and “Strongly Agree” with Options 1-3 Respondents can Agree with all options	Option 1: Reduction by 21% (521 responses)	Option 2: Outsource to partner (150 responses)	Option 3: 5 Community run libraries; 8 reduced hours (223 responses)
White	379	97	157
Asian	42	21	30
Black	39	9	10
Mixed	24	6	12
Other	6	5	3
Prefer not	31	12	11

Reviewing the data available, there is a significant preference across all ethnic groups for the option 1: Reduce opening hours by 21% across all libraries, with some agreeing that either outsourcing or community managed options are viable alternatives. In Options 1 & 2 free text responses, respondents urged the Council to seek support from the community, and to ensure there was more community involvement and resident engagement with libraries in future, and a co-production approach will be taken to the service development of libraries.

Sexual Orientation	If the service hours were reduced by 21% across	Due to the inclusive nature of libraries nationally, and of the partner organisations that operate within libraries, it is part of Croydon Libraries’ service plan to provide 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 LGBTQ History Month in February and Pride in summer, hosting speakers, poetry, talks, art and books on display in all branch libraries. 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)	Reviewed as part of Phase 2
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	<p>all libraries, there would be no library closures, and this would save £506,980/annum The libraries would stay under Council management.</p>	<p>A reduction in library hours would not be a reduction in books, information displays, and inclusive space and activities to raise awareness of issues for the LGBTQ community.</p>	
Pregnancy or Maternity	<p>If the service hours were reduced by 21% across all libraries, there would be no library closures, and this would</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 socialize.</p> <p>Library Activities for children and families: The Library service collects participation figures by age group for regular activities. From April 2019 – March 2020, there were 6,261 activities across all 13 Croydon libraries, and of those, 3,103 (50% of all activities) were for children including 1,786 rhymetimes for toddlers plus 183 activities for families with young children. There were over 51,000 attendees for children's events pre-COVID in 2019-20, making up 70% of all library event attendees.</p> <p>Activities for children and families:</p> <ul style="list-style-type: none"> • 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 	<p>Libraries Consultation Phase 1 (14/1-14/3 2021); 7 Webinars ; Events spreadsheet; participation summaries from library staff</p>

save £506,980/annum
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- Pre-school/Primary: Craft activities, Summer Reading Challenge, homework sessions, Lego Club, Code Club, Homework club, Chatterbooks reading groups, National Storytelling Week, World Book Day, Class visits, special author events
- Marketplace events supporting parenting and healthy eating inviting Council, public health and community organisations into libraries for events and activities after rhymetimes.

Libraries Consultation:

In Phase 1, Survey and Webinar feedback identified the importance of local 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.

Phase 1 Survey Respondents expressed strongly that the original proposals to close the smaller libraries would disproportionately impact local mothers and their babies & toddlers who would find it difficult to travel to other libraries because of cost, time, no parking, wish to stay local, choice (don't like larger libraries). 83.20% of respondents told us they walked to their local library now, and if they had to travel to the next nearest, 12.21% (213), the majority women aged 31-50, said they would have no other options. In addition to the activities and resources on offer, there would also be a decrease in the number of local baby changing facilities in the area.

In Phase 2, Option 1 (formerly Phase 1 Option 2), reduce service hours by 21% across the borough would mitigate against library closures by keeping the libraries open for services and activities, but the Phase 2 consultation feedback was that reduction in service hours would likely have a disproportionate impact on mothers and babies, reflected in feedback from the survey and face to face meetings.

In Phase 2, Maternity & Pregnancy – there were specific references drawn from general concern for vulnerable residents:

Option 1	Female	Male	Prefer not to say	Grand Total	Option 2	Female	Male	Prefer not to say	Grand Total	Option 3	Female	Prefer not to say	Grand Total
Strongly Agree				0	Strongly Agree			1	1	Strongly agree	1		1
Agree		1		1	Agree	1			1	Agree			
Disagree	1		1	2	Disagree		1		1	Disagree		1	1
Strongly disagree	1		1	2	Strongly disagree	2		1	2	Strongly disagree	1		1
Not sure	2			2	Not sure				0	Not sure			
Grand Total	4	1	2	7	Grand Total	3	1	2	6	Grand Total	2	1	3

Most respondents who disagreed with the proposals did not want any library service reductions, "please cut spending elsewhere," and expressed the importance of libraries and library staff to the local community, the importance of books to

Libraries Consultation Phase 2 (1 June – 26 July 2021); 15 face to face events

	<p>literacy and achievement at the earliest stage, and the need for universally free and accessible activities, especially rhyme times, at all libraries, for families in Croydon. Although there are not many respondents, there are clear messages about the importance of the mother and baby group activities such as rhymetimes for the wellbeing of both mothers and babies, how much these activities were missed during COVID lockdown, and the importance of accessible opening hours for working mothers.</p> <p>Feedback from the survey and from face to face meetings said that there would be a negative impact to reducing hours if there was an expectation that pregnant women and mothers with young children could travel to alternative library, for the same reasons given in Phase 1: additional cost, inadequate public transport (2 buses), insufficient or costly parking, no time for additional journey especially time constraints around the school run, logistics of travel with young children on public transport, fear of travel because of personal mobility, fear of crime on transport and in alternative communities. Other objections were pollution from additional car journeys, preference for local library, did not like noisy or busy alternative library.</p> <p>In conclusion, the reduced opening hours are likely to have a significant impact on residents within this protected characteristic, and the library service would ensure there is engagement with this group when deciding opening hours, will include regular Saturday and at least one evening opening, and will ensure rhymetimes are available at every library. The impact of Option 1 would need to be monitored to ensure the library service was accessible.</p>	
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3.2 Additional information needed to determine impact of proposed change

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

<p>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:</p>		
Additional information needed and or Consultation Findings	Information source	Date for completion
<p>Feedback from individuals with protected characteristics who use affected libraries: what library services do they use; most valued services and/or activities; impact on them and on their community – Feedback on options</p>	<p>Libraries Consultation Phase 1 finished 14 March 2021 Report to Cabinet</p>	<p>Phase 1 April 2021 Phase 2 consultation June to July 2021</p>
<p>To what extent is it reasonable to assume residents can travel 1.2-1.3 miles to use a larger library with more facilities</p>	<p>Libraries Consultation Phase 1 finished 14 March 2021</p>	<p>April 2021</p>
<p>Ideas for cost neutral alternatives to closing the libraries from local residents to benefit all local residents. All viable options will be considered for inclusion in options report which will comprise an equalities review and further consultation with residents</p>	<p>Libraries Consultation, Email, Webinars, Workshops, Other Council departments and Community groups</p>	<p>April 2021</p>

	Options to Cabinet 17 May 2021 followed by Phase 2 Libraries Consultation	
Feedback on options from LGBTQ+ community on impact, positive or negative, on gender identity or sexual orientation	Libraries Consultation Phase 2: collected data as part of survey feedback	July 2021
Feedback on options from the diverse range of Croydon’s religious communities	Libraries Consultation Phase 2: collected data as part of survey feedback	July 2021

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)
2. 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)
3. 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: These will be reviewed following Libraries Consultation on basis of that feedback

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	3	3	9
Gender	2	2	4
Gender reassignment	1	1	1
Marriage / Civil Partnership	1	1	1
Race	2	2	4
Religion or belief	1	1	1
Sexual Orientation	1	1	1
Pregnancy or Maternity	3	3	9

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 This will be reviewed following outcome of Libraries Consultation after 14 March 2021; and after the decisions taken on options in Cabinet 17 May 2021; and following Phase 2 Consultation 1 June – 26 July

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	Access to their existing local library services; travel to larger library Follow-up after Survey: 198 respondents (approx. 8% of all respondents) told us they had a disability which limited them to some degree, 47 limited a lot.	Investigating individuals affected for each of the 5 libraries; met individuals with disabilities and discussed impact at face to face meetings in July 2021 Reducing opening hours by 21% would be preferred of three options, but would still have a significant	Joan Redding,	April 2021 July 2021 September 2021

Equality Analysis

	<p>213 (9% overall) respondents told us they could not travel to their nearest alternative library. Of those, 13% had a disability.</p> <p>If they could not use their local library they would not be able to access the activities and volunteering opportunities.</p> <p>Phase 2 consultation: Survey respondents: 32; Face to face meetings 9. Respondents said a reduction in opening hours would have a significant impact and they could not travel to an alternative library nearby if their local library was closed</p>	<p>impact on them. They could not travel easily to an alternative library open elsewhere in North/Central/South every day exc Sunday, and valued their local library for book groups, local activities and volunteering.</p> <p>Open+ technology would allow extending unstaffed open hours in selected libraries and Home Library Service (books delivered to homes) is an option for residents with a disability who cannot travel to a library.</p> <p>Community engagement to follow consultation to develop a service and opening hours accessible for residents with disability post-COVID.</p>		
Race	<p>Possible disproportionate impact on reducing hours at Broad Green Library under review</p> <p>Follow-up after survey: There would be a disproportionate impact on BAME communities in Broad Green and South Norwood, without local alternatives. Respondents suggested a reduction of staffed service hours at these libraries would worsen existing deprivation for these communities</p>	<p>Libraries Consultation and webinars; In reducing opening hours by 21% libraries would not be closed and there would be an open library in North/Central/South every day exc Sunday.</p> <p>Regular activities would be concentrated on open days.</p> <p>Open+ technology would allow extending unstaffed open hours in selected libraries</p> <p>Following face to face meetings at each library and meetings with</p>	<p>Joan Redding, Liz Hollowood</p>	<p>April 2021 July 2021 September 2021</p>

Equality Analysis

		community leaders, engage with local community to review the service and activate buildings when unstaffed providing access to self-service library		
Sex (gender)	Possible disproportionate impact on women who are larger group of active users and were larger could of respondents (see Maternity & Pregnancy)	Libraries consultation and webinars; Phase 2 consultation, webinars and face to face meetings. Reducing opening hours by 21% would be a mitigation; there would be an open library in North/Central/South every day exc Sunday. Regular activities would be concentrated on open days. Open+ technology would allow extending unstaffed open hours in selected libraries See impact under Age and Maternity Phase 2 consultation – engage more men Following face to face meetings at each library and meetings with community leaders, engage with local community to activate buildings when unstaffed providing access to self-service library	Joan Redding,	April 2021 July 2021 September 2021
Gender reassignment	Follow-up after survey: not asked as part of survey; no feedback	Reviewed as part of Phase 2 Libraries Consultation	Joan Redding, Lucy Lawrence	April 2021 July 2021 September 2021

Equality Analysis

		For Phase 2 consultation will be contacting local Croydon groups, including TransPals, The Bridge, CAGS, Aurora, the LGBTQ Croydon Council staff forum.		
Sexual orientation	Follow-up after survey: not asked as part of survey; no specific feedback	<p>Reviewed as part of libraries Consultation</p> <p>For Phase 2 consultation will be contacting local Croydon groups, including TransPals, The Bridge, CAGS, Aurora, the LGBTQ Croydon Council staff forum.</p> <p>Community engagement to follow consultation. Library activities continue to focus on relevant book stock, displays and activities</p>	Joan Redding	<p>April 2021</p> <p>July 2021</p> <p>September 2021</p>
Age	<p>Disproportionate impact on mothers with babies and young children, school age children, jobless adults without digital access and seniors</p> <p>Follow-up after survey: If services were closed or reduced, there could be a disproportionate impact on the following age groups if the proposed closure took place:</p> <ul style="list-style-type: none"> Families with young children (time, logistics, cost) Adults without digital access; jobless (cost, time) 	<p>Libraries consultation and webinars; Phase 2 consultation, webinars and face to face meetings</p> <p>Reducing opening hours by 21% would keep local libraries open; there would be an open library in North/Central/South every day exc Sunday, although not all could travel. Regular activities would be concentrated on open days. Open+ technology would allow extending unstaffed open hours in selected libraries</p>	Joan Redding	<p>April 2021</p> <p>July 2021</p> <p>September 2021</p>

Equality Analysis

	<ul style="list-style-type: none"> Seniors who have told us it is difficult to travel (cost, fear of crime, fear of injury) School children after school and school visits (not reflected in data; in free text) 	Community engagement to follow consultation to help build up the service for all age groups post-COVID.		
Religion or belief	<p>Possible impact considered after Phase 1</p> <p>Follow-up after survey: not asked as part of survey; no feedback from residents to survey, webinars or staff</p>	<p>As part of libraries consultation, contacted all temples, mosques, and churches.</p> <p>Phase 2 consultation – included question in survey and will contact same organisations again for feedback</p> <p>Community engagement to follow consultation to help build up the service for all faith groups post-COVID.</p>	Joan Redding	<p>April 2021</p> <p>July 2021</p> <p>September 2021</p>
Pregnancy or maternity	<p>Disproportionate impact on mothers and babies/toddlers</p> <p>Follow-up after survey:</p> <p>If services were closed or reduced, there could be disproportionate impact on families with young children because they would find it difficult to travel to alternative library (logistics, cost, time – school run). Working mothers need evenings and Saturdays</p>	<p>As part of Phase 1 libraries consultation contacted nurseries and children’s centres.</p> <p>As part of Phase 2 consultation, promoted consultation to same groups, liaised with Children’s Centres and met parents at face to face drop in groups.</p> <p>Reducing opening hours by 21% would keep local libraries open; there would be an open library in</p>	Joan Redding	<p>April 2021</p> <p>July 2021</p> <p>September 2021</p>

Equality Analysis

		<p>North/Central/South every day exc Sunday. Not all could travel. Regular activities would be concentrated on open days. Open+ technology would allow extending unstaffed open hours in selected libraries</p> <p>Community engagement to follow consultation to help build up the services for families post-COVID, especially to agree opening hours.</p>		
Marriage/civil partnership	Follow-up after survey: not asked as part of survey; no specific feedback	<p>Reviewed as part of Libraries Consultation No significant feedback in Phase 2 consultation –</p> <p>Community engagement to follow consultation to help build up the services for families post-COVID.</p>	Joan Redding,	<p>April 2021 July 2021 September 2021</p>

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	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	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 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: 16 August 2021

Equality Analysis

7. Sign-Off

Officers that must approve this decision	
Equalities Lead	Name: _____ Date: _____ Position: _____
Director	Name: _____ Date: _____ Position: _____

Equality Analysis

Table 1: Disability summary for all libraries from Library Management System – represents 1% of all members

DISABILITY	Ashburton	Bradmore Green	Broad Green	Coulsdon	Croydon Central	Croydon Home Service	New Addington	Norbury	Purley	Sanderstead	Selsdon	Shirley	South Norwood	Thornton Heath	Total
Dexterity					1									1	2
Hearing	2	5	1	8	39		4	6		2	16	3	7	4	97
Learning Difficulty	4	7	4	7	52		16	10	2	2	7	4	9	15	139
Mental Health	1	1	1	2	57	1	3	5			2	4	1	1	79
Mobility	15	5		11	174	44	8	7	3	2	19	7	4	9	308
Multiple Disability				1	14		1				1		1		18
Visual	12	12	4	18	114	9	16	15	14	9	69	15	9	17	333
Other	4	2	1	8	52	12	8	8	3	2	15	5	11	9	140
Grand Total	38	32	11	55	503	66	56	51	22	17	129	38	42	56	1,116

Equality Analysis

Table 2: Ethnicity Summary of library members for all libraries (Library Management System) 2020

RACE	Ashburton Library	Bradmore Green Library	Broad Green Library	Coulsdon Library	Croydon Central Library	Home Library Service	New Addington Library	Norbury Library	Purley Library	Sanderstead Library	Selsdon Library	Shirley Library	South Norwood Library	Thornton Heath Library	Grand Total
White British	520	793	83	1683	3362	70	758	255	613	431	1124	497	279	274	10742
White Irish	14	12	3	34	107	4	17	11	7	10	16	11	17	13	276
White Gypsy					1										1
White - Other	73	34	47	202	1286	5	93	152	101	65	133	76	128	167	2562
Asian Bangladeshi	13	1	13	14	99		3	22	8	5	8	13	15	16	230
Asian British	1			1	58				2	2	4	3		6	77
Asian Chinese	16	2	8	38	127		6	12	22	12	27	8	12	14	304
Asian Indian	91	17	225	149	1310	2	19	137	105	63	110	61	30	163	2482
Asian Other	59	28	215	102	773		39	117	74	26	58	45	36	97	1669
Asian Pakistani	49	8	62	63	363		27	167	43	18	33	23	32	106	994
Black African	128	15	105	134	1965		493	244	76	17	103	112	315	485	4192
Black British	1	1	1	5	129		1		4		4	10	3	37	196
Black Caribbean	101	16	63	75	1098	6	119	190	44	17	65	66	212	319	2391
Black Other	55	19	26	53	879		32	39	68	6	32	12	72	77	1370
Mixed Other	35	11	6	64	240	1	10	38	18	18	21	12	22	24	520
Mixed - White & Asian	6	13	2	41	73		2	12	16	9	12	11	11	1	209
Mixed - White & Black African	16	5	8	25	114		13	17	11	6	8	12	20	16	271
Mixed - White & Black Caribbean	21	10	4	43	165		25	28	14	4	18	19	32	21	404
Other - Arab				1	16									5	22
Other	8	11	18	32	631	1	146	33	29	12	40	17	20	45	1043

Equality Analysis

Prefer not to say	298	32	64	85	2697	3	304	291	192	74	177	117	602	1564	6500
Total	1505	1028	953	2844	15493	92	2107	1765	1447	795	1993	1125	1858	3450	36455