

## Equality Impact Assessment: Template

### Stage 1: The proposed change that is being assessed and responsibility for the EQIA

Name of the proposed change	<p><b>Croydon Library Services Review: Remodelling of the library service for residents in the vicinity of the North Croydon area, including:</b></p> <ul style="list-style-type: none"> <li>- Extending staffed opening hours in Thornton Heath, Norbury and South Norwood Libraries</li> <li>- Developing a joint offer between the library, Family Hub and Youth Services at South Norwood Library and Samuel Coleridge Taylor Centre</li> <li>- Closure of Broad Green Library building</li> <li>- Introduction of an outreach offer to provide library service provision from other community spaces</li> </ul> <p>See Cabinet paper – 25<sup>th</sup> September 2024 for full details</p>
Purpose of proposed change	Improvement of library services for people who live, work and study in Croydon
Is this a change to a policy, practice or service?	Change to Croydon's library services
Who has senior level responsibility for the proposed change?	Nick Hibberd, Corporate Director of Sustainable Communities, Regeneration & Economic Recovery
Who is completing this assessment?	Joan Redding, Library & Archives Services Manager/Stephanie Wilson, Head of Culture, Leisure & Libraries
Indicate where your EQIA will be submitted to including date where known:	Cabinet, 25 September 2024

### Stage 2: Deciding what relevance the proposed change has for equality

Is the proposed change likely to impact on any of the following?	<p><input checked="" type="checkbox"/> Communities</p> <p><input type="checkbox"/> Employees</p> <p>This form considers the impact of the proposed changes for Croydon communities.</p>
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<p><i>If there is no equality relevance for either go to Stage 7 and get sign off</i></p>	
<p>Is the impact on equality low, medium or high?</p>	<p>The Libraries Review has been undertaken to consider the impact of the last change to the library service model in 2022 and to consider how the service could be improved to reach more residents.</p> <p>From the analysis of the data and responses to the consultation on libraries we have found that there are negative equalities impacts from the current service model which provides part time opening hours over thirteen buildings. Whilst the model retains a wider geographic spread of library buildings, the limited opening hours prevent many people being able to access services, particularly working age people and families. The limited resource for marketing, engagement and outreach also prevents the service reaching more people in the local area and only a small proportion of the population use the library service.</p> <p>Consultation feedback indicates the current service with parttime hours is having a negative impact on Broad Green, Thornton Heath, Norbury and South Norwood Library users with the same protected characteristics, also evident through reduced usage.</p> <p>In assessing the impact of the proposals we have considered:</p> <ul style="list-style-type: none"> <li>- Data on library users to assess the most direct impact</li> <li>- Responses from the public consultation from library users</li> <li>- Demographic data (Local Lower Super Output Area – LSOA) on the local community around Broad Green Library to assess the wider impact of the loss of the facility</li> <li>- Demographic data on the North area overall</li> </ul> <p><b>The equalities impact of the proposed new model is mixed:</b></p> <p><b>Potential negative impact of proposal for the local community to Broad Green library:</b>  High: Age, Disability and Sex  Medium: Pregnancy &amp; Maternity and Race</p>

No Impact, Unknown: Gender reassignment, Sexual Orientation, Marriage or Civil Partnership, Religion

**Potential positive impact for North area of the borough** (see maps at end of document):

High: Age, Disability and Sex

Medium: Pregnancy & Maternity and Race

No Impact, Unknown: Gender reassignment, Sexual Orientation, Marriage or Civil Partnership, Religion

Proposals without mitigations in place would have a potential negative/high impact on Broad Green Active users\*, particularly the 53 Broad Green Library survey respondents who said “I would not be able to use another library service.”

The proposals are designed to have a potential positive/high impact for the wider area served by these libraries, both active users and nonusers, through additional opening hours in Thornton Heath Library and South Norwood Library, additional staffed hours at Norbury, making the services accessible to those who say they cannot access library services now, especially working residents.

Staff would be able to offer a more regular programme of events and activities from a reduced number of libraries. The proposals include a new outreach programme provided by dedicated staff, to be provided from a range of local venues, and this could act as a mitigation for closure in Broad Green. The outreach programme would also allow the library service more flexibility to engage nonusers, especially those from underserved and marginalised communities identified in the Equalities Impact Assessment and to that degree could have a positive impact in the Broad Green area.

**\*Active Library Users**

The EQIA reports have used Active Library User data as a metric to understand the demographic characteristics of library users. Most Croydon library members are Croydon residents, and those who are not residents work

	<p>or study in Croydon. Inactive users are deleted from the system after 2 years of inactivity.</p> <p>Active users are library members who have used their membership cards 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 groups. In order to more comprehensively measure the demographic and equalities impacts of the proposals, this report looks at 2 years of active users from the date of the last significant changes in opening hours (April 2022 – May 2024).</p> <p>It should be noted that Active User data does not capture library usage which does not involve a card – such as study space, wifi or events attendance. However, it does give a good indication of library usage and the potential impact of changes to the service as the library service does not routinely collect demographic data for users of services which do not involve a library card. An analysis of the full set of library performance indicators has been undertaken in the Appendix C – Review of Closure Options report.</p>
<p>Summary of EQIA outcome:</p>	<p>This Equality Impact Assessment reviews the impact of the proposals for Broad Green, Norbury, South Norwood and Thornton Heath Libraries. The proposals would close Broad Green Library, which will release funds to invest in a full time service at other sites in the North area, and a local outreach offer for the North area, including Broad Green.</p> <p>This Equalities Impact Assessment focuses in more detail on the community around Broad Green, Norbury, South Norwood and Thornton Heath Libraries, reviewing the library active users data, local area data, and the findings and feedback from local engagement and public consultation between 8 February – 19 April 2024.</p> <p>Through the data research and consultation process, we have identified residents with the following protected characteristics who may be experiencing a negative impact due to 2022 introduction of the parttime service hours, and could</p>

experience either potential positive or negative impact of the proposals based on their location:

**Age:**

Young children and parents who attend regular under 5 activities  
Young people who require quiet study space after school and in the holidays  
Working adults who cannot use libraries because of current opening hours.  
Older residents who would benefit from additional opening hours locally; in Broad Green issues with travel require local mitigations including outreach

**Sex:** Traditionally, a higher proportion of women use libraries and will experience more impact positive and negative

**Disability:** Those with mobility disabilities who use Broad Green Library and cannot travel easily to alternative libraries in other areas/those with physical and hidden disabilities who have said they want their libraries open more hours

**Pregnancy and Maternity:**

Parents with babies and young children who attend regular library events and establish local connections in the library

**Race:** In Broad Green there will be a disproportionate impact on the local Tamil population who use the library for regular English classes, exercise groups and parent support classes. Library user data on ethnicity is incomplete with only 24% reporting from Broad Green users and an average of 28.5% across the four libraries considered in this EQIA. From comparing local population data and the library usage data we have for Broad Green appears that the Black and White communities locally are under-represented in current usage. The Black community are conversely overrepresented at Thornton Heath Library suggesting residents from Broad Green may already travel to this site for library services. South Norwood and Norbury user data broadly matches the local populations.

The EQIAs produced for each area form part of a wider report and assessment of the service with recommendations for the proposed new service model and should be read as part of that document set.

The mitigation actions will be further updated and reviewed as opportunities emerge and develop.

### **The Proposals**

The impact of the 2022 reduction in opening hours is very negative based on the consultation feedback and poor service performance, and there needs to be improvements.

In order to make improvements to the library service overall without any spending increase on libraries, the review proposes closing some library buildings to enable building and staff costs from those sites to be reinvested in improving the rest of the service.

The new model is proposed to provide a small increase in the staffed opening hours in the service as at present but delivered from fewer buildings. This would enable the service to operate sustainably and for staff teams to deliver a more responsive local service. All sites are proposed to be open on Saturdays and the overall opening hours are proposed to increase through further use of self-service access and co-location with other services.

Criteria used to determine closure proposals were:

service performance including usage, location, building suitability and adaptability, impact of change, including population serviced, extent of deprivation, and other public facilities and existing community group use.

Following this review, four library buildings were proposed to close: Bradmore Green, Broad Green, Sanderstead and Shirley. See Appendix C – Review of Closure Options for further analysis.

The proposals are designed to enable the Council to meet its statutory obligations to deliver a comprehensive and efficient library service through:

- Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South)
- Creating the capacity for a more targeted, localised approach to better respond to local areas of need
- Increasing the library opening hours overall and the number of days of library opening, especially Saturday openings
- Improving the service to enable residents to access more services through their local library, in line with the Universal Offers
- Developing the libraries as cultural venues to deliver the legacy of the London Borough of Culture
- Making more efficient use of library buildings

Broad Green Library is the second smallest library and is open 2 days a week. It ranks 12/13 for visits and 13/13 for book issues, but is valued as a community centre, located in the middle of an area of deprivation with a high population density, next door to West Thornton school. Local residents and service users are strongly opposed to closure.

Broad Green's active library users, residents who have used their library card in the last year, make up 3% of all library users in Croydon, and 2% of the wider Broad Green population of 63,533 residents within 1 mile radius of the library. This figure does not include people who visit the library without using their card, for example for study space or to attend an event, but the low visitor figures overall also indicate that the library service is not serving the diverse residents in this wider area.

The proposals to improve the library service would widen the offer geographically and include areas whose residents are under-represented in library usage figures. This would be achieved through remodelling the offer locally, away from two days

per week service in a fixed building to provision of community book collections and outreach events in other community spaces suggested by local residents.

The proposals would increase opening hours to 5 days a week at Thornton Heath and South Norwood Libraries, two larger libraries in densely populated district centres. The proposals would also increase staffed hours at Norbury Library on a Saturday.

Current usage across the libraries is poor and residents in the North area say they are unable to use libraries due to current parttime opening and limited late/weekend opening hours.

Thornton Heath Library is ranked 4/13 for both visits and issues, currently staffed for 3 days a week, including Saturdays, the proposals would increase opening hours to 5 days, with the potential for further extending open hours with open+ technology in future. Consultation feedback from library users suggests the limited opening hours have prevented access and full time hours would bring them back to the libraries:

- *Excellent idea. I'm always frustrated by the limited opening days of Thornton Heath library. If it was open 6 days a week it would provide a genuine community space which is much needed in the area.*

South Norwood is ranked 10/13 for visits and 9/13 for issues, currently staffed for 2 days a week, excluding Saturdays. The proposals would open the library for 5 days a week, including Saturdays. The library is also proposed to be developed as part of a joint offer with a new Family Hub and youth service provision in the adjoining Samuel-Coleridge Taylor Youth Centre.

- *My local library is South Norwood but I work full time in central London, the only way I could visit is if opening hours were extended some week nights and open on Saturdays. This is what is most important to me, ie. even being able to visit at all!*



- *I would really welcome extended hours - we have a great library on our doorstep in South Norwood but I work full time and can never visit it*

Norbury Library is ranked 8/13 for both visits and issues. It is currently open 3 days staffed and 3 days open+ (including Saturdays), and these proposals would ensure the library was open staffed on Saturdays

- *Would be good to have access to libraries on the weekends also if the children's activities run more often for under 5s for rhyme time more than just once a week and perhaps offer wider community access perhaps use of space out of hours for fitness class*
- *It is important for a library to be open all day on Saturdays as this is the time that most people would want to use it.*

If a decision is taken to close Broad Green Library, the increase in open hours at the other North area libraries would take place in two phases.

From January 2025 South Norwood Library would open an additional day and Norbury Library would offer two late evenings; and from April 2025 Thornton Heath will open 5 days, South Norwood 5 days including Saturdays, and Norbury library will be staffed on Saturdays.

The outreach programme will be piloted in November and December with the new offer planned to launch in January, establishing contact with community organisations and schools, and delivering regular activities in other local venues.

Whilst the decision to close libraries is a difficult one, the findings of the review indicate that Croydon residents can be better served overall by a full-time service and a wider offer delivered from fewer buildings with a balance of universal and targeted services to reach those with greatest need. Ongoing engagement with the community will shape and develop the mitigation actions.

**Mitigations:**

Proposals for closure of Broad Green library without mitigation actions in place could have a potential high/negative impact on local active library users, particularly on the young people, young families, disabled and older residents who visit frequently and take part in regular activities at the library. After scoping the extent of the impact on each of the protected characteristics, we have designed the following range of mitigation actions which would be mobilised in phases from the date of the decision:

**Access to alternative library nearby:**

Access to Thornton Heath Library (1.2m), Central Library (1.4m), Norbury Library (1.7m). There is a significant overlap of library users for Broad Green and Thornton Heath and Central Libraries. (please see maps at end of document). There are activities for all ages, including weekly rhymetimes:

- Thornton Heath Library is open 3 days a week inc Saturdays and would be open 5 days a week From April 2025;
- South Norwood is open 2 days a week, and would be open an additional day from January 2025, and 5 days including Saturdays from April 2025;
- Norbury is open 3 days staffed and 3 days with Open+, and would have an additional staffed day on Saturdays from April 2025;
- Central Library is open 5 days a week but would be open 6 days under these proposals from April 2025.

Consultation survey responses indicate the viability of this mitigation in response to: “If four libraries were to close, which other libraries would you visit”: Broad Green Library users (91) responded: Central (29.7%), Thornton Heath Library (9.9%), Norbury Library (7.7%). We have focussed additional mitigation actions on the 58.2% (53 respondents) who said “I would not be able to use another library service.”

**Local outreach**

The proposed new model will create capacity for outreach with dedicated staff, so that the library service can have a presence and engage communities at other well used local centres. An outreach offer includes community book collections,

regular events and digital support sessions, aligned to existing community activities.

At the point of decision, it is the intention of the service to move existing hosted and library activities at Broad Green Library to nearby local venues which have been suggested through the consultation, and researched to confirm the library offer would align with existing programmes and local partners. Once there is a continuity of regular activities established, library staff would begin setting up a community collection based on local requirements. This collection will be maintained by the outreach team, once it is in place (expected April 2025), and the library will have an increased presence at events, health settings, school and education settings to promote the library offer and support with digital access. There will be further engagement with local schools and nurseries, sheltered accommodation, care homes and community groups as the service develops.

The Home Library Service will continue to be available for housebound residents, and those in care homes and sheltered accommodation, who cannot visit a library, and this service has already been offered to Broad Green residents as part of the consultation.

The digital library is available 24/7 including e-books, e-audio, free online magazines and newspapers, and online learning activities. We will seek to deliver digital support sessions to access these services, and partner with local charities to support residents to access devices.

### **Bus Transport**

There would be provision of a weekly accessible bus shuttle service for residents with access needs to visit their nearest library.

### **Alternative use of the building**

The Council will seek alternative operators within the Voluntary & Community Frontline Sector (VCFS) for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming,

the library service will seek to work with any new operators to offer outreach activities from the site.

**Stage 3: Describe how the proposed change might impact on the council’s ability to undertake the Public Sector Equality Duty and commitment to anti-racism (N.B. this can be both positive or negative):**

<p>Eliminating discrimination, harassment, victimisation</p>	<p>Libraries are universal community spaces where users report feeling welcomed without any need to purchase anything or hold any particular faith or other characteristic. The library service seeks to provide local safe spaces and deliver a service offer which supports all users people to develop confidence, social connections and live healthier, independent lives.</p> <p>The parttime library service hours have limited the capacity of the service to provide the cultural programmes that highlight diverse cultures and information campaigns that work to eliminate discrimination and victimisation.</p> <p>The closure of the Broad Green library building would allow additional staffed days at Thornton Heath, Norbury and South Norwood libraries, including Saturdays, allowing a full time service to deliver a more extensive programme in a larger district centre, and open hours more accessible to residents. An outreach programme would be provided across the North area to engage the wider community.</p> <p>Closure of the Broad Green library building will potentially remove this local facility from use, and this report has reviewed the impact on those within each protected characteristic in order to develop local mitigation actions, to ensure the local residents have an alternative safe space and continuity of activities to make those social connections and feel safe from discrimination, harassment or victimisation.</p>
<p>Advancing equality of opportunity</p>	<p>Public libraries originated from movements to advance equality of opportunity and this remains at the core of their mission including provision of free access to books and information, events and programmes to encourage reading, literacy and learning and support for health and wellbeing.</p> <p>The proposals would reinvest funds from the Broad Green library closure to improve the offer at Thornton Heath South Norwood and Norbury Libraries, increase open days and improve marketing and engagement to reach more residents with the wider library offer.</p>

	<p>The closure of the Broad Green library building would reduce the range of services available in this local area, and this report has reviewed the impact on those within each protected characteristic to ensure opportunities available through library services continue to be available through local mitigations such as outreach. The library hosts a wide range of learning activities provided by the local Tamil community, and continuity of these activities will be a specific focus.</p> <p>The library service will develop a local library outreach offer from local community venues in the North area, including Broad Green, in response to local need, including activities for adults, children and families, with particular focus on engaging local families, schools, and older residents at risk of isolation, including engaging with the local sheltered accommodation and care homes.</p>
Fostering good relations	<p>Library buildings are important focal points for their communities, as places where people of different ages and backgrounds share the same space, where people can find local information and connect with others and where everyone is welcome. Local residents tell us that library activities such as Rhymetimes bring young children and their parents into a social community setting, sometimes for the first time. The local Tamil group have used the Broad Green Library as a base for a range of activities such as English classes, yoga, digital support and other courses to support the local community.</p> <p>Across Croydon, local residents have urged the Council to increase opening hours to offer a full time library service, because working people and their families cannot access their local library. The Libraries in Broad Green, Thornton Heath, Norbury and South Norwood are all operated parttime and usage is poor. Through these proposals, which include the closure of Broad Green Library, it would be possible to increase opening hours, including Saturdays, at the other libraries, improving the offer for these areas. As part of the wider proposals, a programme of outreach in local venues, and continuity of activities that support the local community, would help retain good relations in Broad Green.</p> <p>The library service will continue to engage with the local Broad Green community to develop other outreach opportunities, especially to provide access to books and regular activities at local venues suggested by residents to ensure there is continuity of service locally. Improved outreach and marketing would provide capacity to foster good relations in the wider area, especially engaging with nonusers of the library.</p>
Embedding anti-racism	<p>Maintaining a local library building ensures that there is a local Council building, operated on principles of anti-racism. Closure of this facility could limit the awareness and scope for proactive anti-racism in the locality.</p>

The current opening hours of two days a week for Broad Green Library, two days for South Norwood, three days staff at Norbury and four days at Thornton Heath Libraries already limits the scope and scale of service development, and as a result, membership of these libraries does not reflect the area's ethnicity. Reducing the number of library buildings by four across the borough, including the closure of Broad Green library building, will allow the service to deliver a more effective and impactful service from fewer buildings operating full time, with capacity to develop a localised programme of outreach and engagement. The proposed outreach programme can better embed the Council's anti-racism principles across the borough by delivering cultural programmes and a range of books and materials from local venues, in partnership with local community groups, which promote learning and embed anti-racism.

#### Stage 4: What evidence has been considered and what consultation has been carried out?

<p>Data collection</p>	<p>The following sources of data have been collected and reviewed to consider the impact of the proposals:</p> <ul style="list-style-type: none"> <li>Ordnance Survey (HMSO 2023) – see maps at end of template</li> <li>LSOA data 2021- local and 1-mile radius</li> <li>CIPFA data for 2022-23 – included in Cabinet paper</li> <li>Croydon Observatory data using ONS Census 2021</li> <li>Croydon Borough Profile June 2024</li> <li>DPH Research 2022</li> <li>Library usage and membership data - The Libraries Consortium (TLC) library management system (23 boroughs): Active Users demographics data x 2 years to May 2024.</li> <li>Library Performance data for visits, event attendance, issues, use of PCs, new members, active users (1 year) reported monthly by branch</li> <li>Health and Wellbeing Strategy and Adult Social Care and Health Strategy</li> <li>Mayor's Business Plan 2022-2026</li> <li>Chief Executives London Committee's (CELC) Tackling Racial Inequality Standard</li> </ul> <p>The service also engaged consultants Activist to undertake additional research and needs analysis in developing the proposals, as detailed in the following papers from Croydon's Cabinet on 31<sup>st</sup> Jan 24:  <a href="https://democracy.croydon.gov.uk/documents/s53446/Final%20Cabinet%20paper%20-%20Libraries%20Service%20Review.pdf">https://democracy.croydon.gov.uk/documents/s53446/Final%20Cabinet%20paper%20-%20Libraries%20Service%20Review.pdf</a>  This included:</p>
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- 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

The data has been used to understand the current reach and impact of the library service locally in the North area of Croydon, the needs and demographics of the local population, the impact of the proposed closure and the opportunity through a remodelled service to better respond to local need.

This analysis has been reviewed and updated following the public consultation on the proposals which can be found in the Cabinet report back for 25<sup>th</sup> September 2024.

For reference: comparative summary of demographic data reviewed from Libraries Consultation, Library database, Observatory (ONS 2021) for Broad Green Library – whose users are more likely to experience a higher negative impact:

<b>Data Category by percentage</b>	<b>Consultation respondents “I would not be able to use another library service” 58.2%</b>	<b>Consultation respondents - Broad Green Library is their main library</b>	<b>Broad Green Library Active Users - 2 years*</b>	<b>1 mile area LSOA level around Broad Green library (all usual residents)</b>	<b>Croydon Borough</b>
<b>Total Count: Residents</b>	<b>53*</b>	<b>91**</b>	<b>1218***</b>	<b>63533</b>	<b>390716</b>
0 to 19	0.0	0	44.8	27.8	25.1
20 to 64	95.6	89.9	37.5	63.7	61.4
65+	4.4	10.1	17.7	8.5	13.6
Female	77.8	80	62.2	51.6	51.2
Male	22.2	20	37.1	48.4	48.8
Other	0	0	1.5	0	

White%	24.4	28.6	13.6	26.8	48.4
Asian, Asian British or Welsh %	44.4	44.2	58.1	29.7	17.5
Black, Black British, Black Welsh, Caribbean or African	8.9	10.4	23.3	30.8	22.6
Mixed or Multiple ethnic groups	15.6	11.7	2.3	7.4	7.6
Other ethnic group	6.7	5.2	2.7	5.4	3.9
Disability	18.2	16.7		13	14
LSOAs most deprived				24.3	17.7

*\*53 (58.2%) consultation respondents, of 91 who said Broad Green Library is my primary library, said "I would not be able to use another library service." Of these 53 respondents, 45 (84.9%) provided age range information, gender information and ethnicity information, and 44 (83%) provided disability information.*

*\*\*91 respondents said Broad Green Library was their primary library, but only 79 (86.8%) provided age range information, 80 (87.9%) provided gender information, 77 (84.6%) provided ethnicity information, and 78 (85.7%) provided disability data.*

*\*\*\*Active Users have borrowed a book or logged into a PC/online resource during the last 2 years. Please note Croydon usually reports Active Users over 1 year; in this case we have chosen 2 years over the period of change to opening hours and post-COVID, to be more representative of residents locally who could experience an impact as a result of the proposals to close Bradmore Green Library. Please note that this figure may not capture all visitors. Visitors can attend library events without registering for a library card and will therefore not be counted as an Active user. Only 24% active users provided ethnicity information.*

**Consultation**

Formal public consultation must take place in advance of implementing proposals which make significant changes to how local services are delivered. Furthermore, the provision of a 'comprehensive and efficient' public library service is a statutory requirement under the 1964 Public Libraries Act. Councils must also ensure that proposals are consistent with equalities duties.

Please refer to Appendix B - **Library Service Review Phase 3 consultation findings report** which details consultation activity and analyses the consultation findings from Phases 1-2 as well as Phase 3 feedback in detail.



Consultation on the proposals was undertaken between 8 February – 19 April 2024.  
3,614 respondents completed the survey, including 200 who completed paper forms. Respondents included 91 (2.5%) who stated that Broad Green Library was the library they visited most often

**Petitions:**

Broad Green - Petition\_15042024111547 169 signatories  
Broad Green - Petition2\_18042024164910 214 signatories

**Online meetings:**

07/02/2024 Webinar for all libraries  
26/03/2024 Introduction to community run libraries attended by a wide range of residents

**In person engagement Broad Green Library:**

17/02/2024 Drop in at Broad Green Library (Saturday): 30 attending  
11/03/2024 Public Meeting at Broad Green Library (evening): 4 attending  
15/04/2024 Drop in at Broad Green Library AM during rhymetime and Tamil community classes: 22 attending

**In person engagement Thornton Heath Library:**

05/03/2024 Drop in at Thornton Heath Library: 25 attending  
03/04/2024 Outreach outside: 22 engagements

**In person engagement Norbury Library:**

12/03/2024 Drop in at Norbury Library: 3 attending  
13/03/2024 Local Community Outreach Partnership regular meeting: 51 attending  
05/04/2024 Outreach along high street: 34 engagements

**In person engagement South Norwood Library:**

04/03/2024 SE25 meeting: 20 attending  
08/03/2024 Drop in at South Norwood Library: 20 attending  
06/04/2024 Workshop with local stakeholders: 6 attending  
19/04/2024 Drop in at South Norwood Library: 48 attending  
03/04/2024 Engagement with young people attending Holiday camps at Samuel Coleridge Taylor Centre: 12 attending

Equalities feedback received during the consultation (see Appendix B - Library Service Review Phase 3 Consultation Findings Report for further detail):

**Page 78: Needs of groups are not currently being served**

There is a widely held view among both individuals but also community partners that the reduced opening hours are preventing many people from accessing the library service, particularly working families and children and young people, as well as an awareness that the library service currently isn't reaching many vulnerable people in the community who could benefit. Typical feedback:

- 'I never know when it is going to be open - it is rarely open and times seem to change frequently.'
- 'I work full time and libraries are closed at weekends and after 5pm.'

**Page 79: Broad Green Library: The specific impacts on people with protected characteristics**

Among those living in the catchment area of the four libraries proposed for closure who took part in the consultation, there was almost universal opposition to closures and a number of key concerns expressed about using other libraries, including accessibility without a car, parking, safety in Central Croydon and Coulsdon, and the impact on particular groups who would not be able to travel.

A large number of responses identified a wide range of detrimental impacts on library users possessing protected characteristics as a result of the proposals being implemented, including older people; children and young families; disabled people; those facing mental health or physical health challenges, and global majority communities. For each library these were the groups most identified as at risk from the closure proposals:

Broad Green: Older people, global majority communities, those on low incomes

Comments from consultation public meetings, drop-in sessions and online survey regarding proposed closure of Broad Green Library and needs of the local community:

- "The Library is a safe space, and will have a negative impact on mental health."
- "We need services for young people, there is difficulty with gangs and other issues."
- "This is a community that will not travel, esp not if I had a child or a disability. I would not let a child walk and go on public transport from here?"
- "English, sewing classes, parenting, getting into work... yoga classes."
- "People are finding out from the community rather than from our publicity. Don't think your social media is any good."

- “Go with the times – it’s different and people living here are not British English people – you have to understand that the majority of the people here are from abroad and we should cater for them with books.”
- “old people and young children – need toilet facilities.”

**Impact on libraries where additional openings are proposed:**

**The overall benefits of the proposals:** A significant number of participants were enthusiastic about weekend opening, particularly on Saturdays and evenings, although a repeated concern among these responses was the extent to which these additional hours would be staffed as opposed to enabled with Open+. Comments linked to proposals including equalities:

**Thornton Heath Library:**

Current provision - 3 days a week inc Saturday

Proposed - 5 days a week, to be extended in future with self-service access. Typical comments on proposals:

- *Excellent idea. I'm always frustrated by the limited opening days of Thornton Heath library. If it was open 6 days a week it would provide a genuine community space which is much needed in the area.*
- *It will give more opportunities for children and adults from vulnerable families and low-income families to have access to many more services*
- *It would (be) excellent for students, the elderly and those looking for information or job seekers*
- *I have been surprised how well the libraries are used for people and young people studying*
- *I think it unfair to lose 4 libraries. You should be enhancing and extending all libraries in Croydon*
- *The current days when Thornton Heath Library is most inconvenient. Five days would improve access*
- *6 days a week and access early evening after work would be great*

**Norbury Library:**

Current provision: 3 days staffed and 3 days self-service access

Proposed: Staffed hours on Saturdays; introduction of evening hours; more active use of the community hall

- *I'm in favour- I love Norbury library but haven't been able to visit since the reduction in opening hours. I work full time in central London & can only visit at the weekends*
- *Please make sure it's open after school hours and on Saturdays so all can use it safely*

- *Would be good to have access to libraries on the weekends also if the children's activities run more often for under 5s for rhyme time more than just once a week and perhaps offer wider community access perhaps use of space out of hours for fitness class*
- *Opening more libraries on Saturdays would be helpful. But not if staffing constraints mean that you'd have to close other branches.*
- *It is important for a library to be open all day on Saturdays as this is the time that most people would want to use it.*
- *Extended opening hours will allow school teens to access study spaces & books and all residents to enjoy the library*
- *They need to be staffed and allow community access for all. Under 16s can't go to library on self-checkout days*
- *Extending hours isn't enough. The council needs to do more to attract a broader range of residents to visit and use the library. As well, more events or activities for those outside of the toddlers range would be a good start.*
- *Libraries are important part of education and direct contact to knowledge. Extended opening hours would be beneficial for the community.*

### **South Norwood Library**

Current provision: 2 days opening

Proposed: Staffed hours on five days including Saturdays; redevelopment to introduce self-service access and link to Family Hub and Youth Services

- *I used to use South Norwood library regularly until the hours were cut so its infuriating to see low usage being used as the rationale for further cuts. Open the library and we'll use it!*
- *South Norwood's opening hours exclude so many people on our community. Opening on a Saturday would be a free (rainy day proofed) activity for families to do. Please don't let this be something that gets shelved.*
- *Very important for South Norwood - should be open 5-6 days a week*
- *My family and I love going to South Norwood library, however it is difficult to visit during the current opening times as I'm at work during the week. If it was opened on a weekend day, I would visit a lot more frequently with my little one.*
- *South Norwood should be open more, and use of printers and computers available.*
- *All libraries should have evening & weekend hours available so that daytime working adults can access their services. In the long term, providing free "third space" options will reduce antisocial behaviour and improve quality of life in the area.*
- *I think that this would encourage more people to visit libraries but I would be concerned about extending opening hours without staffing. Good knowledgeable librarians are important. The service also needs to be widely publicised.*

Consultation feedback was analysed with that of the Active users and further engagement will be required in relation to mitigations.

**Feedback on Mitigations:**

**Delete these?**

**Alternative libraries:** If four libraries were to close, which other libraries would you visit, and those who identified Broad Green as their main library responded: Central Library (30%), Thornton Heath Library (10%), Norbury Library (8%) and 58.2% (53 respondents) said "I would not be able to use another library service."

Alternative Library	All Proposed closures	Bradmore Green Library	Broad Green Library	Sanderstead Library	Shirley Library
<b>Ashburton Library</b>	5%	1%	1%	1%	28%
<b>Central Library</b>	11%	4%	30%	11%	18%
<b>Coulsdon Library</b>	16%	46%	1%	1%	0%
<b>New Addington Library</b>	1%	0%	0%	1%	2%
<b>Norbury Library</b>	1%	0%	8%	0%	2%
<b>Purley Library</b>	8%	7%	1%	12%	1%
<b>Selsdon Library</b>	17%	1%	0%	40%	1%
<b>South Norwood Library</b>	0%	0%	0%	0%	0%
<b>Thornton Heath Library</b>	1%	0%	10%	0%	0%
<b>I would use Croydon's library online</b>	2%	2%	4%	2%	3%
<b>I would not be able to use another library service</b>	45%	44%	58%	43%	44%
<b>Another library (e.g. outside the</b>	9%	11%	1%	5%	21%

<b>borough, please specify)</b>					
<b>Total responses (exc. not stated)</b>	1.303	439	91	555	318

**Reviewing the survey responses of those 53 Broad Green Library users who said they could not use another library service:**

Usage: 36 (67.9%) are Frequent users (once a week), 14 (26.4%) are Regular users (once a month), 3 (5.7%) are occasional users.

Top 3 activities at the library: 37 (69.8%) borrow books, 33 (62.3%) take children to an activity in the library, and 18 (34%) attend learning activities at the library

Motivation for using the library: 47 (88.7%) convenient location, 17 (32.1%) Interesting events happening at a library for me or my family, 14 (26.4%) having a quiet place to read or study

Preferred outreach activities: 30 (62.5%) Children's & young people's activities, 22 (45.8%) Family activities, 19 (39.6%) Arts & Culture events

A number of people across all libraries shared their thoughts about the possible ideas that could be put in place to mitigate the effects of the proposed closures, which have all been considered in the context of mitigating the impact on those with protected characteristics. These included

- Identifying new partners to take over the building or a community managed model; more use of self-service access with support for users to become more comfortable with it; exploring alternative opening hours; the use of volunteers; providing toilet facilities elsewhere.

NB: Alternative proposals for service improvements have been analysed in section 7 of the Cabinet report 25<sup>th</sup> Sept.

- A large number of participants shared ideas about reaching more people not currently using the library service. These included transport and travel support; provide replacement services, and or opening hours, elsewhere; better service promotion and marketing; improving safety.

Consultation survey feedback from those who primarily use Broad Green Library and suggested alternative venues:

Alternative venues suggested were School/Nursery 20 (25%) Family Hub 19 (23.8%) Local Café 14 (17.5%)

**Stage 5: Identify any adverse or positive impact and mitigation steps that can be or have been taken**

**Guidance on Impact Scores:** Consider the impact of your proposal by giving a numerical score to both the likelihood of an impact and the severity of an impact against each characteristic. This should draw upon the evidence you cited at Stage 3.

Use the key below to <b>score</b> the <b>likelihood</b> of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group.	<b>1 = Unlikely to impact</b> <b>2 = Likely to impact</b> <b>3 = Certain to impact</b>
Use the key below to <b>score</b> the <b>severity</b> of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group.	<b>1 = Low</b> <b>2 = Medium</b> <b>3 = High</b>
The score for likelihood and severity are then multiplied.	e.g. Unlikely to impact =1, Low impact =1, total score =1

Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**									
Protected Characteristics (Equality)	Age	3	2	6	<p><b>Scoring is for both positive and negative impact</b></p> <p><b>Scoping the extent of potential negative impact:</b></p> <p>Active users (2 years) by age range registered at Broad Green Library (please also refer to data table above)</p> <table border="1"> <thead> <tr> <th>Broad Green Age Ranges</th> <th>Active Users x 2 years</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>&lt;5</td> <td>88</td> <td>6.9%</td> </tr> <tr> <td>5 to 9</td> <td>305</td> <td>24.0%</td> </tr> </tbody> </table>	Broad Green Age Ranges	Active Users x 2 years	%	<5	88	6.9%	5 to 9	305	24.0%	<p><b>Mitigation Actions:</b></p> <p>1.1 Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South), increasing opening hours in a phased</p>
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				<p>44 (28%). The consultation findings suggest many are parents who bring their children to library events.</p> <p><b>65+</b>  <b>Active Users:</b> 3% are older adults 65+, lower than 8.5% local area profile.  <b>Consultation:</b> this group provided 10.1% of consultation responses, and represent 4.4% of those who said they would not be able to use another library service, and some disclosed a disability which would prevent them travelling to an alternative library.</p> <p><b>Regular Library Activities specific to age groups:</b>            Last year there were 147 regular events &amp; activities at Broad Green Library including 45 rhymetimes for under 5s, Summer Reading Challenge, and a range of activities for adults, especially English, IT and yoga classes provided by the local community. Class visits: attendance of 309 over the year.            Of the 53 survey respondents who said “I would not be able to use another library service” the most important services, after borrowing books (69.8%):</p> <ul style="list-style-type: none"> <li>• 62.3% take children to an activity in the library</li> <li>• 34% attend learning activities at the library</li> </ul> <p>The activities most requested:</p> <ul style="list-style-type: none"> <li>• 62.5% Children's &amp; young people's activities</li> <li>• 45.8% Family activities</li> <li>• 39.6% Arts &amp; Culture events</li> </ul>	<p>already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web.</p> <p>1.5 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make</p>

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				<p><b>Negative impact of current service</b> The consultation respondents from Broad Green, Thornton Heath, Norbury, and South Norwood Libraries all agreed that the current level of staffed opening hours, especially the lack of late openings and Saturdays, did not meet their needs. The current part time opening hours, lack of capacity for promotion, local programmes or outreach, has had a negative impact on the success of these libraries and of their active users of all age groups illustrated here:</p> <table border="1" data-bbox="943 724 1727 1414"> <thead> <tr> <th>Age range</th> <th>% Broad Green</th> <th>% Thornton Heath</th> <th>% Norbury</th> <th>% South Norwood</th> </tr> </thead> <tbody> <tr> <td><b>Age Totals</b></td> <td>1271</td> <td>3266</td> <td>2700</td> <td>1844</td> </tr> <tr> <td>&lt;5</td> <td>6.9%</td> <td>4.5%</td> <td>6.5%</td> <td>8.4%</td> </tr> <tr> <td>5 to 9</td> <td>24.0%</td> <td>18.6%</td> <td>13.4%</td> <td>21.8%</td> </tr> <tr> <td>10 to 14</td> <td>18.2%</td> <td>13.2%</td> <td>13.5%</td> <td>12.1%</td> </tr> <tr> <td>15 to 19</td> <td>7.8%</td> <td>10.0%</td> <td>9.0%</td> <td>7.2%</td> </tr> <tr> <td>20 to 29</td> <td>11.9%</td> <td>11.1%</td> <td>11.6%</td> <td>6.9%</td> </tr> <tr> <td>30 to 39</td> <td>12.9%</td> <td>14.0%</td> <td>13.8%</td> <td>14.7%</td> </tr> <tr> <td>40 to 49</td> <td>9.8%</td> <td>11.3%</td> <td>12.2%</td> <td>12.7%</td> </tr> <tr> <td>50 to 59</td> <td>4.0%</td> <td>7.7%</td> <td>7.3%</td> <td>7.7%</td> </tr> <tr> <td>60 to 69</td> <td>2.7%</td> <td>6.6%</td> <td>6.8%</td> <td>4.7%</td> </tr> <tr> <td>70 to 79</td> <td>1.5%</td> <td>2.2%</td> <td>4.3%</td> <td>2.8%</td> </tr> <tr> <td>80 to 84</td> <td>0.2%</td> <td>0.5%</td> <td>1.0%</td> <td>0.4%</td> </tr> <tr> <td>85+</td> <td>0.2%</td> <td>0.3%</td> <td>0.7%</td> <td>0.5%</td> </tr> </tbody> </table>	Age range	% Broad Green	% Thornton Heath	% Norbury	% South Norwood	<b>Age Totals</b>	1271	3266	2700	1844	<5	6.9%	4.5%	6.5%	8.4%	5 to 9	24.0%	18.6%	13.4%	21.8%	10 to 14	18.2%	13.2%	13.5%	12.1%	15 to 19	7.8%	10.0%	9.0%	7.2%	20 to 29	11.9%	11.1%	11.6%	6.9%	30 to 39	12.9%	14.0%	13.8%	14.7%	40 to 49	9.8%	11.3%	12.2%	12.7%	50 to 59	4.0%	7.7%	7.3%	7.7%	60 to 69	2.7%	6.6%	6.8%	4.7%	70 to 79	1.5%	2.2%	4.3%	2.8%	80 to 84	0.2%	0.5%	1.0%	0.4%	85+	0.2%	0.3%	0.7%	0.5%	<p>alternative arrangements for their offer</p> <p>2. Library outreach</p> <p>2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.</p>
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				<p>Consultation feedback suggests the impact is felt most by working parents and their children, school children and students who only have access to their local library 2 or 3 days a week, and working families who could only come in Saturdays.</p> <p>This negative impact necessitates the changes outlined in the proposal. Closing the smallest library in the area is necessary to realise improvements for the wider area.</p> <p><b>Scoping the potential positive impact by age characteristic:</b></p> <p><b>Additional opening hours and marketing:</b> The other three libraries in North area are also staffed parttime, as well as Croydon Central Library (5 days):</p> <ul style="list-style-type: none"> <li>• Thornton heath Library (3 days staffed inc Saturday)</li> <li>• Norbury Library (3 days staffed, 3 days Open+ inc Saturday)</li> <li>• South Norwood (2 days) but closed on Saturdays.</li> </ul> <p>The proposals would have a positive impact on access for all ages by transforming access: Central Library: open Thursdays (6 days) Thornton Heath Library: 5 days with possible additional open hours through Open+ installation South Norwood: 5 days including Saturdays.</p> <p>There would be a high positive impact on all ages, but especially the working parents, school children and</p>	<p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Broad Green residents:</p> <ul style="list-style-type: none"> <li>• School/Nursery 20 (25%)</li> <li>• Family Hub 19 (23.8%)</li> <li>• Local Café 14 (17.5%)</li> </ul> <p>2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.</p> <p>2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer</p>

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				<p>young children who cannot easily access the library now.</p> <p>There could be a high positive impact for residents who do not use the libraries in the same age categories, who do not know about free activities, digital support and access to free books and information would benefit from additional open hours, outreach and targeted promotion, and the service needs to reach more residents in this way as outlined below:</p> <p>Current active users (2 years) represent approximately 10% of all Croydon residents, but this is lower for individual parttime libraries: Thornton Heath Library (open 3 days/inc Saturday) serves 3.8% of residents within 1 mile of the library</p> <table border="1" data-bbox="943 986 1599 1332"> <thead> <tr> <th data-bbox="943 986 1128 1098">Thornton Heath Library</th> <th data-bbox="1128 986 1352 1098">Library Active Users</th> <th data-bbox="1352 986 1599 1098">Thornton Heath LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="943 1098 1128 1139">% by age</td> <td data-bbox="1128 1098 1352 1139">3266</td> <td data-bbox="1352 1098 1599 1139">86587</td> </tr> <tr> <td data-bbox="943 1139 1128 1214">Ages 0 - 19</td> <td data-bbox="1128 1139 1352 1214">46</td> <td data-bbox="1352 1139 1599 1214">26.4</td> </tr> <tr> <td data-bbox="943 1214 1128 1289">Ages 20 - 64</td> <td data-bbox="1128 1214 1352 1289">48</td> <td data-bbox="1352 1214 1599 1289">62.7</td> </tr> <tr> <td data-bbox="943 1289 1128 1332">Ages 65 +</td> <td data-bbox="1128 1289 1352 1332">6</td> <td data-bbox="1352 1289 1599 1332">11</td> </tr> </tbody> </table>	Thornton Heath Library	Library Active Users	Thornton Heath LSOA Area	% by age	3266	86587	Ages 0 - 19	46	26.4	Ages 20 - 64	48	62.7	Ages 65 +	6	11	<p>managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.</p> <p>3. Further Engagement</p> <p>3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model:</p>
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				<p>Of those who said they primarily use Broad Green Library in the consultation survey (87), the following can use another Croydon library:</p> <ul style="list-style-type: none"> <li>• 29.7% Central Library,</li> <li>• 9.9% Thornton Heath Library</li> <li>• 7.7% Norbury Library</li> </ul> <p>Some Broad Green residents will benefit from access to improved open hours and wider range of activities possible at these alternative Croydon libraries.</p> <p><b>Local outreach:</b> Broad Green residents, especially 53 (58.2%) who stated they cannot access other libraries in the consultation survey, will need local outreach and other mitigations for continuity of service as stated. Capacity for outreach will also benefit the wider area, with staff visiting nurseries, schools, care homes, community centres, etc, ensuring library services are promoted and accessible to a much wider population of residents of all ages.</p> <p><b>Additional Activities:</b> Additional staffed opening hours will allow more activities to take place, especially on Saturdays, which will have a high positive impact for all ages and increase attendance.</p> <p>It is the intention of the library service to rehome current regular activities that take place in Broad Green Library, especially rhymetimes for families with under 5's and</p>	

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				<p>regular community classes, providing continuity locally (see above summary of activities). Additionally, the proposals would allow capacity to run more activities at Thornton Heath Library during a fulltime week, in Norbury with additional staffed hours, and in South Norwood Library on Saturdays.</p> <p>Last year Thornton Heath Library (open 3 staffed days inc Saturdays) provided 315 activities with an attendance of 3086, including 44 Rhymetimes and 15 class visits (370 children) and 1492 attendances at regular adult groups including reading group, knitting group, health groups and author events.</p> <p>Last year Norbury Library (open 3 staffed days/not Saturdays; 3 Open+ days) provided 201 activities with attendance of 3082, including 58 rhymetimes and 12 class visits (333 children), and 524 attendances at regular adult events.</p> <p>Last year, open just 2 days a week, South Norwood Library offered 155 activities with 2200 attending, including 49 Rhymetimes and 38 class visits (388 children) and 382 attendances at regular adult groups including community quilting group. The additional Saturday opening could double the offer for children, and provide capacity for more adult activities, and intergenerational activities, which would have a high positive impact on all ages.</p>	



Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
	Disability	3	2	<p><b>6</b></p> <p><b>Scores are for both potential negative and positive impact as outlined below:</b></p> <p><b>Scoping potential negative impact for proposed closure of Broad Green Library:</b> The local area data suggests 13% of Broad Green residents have a disability of some kind, which is slightly less than the overall Croydon average.</p> <p><b>Active Library Users:</b> There is no meaningful data from the library service database, which collects information on disability only if it is volunteered. As it is not mandatory, it is not held in statistically meaningful quantities. Libraries provide Equalities Act compliant spaces in most libraries, and at Broad Green Library there are accessible toilet facilities and some free parking on residential roads.</p> <p>Consultation survey data for 91 survey respondents who primarily use Broad Green Library indicates that 14.9% reported a disability, and local residents highlighted disability and benefits of local access to library services as an equalities issue during face to face meetings and discussions with local residents.</p> <p>Of the 53 Broad Green Library users who said “I would not be able to use another library service”, 18.2% have a disability, which include mobility issues, and hidden</p>	<p><b>Mitigation Actions:</b></p> <p>1.1 Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South), increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes</p> <p>1.2. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library</p> <p>1.3 Home Library Service provision (free of charge) is available now, especially</p>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				<p>disabilities such as asthma, diabetes, and also autism, learning disability and anxiety/depression.</p> <p><b>Negative impact of current service</b> The consultation respondents from Broad Green, Thornton Heath, Norbury, South Norwood and all Croydon libraries agreed that the current level of staffed opening hours, especially the lack of late openings and Saturdays, did not meet their needs. The current part time opening hours, lack of capacity for promotion, local programmes or outreach, has had a negative impact on all library users, including those with a disability.</p> <p><b>Scoping potential positive impact for additional opening hours Thornton Heath, Norbury and South Norwood Libraries:</b></p> <p>The local area data (ONS) suggests the other libraries in the North area have a similar level of disability of some kind, which is less on average or equivalent to the overall Croydon average of 14%, additional open hours will potential provide better service access for these residents.</p> <ul style="list-style-type: none"> <li>• Thornton Heath 13.5%</li> <li>• Norbury 13.6%</li> <li>• South Norwood 14.1%</li> </ul> <p><b>Consultation survey:</b></p>	<p>for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Residents in the areas served by the 4 libraries proposed to close already access this service, including those in sheltered accommodation and care homes, and we would extend this free service to anyone of any age who cannot visit their local library.</p> <p>1.4 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and regularly used by 8.8% of</p>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				<p><b>Thornton Heath Library:</b> (119 respondents): 21 (20.2)% have a disability (45% mobility, 35% hearing, 15% vision, 20% hidden (asthma/diabetes), 45% hidden (learning disability, autism, anxiety/depression)</p> <p><b>Norbury Library:</b> (126 respondents): 10 (8.8)% have a disability (40% mobility, 10% hearing, 10% vision, 20% hidden (asthma/diabetes), 20% hidden (learning disability, autism, anxiety/depression)</p> <p><b>South Norwood Library :</b> (366 respondents): 47 (14.2%) have a disability (40.4% mobility, 8.5% hearing, 2.1% vision, 21.3% hidden (asthma/diabetes), 63.8% hidden (learning disability, autism, anxiety/depression)</p> <p>Those with a disability who primarily use Thornton Heath, Norbury or South Norwood libraries, were asked about increasing open hours, and 50% said “it would make it much easier, or a little easier, to visit a library at a time convenient for me,” with typical comments:</p> <p>Any extension of library hours is a good thing. It makes it more accessible to the community.</p> <p>I think having the libraries open for longer hours is a good thing, especially in the winter when people can be struggling to heat their homes/find cheap activities to do.</p>	<p>Broad Green survey respondents, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web.</p> <p>1.5 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity</p>

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				<p>For this reason the scoring for disability for these libraries reflects a potential high positive impact.</p>	<p>and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer</p> <p>2. Library outreach</p> <p>2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed</p>

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					<p>to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.</p> <p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Broad Green residents:</p> <ul style="list-style-type: none"> <li>• School/Nursery 20 (25%)</li> <li>• Family Hub 19 (23.8%)</li> <li>• Local Café 14 (17.5%)</li> </ul> <p>2.3 The library service will pilot regular outreach</p>

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				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.</p> <p>2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.</p> <p>3. Further Engagement</p> <p>3.1 Develop library forums of local residents and community partners to act</p>

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				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>as a reference group and inform future development and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model:</p> <ul style="list-style-type: none"> <li>• Children and families who attend regular library events, who might not be able to travel to another library because of a disability</li> <li>• Schools, nurseries, children’s centres and other local groups that support children with disabilities</li> <li>• Adults who attend regular library</li> </ul>

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					<p>events who might have physical or hidden disabilities</p> <ul style="list-style-type: none"> <li>• Health &amp; wellbeing organisations</li> <li>• Voluntary, Community &amp; Faith groups who provide services for those with a disability, especially to engage with those who do not use the library service</li> <li>• Local Community Partnerships network engagement</li> </ul> <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Gender Reassignment	1	1	1	<b>No Impact/Unknown:</b>	There is no indication from the feedback that a specific mitigation is required for



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				<p>ONS Census Data from 2021 suggests Croydon's transgender population is 1% of the overall population, but the consultation and engagement did not reveal the extent to which the proposed changes to libraries would have a positive or negative impact on this group.</p> <p>The Library service does not collect information regarding gender reassignment because it is not required for the service and would exceed GDPR limits for collecting data.</p>	<p>this protected characteristic, but the library service would continue to engage with local community groups, cultural groups, public health and mental health charities to ensure the service development and programming will continue to provide activities, information and a welcoming space for underserved or marginalised groups, including transgender residents, and those proposing to undergo, or in the process of undergoing the process of reassigning their gender.</p>
Marriage or Civil Partnership	1	1	1	<p><b>No Impact/Unknown</b></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>There is no indication from the feedback that a mitigation is required for this protected characteristic, but the library service would work in partnership with all</p>

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				<p>Reviewing the consultation survey data, the majority of respondents were married or in a civil partnership, although residents with different statuses were represented:</p> <p><b>Broad Green Library (51 responses):</b> 54.9% Married/Civil Partnership, 9.9% Separated/Divorced, 0% Widowed, 15.7% Never married, 19.6% Prefer not to say</p> <p><b>Thornton Heath Library (115 responses):</b> 37.4% Married/Civil Partnership, 10.4% Separated/Divorced, 0% Widowed, 36.5% Never married, 15.7% Prefer not to say</p> <p><b>South Norwood Library (363 responses):</b> 42.2% Married/Civil Partnerships, 5.8% Separated/Divorced, 1.4% Widowed, 32.5% Never married, 18.2% Prefer not to say</p> <p><b>Norbury Library (123 responses):</b> 46.3% Married/Civil Partnership, 2.4% Separated/Divorced, 4.1% Widowed, 23.6% Never married, 21.1% Prefer not to say</p> <p>There was no specific feedback during the consultation process that the proposals would have a negative impact on residents on the basis of marriage and civil partnership.</p>	<p>groups to improve access to the library service offer and ensure the service was inclusive to all.</p>

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Pregnancy and Maternity	2	2	4	<p><b>Scoping Potential negative and positive impact:</b></p> <p><b>Active Users:</b> The Library service does not collect information regarding pregnancy and maternity because it is not required for the service and would exceed GDPR limits for collecting data.</p> <p>However, all libraries host free weekly rhymetime activities, babies can have a library card, and parents can borrow books for their babies as well as books on pregnancy and parenting from all libraries.</p> <p>Broad Green Library staff provided 45 rhymetimes last year with total attendance of 648.</p> <p><b>Consultation:</b> The 53 Broad Green Library users who could not use another library service were asked “Which library services do you use most often?”, and 33 (62%) take children to activities in a library and borrow books for their children; 8.2% had a baby in the last 12 months. Many respondents referred to the health and wellbeing benefits they derived from library activities, that gave them community connection and reduced isolation, and of the socialisation benefits for their babies</p>	<p><b>Mitigation Actions:</b></p> <p>1.1 Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South), increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes</p> <p>1.2. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library</p> <p>1.3 Home Library Service provision (free of charge) is available now, especially</p>

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				<p>Without mitigations, any reduction of these current services could have a negative impact on the protected characteristic of Pregnancy and Maternity.</p> <p><b>Negative impact of current service:</b> Unlike libraries in other boroughs, Croydon libraries does not provide full time open hours to families with young children in Croydon, and many libraries in district centres are not open on Saturdays, traditionally the busiest days. This has had a high negative impact on working parents who cannot take their children to a library for free children’s activities and access to books on a weekday of their choice or a Saturday, and this was reflected in the consultation feedback.</p> <p>Of the 4 libraries used by residents in this area, only Thornton Heath is staffed on a Saturday. On Saturdays Broad Green and South Norwood Libraries are closed, and Norbury has automated opening but no staff.</p> <p>Typical feedback during the consultation:</p> <p><i>South Norwood library is a key service that has been underinvested in for years. There’s been an explosion of young families in the South Norwood area who have to travel to Lambeth for library services we should have on our doorstep. Please open it 5-6 days.</i></p> <p><b>Potential positive impact of proposed service:</b></p>	<p>for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Residents in the areas served by the 4 libraries proposed to close already access this service, including those in sheltered accommodation and care homes, and we would extend this free service to anyone of any age who cannot visit their local library.</p> <p>1.4 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents</p>

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				<p>The proposals would increase the opening hours for Thornton Heath, Norbury and South Norwood.</p> <p>These libraries already offer regular rhymetimes attended by local families:</p> <p>Thornton Heath Library 45 Rhymetimes for 591 Norbury Library: 58 rhymetimes for 1,450 South Norwood: 49 rhymetimes for 1,347</p> <p>The additional Saturday opening could double the offer for children, and provide capacity for more adult activities, and intergenerational activities, which would have a high positive impact on all ages.</p> <p>The additional open days would greatly increase engagement in the area by allowing a full programme of activities and make it easier for parents to drop in without finding the library is closed. Residents expecting a baby who are working, and working parents would have better access to books information on parenting information.</p> <p>The Broad Green library users who said that they could not travel to another library service, said that the outreach activities they prioritised were Children's &amp; young people's activities 30 (62.5%), and family activities 22 (45.8%). This has informed plans for local</p>	<p>from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web.</p> <p>1.5 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing</p>

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				<p>outreach activities, especially regular rhymetimes in a local venue.</p> <p>With Thornton Heath Library operating fulltime, Saturday openings for South Norwood and additional staffed days in Norbury Library, there would be a high positive impact on the protected characteristic of Pregnancy and Maternity.</p>	<p>activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer</p> <p>2. Library outreach</p> <p>2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to</p>

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				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.</p> <p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Broad Green residents:</p> <ul style="list-style-type: none"> <li>• School/Nursery 20 (25%)</li> <li>• Family Hub 19 (23.8%)</li> <li>• Local Café 14 (17.5%)</li> </ul> <p>2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional</p>

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					<p>phase between November and March with a full schedule launched in April.</p> <p>2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.</p> <p>3. Further Engagement</p> <p>3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development</p>



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					<p>and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model:</p> <ul style="list-style-type: none"> <li>• Children and families who attend regular library events, who might not be able to travel to another library</li> <li>• Schools, nurseries, children’s centres and other local groups that support families</li> <li>• Adults who attend regular library events</li> <li>• Health &amp; wellbeing organisations</li> <li>• Voluntary, Community &amp; Faith</li> </ul>

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					<p>groups who provide services, especially to engage with those who do not use the library service</p> <ul style="list-style-type: none"> <li>Local Community Partnerships network engagement</li> </ul> <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Race	2	2	4	<p><b>The potential impact is unknown from the feedback, but could have a positive or negative impact based on the data:</b></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 (22.6%) and people of Asian ethnicities (17.5%). Croydon overall has seen a shift in ethnic profile over</p>	<p><b>Mitigation Actions:</b></p> <p>1.1 Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South), increasing opening hours in a phased approach from January</p>

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				<p>the last 10 years with an increase in global majority populations and decrease in white population.</p> <p><b>Potential negative impact:</b></p> <p>Broad Green Lower Layer Super Output Areas have a higher proportion of Asian and Black residents than the borough population. The Library Active user data, which is only indicative because of the small sample, still reflects the majority of Asian active users in both the ethnicity breakdown below and consultation engagement.</p> <p><b>Active Users by Race:</b></p> <table border="1" data-bbox="943 954 1565 1273"> <thead> <tr> <th>Race</th> <th>Broad Green Library*</th> <th>Broad Green Area</th> <th>Croydon</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>13.6</td> <td>26.8</td> <td>48.4</td> </tr> <tr> <td>Asian</td> <td>58.1</td> <td>29.7</td> <td>17.5</td> </tr> <tr> <td>Black</td> <td>23.3</td> <td>30.8</td> <td>22.6</td> </tr> <tr> <td>Mixed</td> <td>2.3</td> <td>7.4</td> <td>7.6</td> </tr> <tr> <td>Other</td> <td>2.7</td> <td>5.4</td> <td>3.9</td> </tr> </tbody> </table> <p><i>*Only 23.7% provided Race data</i></p> <p>The consultation feedback highlighted the high negative impact on the local Tamil community who use Broad Green Library space to deliver English classes,</p>	Race	Broad Green Library*	Broad Green Area	Croydon	White	13.6	26.8	48.4	Asian	58.1	29.7	17.5	Black	23.3	30.8	22.6	Mixed	2.3	7.4	7.6	Other	2.7	5.4	3.9	<p>and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes</p> <p>1.2. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library</p> <p>1.3 Home Library Service provision (free of charge) is available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Residents in the areas served by the 4 libraries proposed to close already access this service, including those in sheltered accommodation</p>
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				<p>parenting classes, IT support, yoga and other activities which are greatly valued by a large number of the local Tamil community.</p> <p><b>Negative impact of current service</b> Feedback from the consultation from residents who primarily use Broad Green, Thornton Heath, Norbury, South Norwood agreed that the current level of staffed opening hours, especially the lack of late openings and Saturdays, did not meet their needs. The current part time opening hours, lack of capacity for promotion, local programmes or outreach, has had a negative impact on all library users, and below the respondents by race:</p> <table border="1" data-bbox="943 874 1727 1198"> <thead> <tr> <th>Libraries</th> <th>Broad Green</th> <th>Thornton Heath</th> <th>Norbury</th> <th>South Norwood</th> </tr> </thead> <tbody> <tr> <td>Responses</td> <td>77</td> <td>100</td> <td>106</td> <td>330</td> </tr> <tr> <td>%White</td> <td>28.6</td> <td>56</td> <td>62.3</td> <td>73.3</td> </tr> <tr> <td>%Asian</td> <td>44.2</td> <td>11</td> <td>14.2</td> <td>8.2</td> </tr> <tr> <td>%Black</td> <td>10.4</td> <td>21</td> <td>12.3</td> <td>9.7</td> </tr> <tr> <td>%Mixed</td> <td>11.7</td> <td>9</td> <td>9.4</td> <td>7.6</td> </tr> <tr> <td>%Other</td> <td>5.2</td> <td>3</td> <td>1.9</td> <td>1.2</td> </tr> </tbody> </table> <p>The data also suggests the current library service, and the library consultation, is not reaching the same proportion of the black community as the area profiles, and the proposed outreach to community groups and meaningful engagement is needed.</p>	Libraries	Broad Green	Thornton Heath	Norbury	South Norwood	Responses	77	100	106	330	%White	28.6	56	62.3	73.3	%Asian	44.2	11	14.2	8.2	%Black	10.4	21	12.3	9.7	%Mixed	11.7	9	9.4	7.6	%Other	5.2	3	1.9	1.2	<p>and care homes, and we would extend this free service to anyone of any age who cannot visit their local library.</p> <p>1.4 Free 24/7 digital library of 60,000 ebooks/audiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant</p>
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				<p>Increasing opening hours to 5 days at Thornton Heath and South Norwood Libraries, to create a fulltime service in a larger district centre would greatly increase services to all local ethnicities in these diverse areas. For this reason, the ratings could also apply to a potential high positive impact on the wider area in these areas in respect to the protected characteristic of race.</p>	<p>funded digital skills programme in partnership with voluntary partner Clear Community Web.</p> <p>1.5 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer</p>

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					<p>2. Library outreach</p> <p>2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.</p>

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					<p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Broad Green residents:</p> <ul style="list-style-type: none"> <li>• School/Nursery 20 (25%)</li> <li>• Family Hub 19 (23.8%)</li> <li>• Local Café 14 (17.5%)</li> </ul> <p>2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.</p> <p>2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community</p>

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				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.</p> <p>3. Further Engagement</p> <p>3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model:</p> <ul style="list-style-type: none"> <li>• Focussed engagement with partners</li> </ul>



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				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>representing impacted ethnic communities</p> <ul style="list-style-type: none"> <li>• Children &amp; families who attend regular library events</li> <li>• Schools, nurseries, children’s centres and other local groups</li> <li>• Health &amp; wellbeing organisations</li> <li>• Voluntary, Community &amp; Faith groups attended by diverse communities, especially to engage with those who do not use the library service</li> <li>• Local Community Partnerships network engagement</li> </ul>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
Religion or Belief	2	2	4	<p><b>Low/Unknown impact:</b></p> <p><b>Croydon Borough Profile 2023:</b> 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</p> <p><b>Active Users:</b> The Library service does not collect information regarding Religion &amp; Belief because it is not required for the service and would exceed GDPR limits for collecting data. Libraries do provide books on world religions and space for information displays.</p> <p><b>Consultation:</b> Reviewing responses for Broad Green (91), Norbury (125), South Norwood (360) and Thornton Heath (117) libraries, the majority are Christian or “No Religion,” with a higher percentage of Muslim respondents at Norbury</p>	<p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p> <p>Engagement would continue with local community groups, including faith groups, to ensure the service development and programming will engage with underserved or marginalised groups, seeking to ensure the library services are welcoming to all.</p> <p>This will particularly include the Hindu and Muslim communities around Broad Green.</p> <p>In developing an outreach plan, there have been opportunities identified with faith organisations, as well as other community groups, to identify a local</p>

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				<p>and Thornton Heath than other libraries and a higher percentage of Hindus at Broad Green.</p> <table border="1" data-bbox="943 467 1733 900"> <thead> <tr> <th>Religion</th> <th>Broad Green</th> <th>Norbury</th> <th>South Norwood</th> <th>Thornton Heath</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>31.8</td> <td>24</td> <td>29.4</td> <td>47</td> </tr> <tr> <td>Hindu</td> <td>14.1</td> <td>1.6</td> <td>0.8</td> <td>1.7</td> </tr> <tr> <td>Muslim</td> <td>8.0</td> <td>11.2</td> <td>4.2</td> <td>8.5</td> </tr> <tr> <td>Other</td> <td>12.0</td> <td>3.2</td> <td>2.9</td> <td>2.7</td> </tr> <tr> <td>No religion</td> <td>12.9</td> <td>37.6</td> <td>45.8</td> <td>22.2</td> </tr> <tr> <td>Prefer not to say</td> <td>21.2</td> <td>22.4</td> <td>16.9</td> <td>17.9</td> </tr> </tbody> </table> <p>Data from the 53 Broad Green Library users who said “I would not be able to use another library service,” reflects the same proportion of Christian and Muslim, and a higher proportion of Hindu respondents than any other libraries, which reflects the higher percentage of global majority demographic of library users in this area, which is also reflected in ethnicity:</p> <table border="1" data-bbox="943 1235 1509 1437"> <tbody> <tr> <td>Christian</td> <td>24.5</td> </tr> <tr> <td>Hindu</td> <td>8.2</td> </tr> <tr> <td>Muslim</td> <td>24.5</td> </tr> <tr> <td>No Religion</td> <td>14.3</td> </tr> <tr> <td>Prefer not to say</td> <td>28.6</td> </tr> </tbody> </table>	Religion	Broad Green	Norbury	South Norwood	Thornton Heath	Christian	31.8	24	29.4	47	Hindu	14.1	1.6	0.8	1.7	Muslim	8.0	11.2	4.2	8.5	Other	12.0	3.2	2.9	2.7	No religion	12.9	37.6	45.8	22.2	Prefer not to say	21.2	22.4	16.9	17.9	Christian	24.5	Hindu	8.2	Muslim	24.5	No Religion	14.3	Prefer not to say	28.6	<p>venue to establish library outreach activities for all ages. The outreach proposals are key to reaching a wider community, not just a mitigation for closure, and many faith organisations offer universal community support and activities across Croydon. We would seek to work in partnership to deliver library services alongside an existing offer, providing a community book collection and library activities.</p>
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				<p>There was no feedback from the consultation about a negative or positive impact of the proposals on the basis of the protected characteristic of Religion and Belief.</p>																										
Sex	2	2	6	<p><b>Scoping the Potential negative/positive impact:</b></p> <p><b>Scoping Negative Impact</b>  <b>Active Users:</b> Based on the Active user data for Broad Green Library, the proposed closure could have a disproportionately higher negative impact on women than men:</p> <p>Sex breakdown:</p> <table border="1" data-bbox="943 986 1727 1230"> <thead> <tr> <th>Sex</th> <th>Library Users</th> <th>Broad Green</th> <th>Survey Responses</th> <th>Croydon</th> </tr> </thead> <tbody> <tr> <td>% by sex</td> <td>1218</td> <td>55924</td> <td>53</td> <td>390727</td> </tr> <tr> <td>%Female</td> <td>62.2</td> <td>51.6</td> <td>68.9</td> <td>48</td> </tr> <tr> <td>%Male</td> <td>37.1</td> <td>48.4</td> <td>19.6</td> <td>52</td> </tr> <tr> <td>%Other</td> <td>0.7</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>The higher percentage of female users is in line with traditional library use. Women are more likely to attend library events, and mothers are more likely to bring small children to library activities.</p>	Sex	Library Users	Broad Green	Survey Responses	Croydon	% by sex	1218	55924	53	390727	%Female	62.2	51.6	68.9	48	%Male	37.1	48.4	19.6	52	%Other	0.7	0	0	0	<p><b>Mitigation Actions:</b></p> <p>1.1 Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South), increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes</p> <p>1.2. Provision of a scheduled weekly accessible bus shuttle service for residents with</p>
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				<p><b>Consultation:</b> Of the 53 Broad Green library users who said “I would not be able to use another library service,” 77.8% were female and 22.2% male. Women are also more likely than men to attend the Tamil community activities and weekly rhymetime sessions delivered by library staff.</p> <p>The impact will be higher on Women who are active users of Broad Green Library, and they are more likely to experience a negative impact from the closure and mitigations will be required.</p> <p><b>Scoping Positive Impact:</b>  <b>Active Users:</b> Additional open hours at Thornton Heath Library would have a potential positive impact on Active Users, particularly women as profiled below:</p> <table border="1" data-bbox="943 986 1615 1265"> <thead> <tr> <th>Thornton Heath Library</th> <th>Active Users</th> <th>Survey Responses</th> </tr> </thead> <tbody> <tr> <td>Numbers</td> <td>3266</td> <td>119</td> </tr> <tr> <td>%Female</td> <td>60.8</td> <td>69</td> </tr> <tr> <td>%Male</td> <td>38.5</td> <td>24.8</td> </tr> <tr> <td>%Other</td> <td>6</td> <td>0</td> </tr> </tbody> </table> <table border="1" data-bbox="943 1302 1630 1455"> <thead> <tr> <th>Norbury</th> <th>Active Users</th> <th>Survey Responses</th> </tr> </thead> <tbody> <tr> <td>Numbers</td> <td>2694</td> <td>123</td> </tr> <tr> <td>%Female</td> <td>60.9</td> <td>65.9</td> </tr> </tbody> </table>	Thornton Heath Library	Active Users	Survey Responses	Numbers	3266	119	%Female	60.8	69	%Male	38.5	24.8	%Other	6	0	Norbury	Active Users	Survey Responses	Numbers	2694	123	%Female	60.9	65.9	<p>access needs to visit their nearest library</p> <p>1.3 Home Library Service provision (free of charge) is available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Residents in the areas served by the 4 libraries proposed to close already access this service, including those in sheltered accommodation and care homes, and we would extend this free service to anyone of any age who cannot visit their local library.</p> <p>1.4 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online</p>
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%Other	0.4	0																								

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				<p style="text-align: center; opacity: 0.5; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer</p> <p>2. Library outreach</p> <p>2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to</p>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					<p>reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.</p> <p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Broad Green residents:</p> <ul style="list-style-type: none"> <li>• School/Nursery 20 (25%)</li> <li>• Family Hub 19 (23.8%)</li> <li>• Local Café 14 (17.5%)</li> </ul>



Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				<p style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.</p> <p>2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.</p> <p>3. Further Engagement</p>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					<p>3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model:</p> <ul style="list-style-type: none"> <li>• Children &amp; families who attend regular library events, including women and mothers in particular</li> <li>• Schools, nurseries, children’s centres and other local groups that cater for parents and babies</li> <li>• Health &amp; wellbeing organisations</li> </ul>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					<ul style="list-style-type: none"> <li>• Voluntary, Community &amp; Faith groups attended by both women and men, especially to engage with those who do not use the library service</li> <li>• Local Community Partnerships network engagement</li> </ul> <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Sexual Orientation	1	1	1	<p><b>No Impact/Unknown:</b></p> <p>ONS Census Data from 2021 indicates Croydon's heterosexual population is 87.8% with 1.51% gay/lesbian and 1.18% bisexual overall.</p> <p><b>Active Users:</b> The Library service does not collect information regarding sexual orientation because it is</p>	<p>There is no indication from the statistical data and consultation feedback that a specific mitigation is required for this protected characteristic, but the library service would continue to engage with local community groups to</p>

Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				<p>not required for the service and would exceed GDPR limits for collecting data.</p> <p><b>Consultation:</b> Consultation survey responses from those who provided details, indicated that the majority were heterosexual</p> <p><b>Broad Green Library:</b> 69.4% Heterosexual, 2% Gay/Lesbian, 4.1% Bisexual, 2.1% Other, 22.4% Prefer not to say</p> <p><b>Thornton Heath Library:</b> 73.7% Heterosexual, 1.8% Gay/Lesbian, 3.5% Bisexual, 0.9% Other, 20.2% Prefer not to say</p> <p><b>Norbury Library:</b> 73.1% Heterosexual, 2.5% Gay/Lesbian, 0.8% Bisexual, 3.4% Other, 20.2% Prefer not to say</p> <p><b>South Norwood Library:</b> 76.5% Heterosexual, 1.9% Gay/Lesbian, 3.6% Bisexual, 1.6% Other, 16.3% Prefer not to say</p> <p>The consultation process did not suggest there would be an impact, either positive or negative, on the basis of this protected characteristic. The survey feedback, and engagement with groups such as the Queer Arts Network, did not return evidence that these proposals would have a significant impact on this community</p>	<p>ensure the service development and programming planned will engage with all groups regardless of their sexual orientation, The service will identify underserved or marginalised groups, to ensure libraries serve all communities and increase activities and resources that are inclusive of LGBTQ+ communities.</p>

DRAFT

**Stage 6: What is the outcome of your assessment? Select one of these four options:**

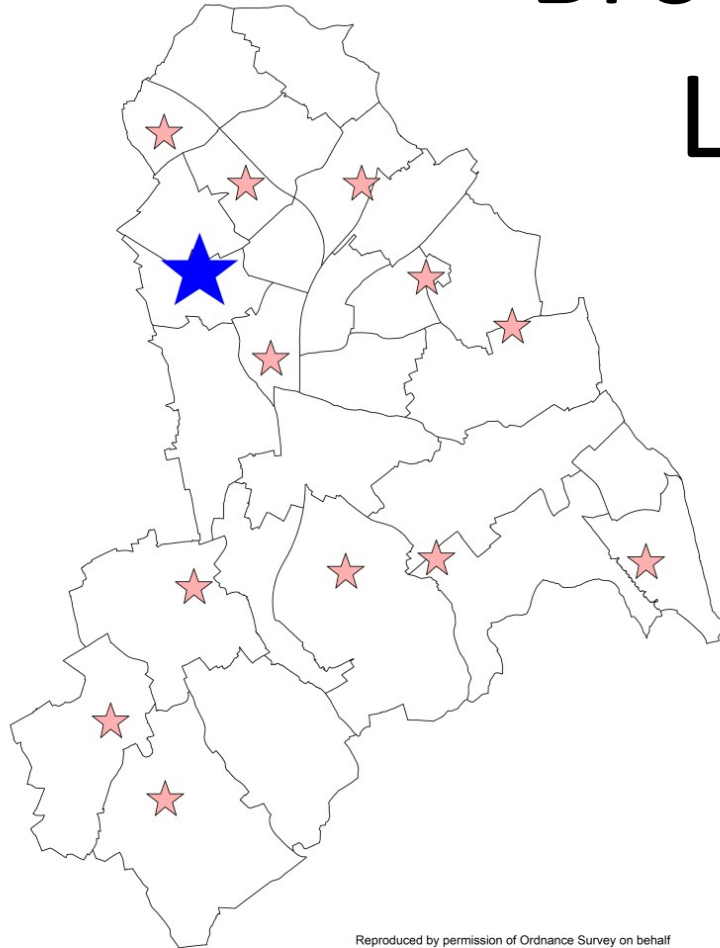
Decision	Definition	Conclusion - Mark 'X' below
No major change	Our analysis demonstrates that the proposed change is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. <b>If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.</b>	
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, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. <b>If you reach this conclusion, ensure you have completed Section 5 above.</b>	
Continue the proposed change despite potential for adverse impact	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, there are justifiable reasons to continue as planned. <b>If you reach this conclusion, ensure you have completed Section 4 above, clearly setting out your justifications.</b>	<b>X</b>
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.	

**Stage 7: EQIA Monitoring and Sign Off**

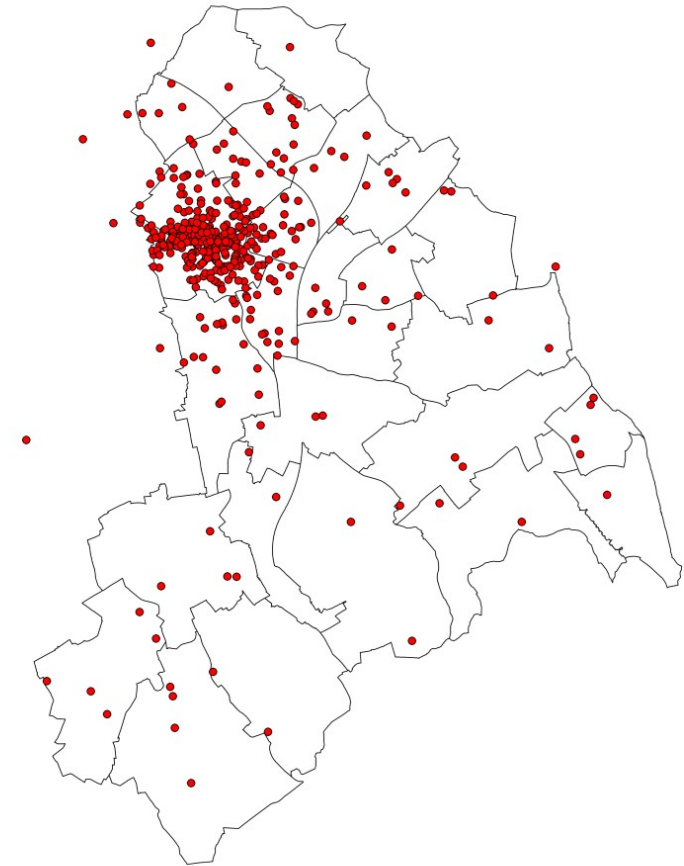
How will the EQIA be reviewed and monitored, including timescales?	The EQIA will be reviewed annually to assess the impact of the library service operating model and identify areas for further improvement.		
Equalities advice received from:	Ken Orlukwu; Senior Equalities Officer Helen Reeves; Head of Strategy and Policy	Date:	02/09/24
EQIA approved by:	Kristian Aspinall; Director of Culture and Community Safety	Date:	02/09/24

# Broad Green Library

Active users

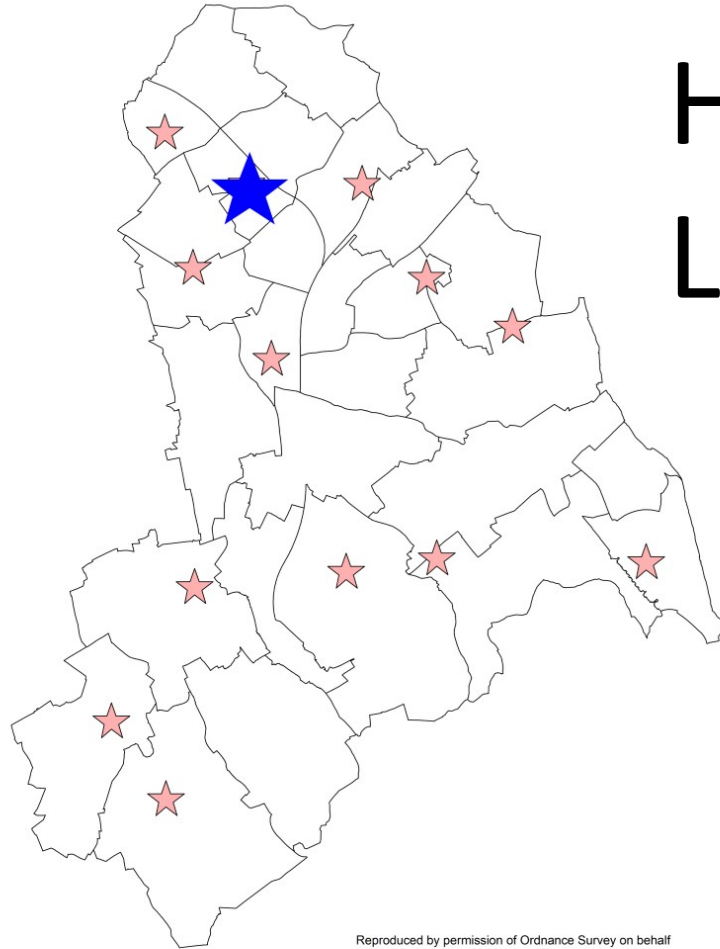


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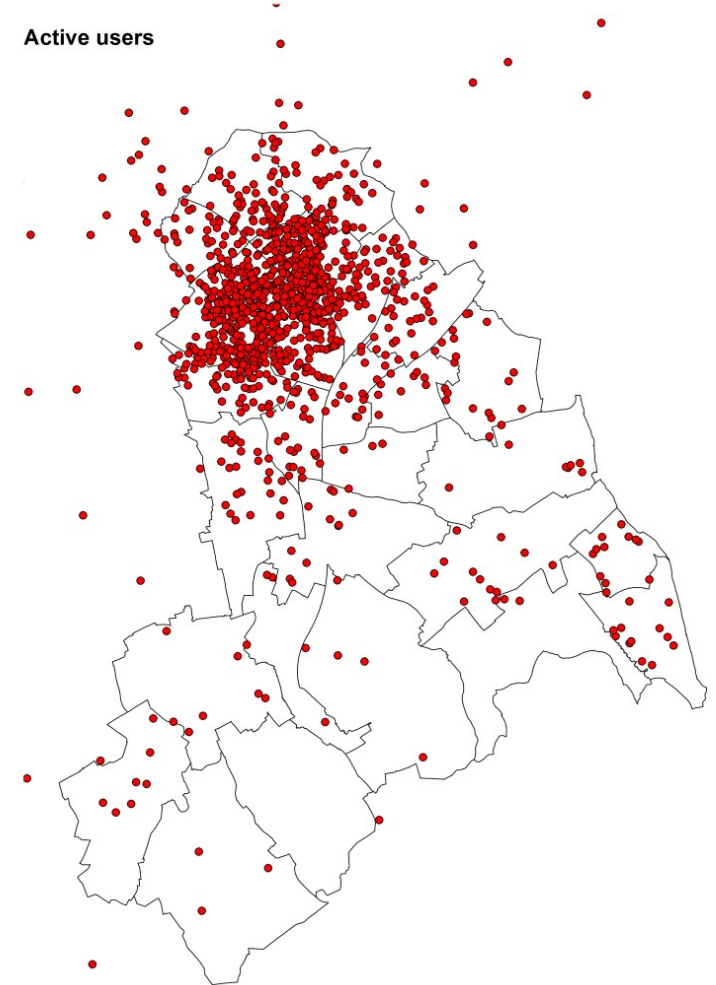
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# Thornton Heath Library



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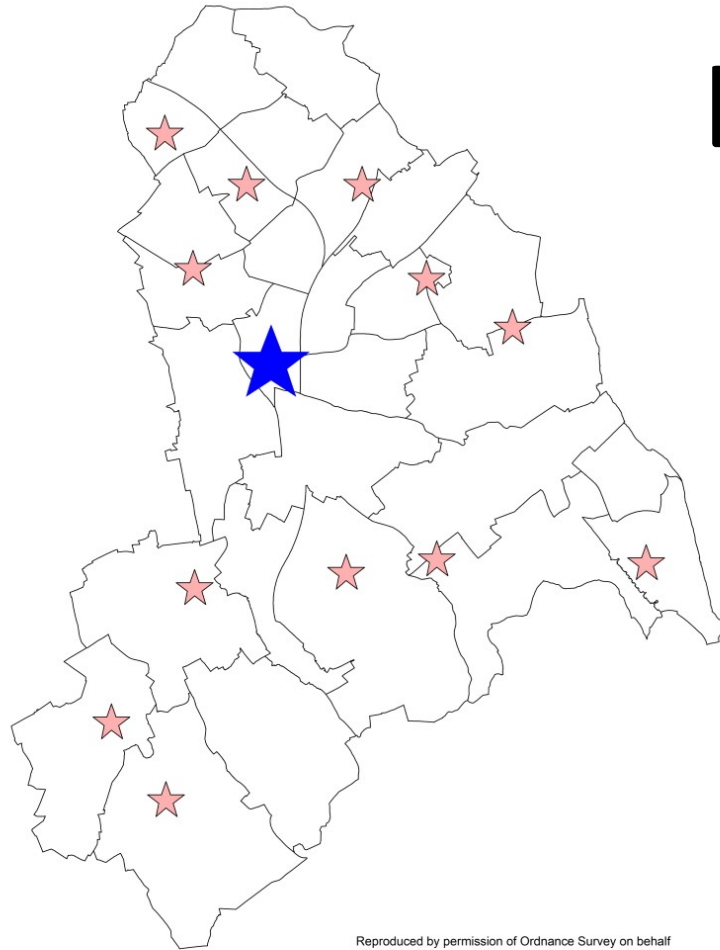
Active users



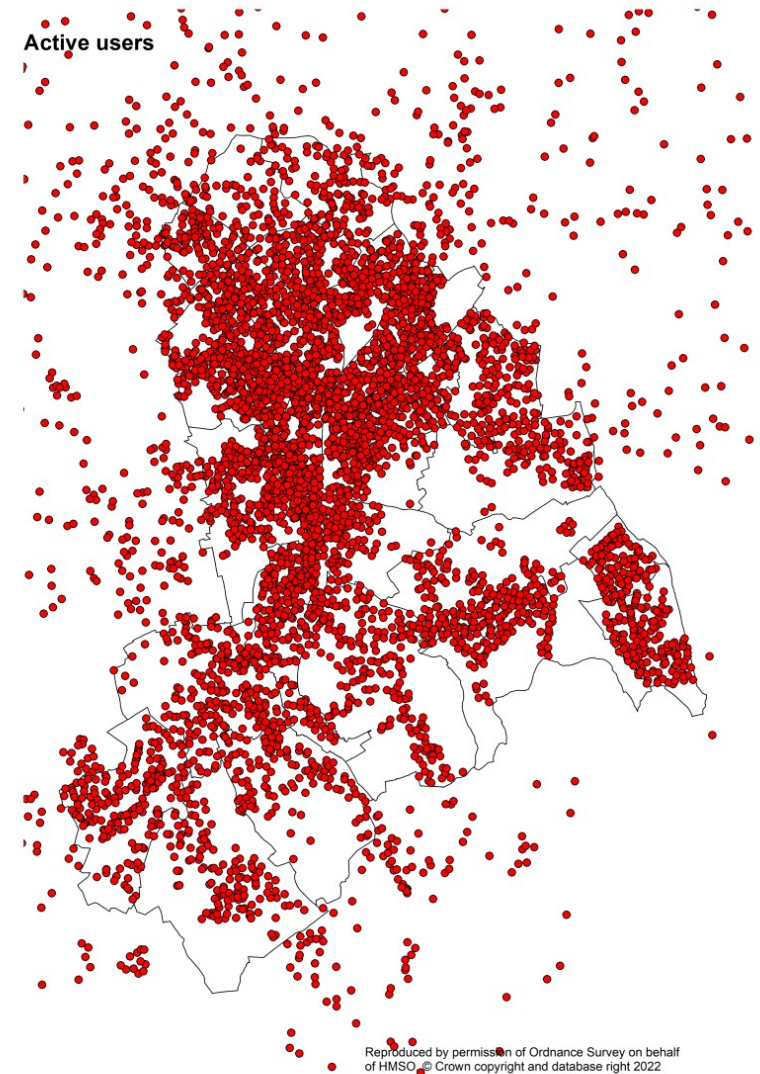
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# Central Library

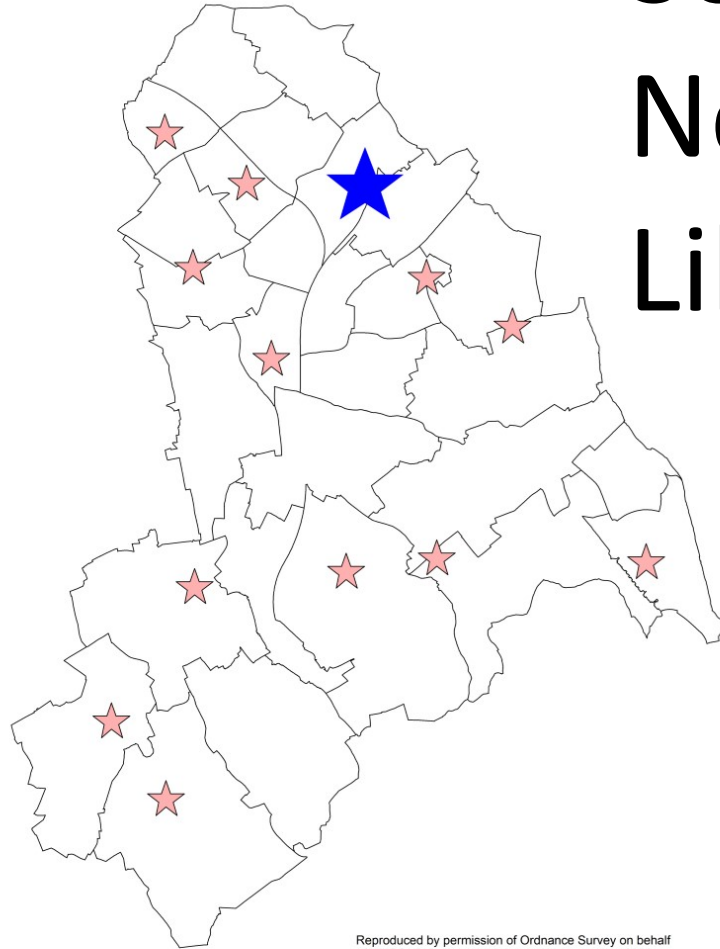


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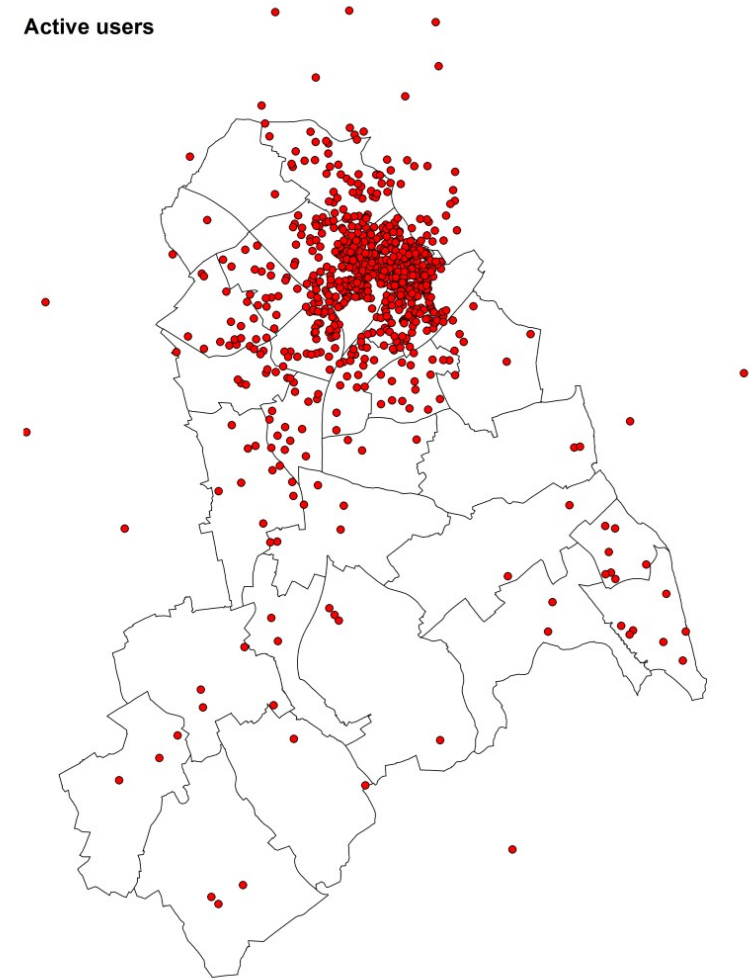
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# South Norwood Library



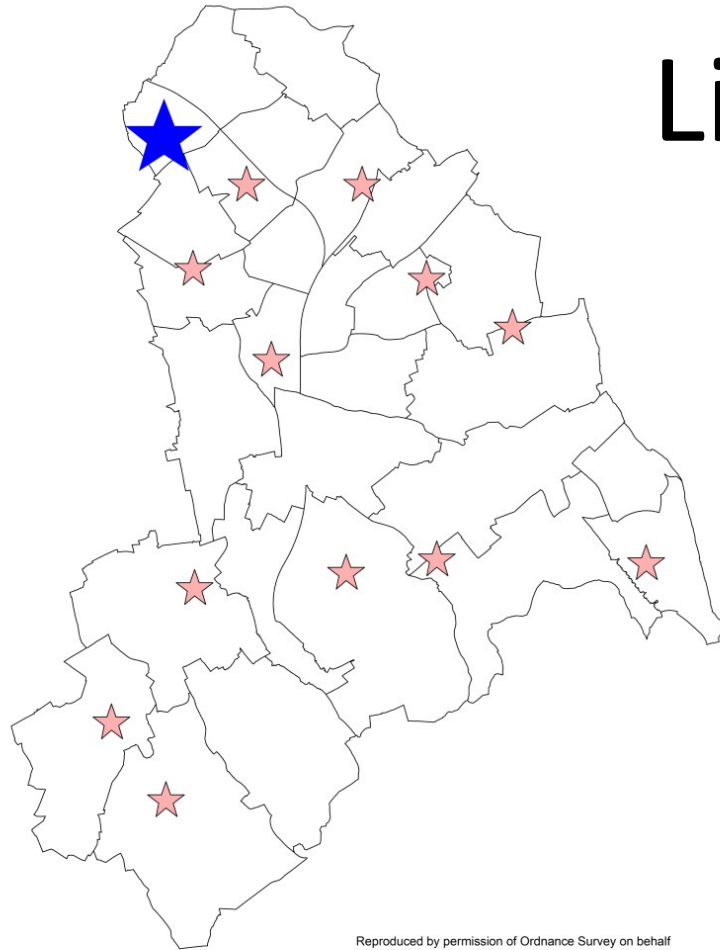
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Active users



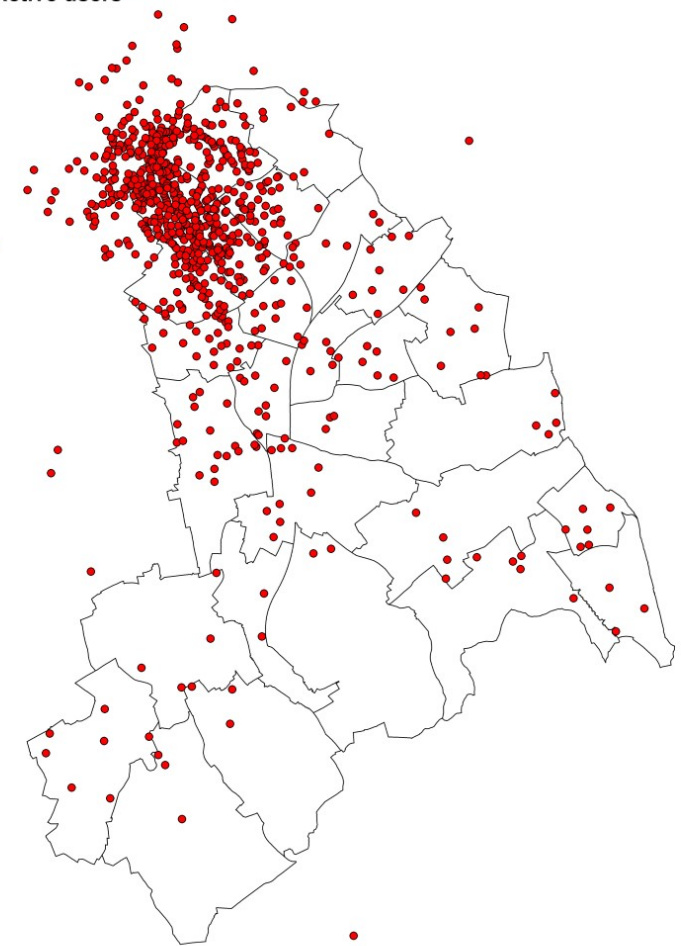
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# Norbury Library



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Active users



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