

Equality Impact Assessment: Template

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

Name of the proposed change	<p>Croydon Library Services Review : Remodelling of the library service for residents in vicinity of Central Croydon including:</p> <ul style="list-style-type: none"> – Extending staffed opening hours at Central and Ashburton libraries – Extending staffed opening hours and developing the offer at New Addington Library through work with (Croydon Adult Learning & Training (CALAT) and the Voluntary & Community Frontline Sector (VCFS) – Closing Shirley Library – Introducing an outreach offer to mitigate the impact of library closures and engage non library users <p>See Cabinet paper – 25 September 2024 for full proposal 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?	<input checked="" type="checkbox"/> Communities <input type="checkbox"/> Employees
--	---

<p><i>If there is no equality relevance for either go to Stage 7 and get sign off</i></p>	<p>This form considers the impact of the proposed changes for Croydon communities.</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 Shirley, Ashburton, New Addington and Croydon Central Library users, also evident through reduced usage.</p> <p>In assessing the impact of the proposals we have considered:</p> <ul style="list-style-type: none"> - Data on library users to assess the most direct impact - Responses from the public consultation from library users - Demographic data (Local Lower Super Output Area – LSOA) on the local community around Shirley Library to assess the wider impact of the loss of the facility - Demographic data on the Central Croydon area overall <p>The equalities impact of the proposed model is mixed:</p> <p>Potential negative impact of proposal for communities local to Shirley Library: High: Age, Disability and Sex Medium: Pregnancy & Maternity and Race</p>

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

Potential positive impact for Central Croydon area (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 Shirley active library users*, particularly the 96 Shirley Library survey respondents who said “I would not be able to use another library service.”

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 Ashburton Library, Central Library and New Addington library including Saturday openings, making the service accessible to those who say they cannot access 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 provide a mitigation in Shirley, and have a potential positive impact on the wider area. An outreach programme would allow the library service more flexibility to engage nonusers, especially those from underserved and marginalised communities identified in the Equalities Impact Assessment.

***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 Equalities Impact Assessment reviews the impact of the proposals for Shirley, Ashburton, New Addington and Central Libraries. The proposals would close Shirley Library, which will release funds to invest in a full-time service at other libraries in the Central area, and a local outreach offer for the wider area, including Shirley.</p> <p>This Equalities Impact Assessment focuses in more detail on the communities around Shirley, Ashburton, New Addington and Central 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 are experiencing a negative impact</p>

due to 2022 introduction of the parttime service hours, and could 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 Shirley, issues with travel require local mitigations including outreach

Sex: Traditionally, higher proportion of women use libraries and will have more impact positive and negative; outreach will ensure the service reaches more male residents.

Disability: those with mobility disabilities who use Shirley 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: There will be impacts where the active library users are not reflective of the local population. For example in New Addington the white community are underrepresented in active users and there is a higher proportion of black community as active library users relative to the local population. Both could benefit from an improved offer locally. In Shirley a higher proportion of the Asian community are represented as active library users relative to the local population and may experience a higher adverse impact from the proposed library closure.

However the data on active users ethnicity is only partial with on average only 35% of users reporting this data across the four libraries considered in this EQIA.

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, including the Cabinet Paper (25th September), Phase 3 Report, Consultation Findings Report and Review of Options for Closure Report.

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 need 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

Shirley Library is currently open 16 hours (two days) a week and ranks 13/13 for visitors and 11/13 for book borrowing and PC use, but is valued as a community centre locally. Local residents and service users are strongly opposed to closure.

Shirley's Active Library users (residents who have used their library card at least once in the last year) make up 2% of all library users in Croydon, and 3.7% of the wider Shirley population of 25,893 residents in Lower Layer Super Output Areas 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 currently serving 96.3% of residents in this wider area.

The proposals to improve the library service would include outreach to areas of deprivation such as Shrublands estate and Fieldway, whose residents are underrepresented in library usage figures. This would be achieved through remodelling the offer locally away from two days per week in a fixed building to provision of community book collections and outreach events in other community spaces suggested by residents.

The proposals would increase opening hours at Ashburton, New Addington and Central Libraries. Current usage is poor and residents in the area say they are unable to use libraries due to current parttime opening and limited late/weekend opening hours.

Ashburton library is the third largest library, co-sited with Oasis School, and ranked 3/13 for visits and issues, currently staffed for 4 days a week including Saturdays. The proposals would increase opening times to 5 days a week, and allow staff to deliver a wider programme of events and activities including more targeted engagement with local schools. Consultation feedback from library users suggests the limited opening hours have prevented access and full-time hours would bring them back to the libraries:

- *Really keen to see extended hours - current system makes it difficult for full time employment individuals to visit - it feels very restrictive and would like to see this change.*
- *It would be much better as it is very difficult to remember which libraries are open and when. By consolidating a bit, we will get a better service with hopefully more resources a more regular times - albeit in fewer venues*
- *I will personally be very happy to see my local library open for 5 or 6 days*

New Addington Library shares a building with CALAT. It is ranked 11/13 for visits and 12/13 for book borrowing and open 3 days a week. Active users are very local to the area and do not overlap with other libraries. The proposals would increase opening hours to 5 days a week, including Saturdays. The long term proposals would reconfigure the building with Croydon Adult Learning & Training (CALAT)

and open 6 days a week with shared staffing, self-service, and outreach services in the local area including Fieldway. Feedback from the consultation suggests opening hours were confusing and lack of Saturday openings prevented the community from using the library:

- *Having New Addington library open such short and few days makes it very hard to work around school. It's never open on a Saturday so even doing the summer reading challenge is made harder by having very set days.*
- *Saturday opening is essential for very many of us who still work all week and can only visit on a Saturday*
- *Improved access to library services will benefit the local communities*
- *This will make things easier for families with multiple children. I.e could use library services with 1 child while another is at a club nearby.*
- *It's about time . Never sure when Addington library open since hours reduced*
- *I would like to see my local new Addington library open more hours and at the weekend*

Croydon Central Library is the largest and busiest library, accounting for half of all visits and a third of all physical issues. It is situated in the Croydon Clocktower complex alongside the Museum of Croydon and Croydon Archives. It serves a large catchment area of 95,921 pop. within 1 mile of the library. The Central library is currently open 5 days a week (closed on Thursdays), and the proposals would increase opening to 6 days.

- *Central Library should be the top priority for opening 6 full days a week (Monday to Saturday). It is easily accessible from all parts of the borough.*
- *The extended opening hours will be more accessible to customers who work from 9 -5*
- *Extended opening hours will make libraries more accessible to a wider range of people, and encourage more people to make use of them*
- *Libraries should go back to having a late night opening once or twice a week*
- *I think it's a good idea to extend opening hours. Sometimes I go to Croydon central library on the day it is closed.*

- *Extending the opening hours back to 5 or 6 day a week opening will be good news for everyone. There is much confusion as to when libraries are open which leads to customers not bothering to go.*

If a decision is taken to close Shirley Library in September, the increase in open hours would take place in two phases, from January 2025 Ashburton Library would open an additional day; and from April 2025 Central Library will open 6 days, New Addington 5 days including Saturdays, and Ashburton open 5 days. The outreach programme would be in place, 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 Shirley 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 Ashburton Library (1.2m), Central Library (2.8m); a significant number of Shirley users also access West Wickham Library (1.4m) in neighbouring Bromley, there is a significant overlap of library users at Ashburton and Central Libraries living in the Shirley area (see maps at end of document).

There are activities for all ages, including weekly rhymetimes:

- Ashburton Library is open 4 days a week including Saturdays and would be open 5 days a week from April 2025
- Central Library is open 5 days a week and would be open 6 days a week 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”: Shirley Library users responded: Ashburton (27.5%), Central (18.3%), out of Croydon (21.1%). We have focussed additional mitigation actions on the 44% (96 respondents) 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. During the consultation, local residents suggested contacting West Wickham & Shirley Baptist Church, Shirley Community Centre and Shirley Children’s Centre, and the service have been in contact to discuss opportunities.

At the point of decision, it is the intention of the service to move existing hosted and library activities at Shirley Library to other libraries or 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, and people who cannot visit a library, and this service has already been offered to Shirley 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

If the decision is taken to close the Shirley Library building, the Council will seek alternative operators within the Voluntary & Community Frontline Sector (VCFS) to take on the building for alternative community benefit 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 important, universal, community spaces where users report feeling welcomed without any need to purchase anything or hold any particular faith or 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 Shirley Library building will allow additional staffed days at Ashburton, Saturdays at New Addington and the overall programme will allow Croydon Central Library to offer full time hours. Staff could deliver a more extensive programme in a larger district centre, and dedicated staff could deliver an outreach programme at local venues which could reach a greater number of residents, particularly those in Shrublands estate and in Fieldway who do not live close to a local library.</p> <p>Closure of the Shirley 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 Shirley 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 through 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 library closure at Shirley to improve the offer at Ashburton, New Addington and Central Libraries, deliver a local library outreach offer from other community venues with regular activities, and improve marketing and engagement to reach more residents with the wider library offer. In Shirley this will particularly focus on reaching residents more impacted by deprivation and older residents at risk of isolation, especially in areas libraries are not currently serving, such as the Shrublands estate area. In New Addington, additional capacity will enable a sustainable outreach service to Fieldway where we are developing outreach services.</p> <p>The closure of the library building will reduce the range of services available in the immediate locality though resources from the library will be reinvested in extending and improving the offer in libraries with a higher footfall and usage including the nearest Croydon libraries, Ashburton and Central.</p>
<p>Fostering good relations</p>	<p>Libraries 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</p>

	<p>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, and knitting groups value the social and wellbeing benefits of meeting others in their communities.</p> <p>Across the central Croydon area, local residents have urged the Council to increase opening hours because working people and their families cannot access their library. Improved opening hours at Ashburton, New Addington and Central Libraries will allow the service to engage in a more regular and focussed programme of activities to improve relations with those local communities who do not feel well served now.</p> <p>We heard during the consultation that local library users value Shirley library as a community resource, connecting the community, and closure of the library building could remove this function and facility. If there is a decision to close the Shirley library building, the council will first initiate a process to seek alternative operators to retain and manage the building for community use. If viable proposals are identified the library service will seek to work with new operators to maintain an outreach library offer at the site. The library service will continue to engage with the local Shirley 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.</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> <p>Current opening hours of two days a week for Shirley Library and parttime hours at Ashburton, New Addington and Central Libraries already limits the scope and scale of service development. Reducing the number of library buildings by four across the borough, including the closure of Shirley library building, will allow the service to deliver a more effective and impactful service from fewer buildings, as well as 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 which promote learning and embed anti-racism.</p>

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

Data collection	<p>The following sources of data have been used to consider the impact of the proposals: <i>Ordnance Survey (HMSO 2023) – see maps at end of document</i> <i>LSOA data 2021 – local and 1-mile radius</i></p>
-----------------	---

*CIPFA data for 2022-23 – included in Cabinet paper
Croydon Observatory data using ONS Census 2021
Croydon Borough Profile 2023
DPH Research 2022*

*Library usage and membership data - The Libraries Consortium (TLC) library management system (23 boroughs)
Library Performance data on visits, event attendance, issues, use of PCs, new members, active users (1 year) reported monthly by branch*

Health and Wellbeing Strategy and Adult Social Care and Health Strategy. AND Mayor’s Business Plan 2022-2026
Chief Executives London Committee’s (CELC) Tackling Racial Inequality Standard

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 31st Jan 24:

<https://democracy.croydon.gov.uk/documents/s53446/Final%20Cabinet%20paper%20-%20Libraries%20Service%20Review.pdf>

This included:

- *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 penetration and impact of the library service locally in Shirley, Ashburton, Central Croydon and New Addington, 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.

For reference: comparative summary of demographic data reviewed from Libraries Consultation, Library database, Observatory (ONS 2021): Focussed on Shirley Library users as those most likely to experience a negative impact.

Data Category by percentage	Consultation respondents unable to use another library service (42.6%)	Consultation respondents - Shirley Library is their main library	Shirley Library Active Users - 2 years	1 mile area LSOA level around Shirley library (all	Croydon Borough

				usual residents)	
Total Count: Residents	96*	225**	955***	25893	390716
0 to 19	0	0.5	34.5	23	25.1
20 to 64	61.7	62.4	35.4	56.4	61.4
65+	38.3	37.1	30.0	20.6	13.6
Female	77.9	78.7	61.2	53	51.2
Male	22.1	21.3	36.9	47	48.8
Other	0	0	1.3		
White%	83.1	79.5	58.4	58.3	48.4
Asian, Asian British or Welsh %	13	12.1	23.3	14.6	17.5
Black, Black British, Black Welsh, Caribbean or African	1.3	3.2	14.8	17.5	22.6
Mixed or Multiple ethnic groups	2.6	4.2	2.5	6.5	7.6
Other ethnic group	0	1.1	1	3.2	3.9
Disability	19.5	12.4		14.4	14
LSOAs most deprived				12.5	17.7

*96 (42.6%) consultation respondents, of 225 who said Shirley Library is my primary library, said "I would not be able to use another library service." Of these 96 respondents, 81 (84.4%) provided age range information, 86 (89.6%) provided gender information, 77 (80.2%) provided ethnicity information, and 77 (80.2%) provided disability information.

**225 respondents said Shirley Library was their primary library, but only 197 (87.6%) provided age range information, 207 (92%) provided gender information, 190 (84.4%) provided ethnicity information, and 194 (86.2%) 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 33% active users provided ethnicity information.

<p>Consultation</p>	<p>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.</p> <p>Please refer to Appendix B - Library Service Review Phase 3 consultation findings report, which analyses the consultation findings from Phases 1-2 as well as Phase 3 feedback in detail.</p> <p>Online consultation survey 8 February – 19 April 2024 (10 weeks) was completed by 3,614 respondents, including 200 who completed paper forms. Respondents included 225 (6.2% of all respondents) who stated that Shirley was the library they visited most often, and of those 96 residents (42.7%) said they could not visit another library service.</p> <p>In person engagement:</p> <p>Shirley Library 15/02/2024 Public Meeting (Evening): 50 attending 16/02/2024 Drop In at Shirley Library (Afternoon): 30 attending 10/04/2024 Drop in at Shirley Library (Morning): 32 attending 02/04/2024 Shrublands Estate Youth Bus outreach: 6 conversations Shirley residents were invited to attend other consultation meetings including online webinars introducing the proposals (7 February 2024) and introducing community run libraries (26 March 2024)</p> <p>Ashburton Library: 19/03/2024 Drop In: 2 attending</p> <p>Central Library: 10/02/2024 Drop In: 29 attending 11/04/2024 Clocktower outreach on Central closed day: 23 engagements 13/04/2024 Saturday outreach: 112 engagements</p> <p>New Addington: 23/02/2024 Drop In: 8 attending 12/04/2024 Drop In : 10 attending 11/04/2024 Drop In Fieldway Community Centre HAF camps: 20 engagements</p>
---------------------	---

18/03/2024 ReNA (Renewing New Addington) Meeting: 30 attending
15/04/2024 ReNA Meeting: 30 attending

Equalities feedback received during the consultation: (see Appendix B - Library Service Review Phase 3 consultation findings report)

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: Shirley Library: The specific impacts on people with protected characteristic

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:

Respondents from Shirley Library expressed concern for impacts on "Older people, disabled people, those on low incomes"

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

- *If that library closes, I don't know what the future of Shirley will be, as far as having a community hub and library.*
- *It's outrageous. Libraries have not been fully open or advertised so of course they are under used. We all need a local library. It's so important. It's not impossible.*
- *Lots of elderly people at Shirley, some are on the pathway to dementia and they can sit, have a cup of tea, do some knitting in a group, talk with others and this is good. Don't have any money – there is not an alternative for this sort of thing.*
- *We are all getting older, and the importance of being able to get out of your house where possible, and to be somewhere else for social activities is vital both on an individual basis, on a Croydon-wide basis, and nationally there is a big move towards recognising the negative impact on older people if this cannot be achieved.*
- *The library is a hub for communications*

Reviewing the survey responses of those 96 Shirley Library users who said they could not use another library service:

Usage: 15 (15.6%) are Frequent users (Once a week), 51 (53.1%) are Regular users (once a month), 30 (31.3%) are occasional users

Top 3 activities at the library: 85 (88.5%) borrow books, 34 (35.4%) take children to an activity in the library, and 27 (28.1%) get information or advice from staff at the library.

Motivation for using the library: 85 (88.5%) convenient location, 40 (41.7%) good range of physical materials to borrow when I visit, 39 (40.6%) convenient opening hours.

Preferred outreach activity: 32 (40%) Family activities, 28 (35%) Children's & young people's activities, 28 (35%) Information & advice from staff and 24 (30%) Adult learning & education.

Mitigations: A number of people shared their thoughts about the possible ideas that could be put in place to mitigate the effects of the proposed closures. 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 25th Sept.

- Alternative venues suggested were Local Café 191 (32.6%) School/Nursery 170 (29.1%) Family Hub 73 (12.5%)
- Alternative Libraries – If Shirley Library closed, which other libraries would you visit? 18% would use Croydon Central Library, 28% would use Ashburton library, 21% would use a library outside the borough and 44% stated that they would not be able to use another library service.

Impact on libraries where additional openings are proposed:

Ashburton:

- *Really keen to see extended hours - current system makes it difficult for full time employment individuals to visit - it feels very restrictive and would like to see this change.*
- *It would be much better as it is very difficult to remember which libraries are open and when. By consolidating a bit, we will get a better service with hopefully more resources a more regular times - albeit in fewer venues*
- *I will personally be very happy to see my local library open for 5 or 6 days*
- *It would be important to have libraries open in the evenings and weekends so it is possible for me to visit as I work full time.*
- *The library would be more available to school students for quiet homework and study*
- *Very good idea particularly Saturdays.*
- *A good thing, but not at the expense of closing libraries*
- *This is really great news and would make our children use the library much more*
- *Extending opening hours is not in itself a good thing. A rich, interesting stock of books is essential. As is a tidy, clean and well presented environment. This makes a difference.*
- *As long as the staff rota is fairly administered, longer opening hours hopefully would benefit the community.*
- *Good idea as this allows people to access at different times/days*
- *A couple of evenings would be useful for people after work.*
- *I am in favour of all libraries being open 6 days/week*
- *Much needed. I used libraries a lot on maternity leave and not at all when I was back at work due to reduced opening hour*

New Addington:

- *Having New Addington library open such short and few days makes it very hard to work around school. It's never open on a Saturday so even doing the summer reading challenge is made harder by having very set days.*
- *Saturday opening is essential for very many of us who still work all week and can only visit on a Saturday*

- *Improved access to library services will benefit the local communities*
- *This will make things easier for families with multiple children. I could use library services with 1 child while another is at a club nearby.*
- *It's about time. Never sure when Addington library open since hours reduced*
- *I would like to see my local New Addington library open more hours and at the weekend*

Central Library:

- *Extended opening hours will make libraries more accessible to a wider range of people, and encourage more people to make use of them*
- *Central Library should be the top priority for opening 6 full days a week (Monday to Saturday). It is easily accessible from all parts of the borough.*
- *The extended opening hours will be more accessible to customers who work from 9 -5*
- *Libraries should go back to having a late night opening once or twice a week*
- *I think it's a good idea to extend opening hours. Sometimes I go to Croydon central library on the day it is closed.*
- *Extending the opening hours back to 5 or 6 day a week opening will be good news for everyone. There is much confusion as to when libraries are open which leads to customers not bothering to go.*
- *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*
- *I hope it helps to increase community cohesion by providing opportunities for local people to meet and interact.*
- *I do agree that it would be helpful to open libraries and think more creatively about the range of functions and services they can provide in local communities not just those traditionally associated with a library.*
- *I think it's a really good idea to extend the opening hours. Would be ideal to open on a Sunday self-service as well.*
- *I think this is right for Central (because it is central) and Ashburton (next to my children's school, so used a lot out of school hours)*

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

Use the key below to **score** the **likelihood** of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group.

1 = Unlikely to impact
2 = Likely to impact
3 = Certain to impact

Use the key below to score the severity of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group.	1 = Low 2 = Medium 3 = High
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 Act 2010)	Age	3	2	6	<p>Scoring is for both positive and negative impact</p> <p>Scoping extent of potential negative impact: Active users (2 years data) by age range registered at Shirley Library by age group (please also refer to data table above)</p> <table border="1"> <thead> <tr> <th>Shirley Library Age Range</th> <th>Active Users x 2 years*</th> <th>%</th> </tr> </thead> <tbody> <tr><td><5</td><td>47</td><td>5%</td></tr> <tr><td>5 to 9</td><td>99</td><td>10%</td></tr> <tr><td>10 to 14</td><td>108</td><td>11%</td></tr> <tr><td>15 to 19</td><td>76</td><td>8%</td></tr> <tr><td>20 to 24</td><td>36</td><td>4%</td></tr> <tr><td>25 to 29</td><td>28</td><td>3%</td></tr> <tr><td>30 to 34</td><td>39</td><td>4%</td></tr> <tr><td>35 to 39</td><td>46</td><td>5%</td></tr> <tr><td>40 to 44</td><td>42</td><td>4%</td></tr> <tr><td>45 to 49</td><td>38</td><td>4%</td></tr> <tr><td>50 to 54</td><td>35</td><td>4%</td></tr> <tr><td>55 to 59</td><td>37</td><td>4%</td></tr> </tbody> </table>	Shirley Library Age Range	Active Users x 2 years*	%	<5	47	5%	5 to 9	99	10%	10 to 14	108	11%	15 to 19	76	8%	20 to 24	36	4%	25 to 29	28	3%	30 to 34	39	4%	35 to 39	46	5%	40 to 44	42	4%	45 to 49	38	4%	50 to 54	35	4%	55 to 59	37	4%	<p>Mitigation Actions:</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>
	Shirley Library Age Range	Active Users x 2 years*	%																																										
	<5	47	5%																																										
	5 to 9	99	10%																																										
	10 to 14	108	11%																																										
	15 to 19	76	8%																																										
	20 to 24	36	4%																																										
	25 to 29	28	3%																																										
	30 to 34	39	4%																																										
	35 to 39	46	5%																																										
	40 to 44	42	4%																																										
	45 to 49	38	4%																																										
	50 to 54	35	4%																																										
55 to 59	37	4%																																											

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.**																																										
				<table border="1"> <tr><td>60 to 64</td><td>37</td><td>4%</td></tr> <tr><td>65 to 69</td><td>64</td><td>7%</td></tr> <tr><td>70 to 74</td><td>71</td><td>7%</td></tr> <tr><td>75 to 79</td><td>69</td><td>7%</td></tr> <tr><td>80 to 84</td><td>48</td><td>5%</td></tr> <tr><td>85 to 89</td><td>23</td><td>2%</td></tr> <tr><td>90 to 94</td><td>9</td><td>1%</td></tr> <tr><td>95 to 99</td><td>3</td><td>0%</td></tr> <tr><td>Total</td><td>955</td><td>100%</td></tr> </table> <p><i>*Not all library visitors are registered</i></p> <p>Age characteristic of active users compared to local area and consultation respondents:</p> <table border="1"> <thead> <tr> <th>Shirley Library</th> <th>Library Active Users%</th> <th>Shirley LSOA Area</th> </tr> </thead> <tbody> <tr> <td>% by age</td> <td>955</td> <td>25893</td> </tr> <tr> <td>Ages 0 – 19</td> <td>34.5</td> <td>23</td> </tr> <tr> <td>Ages 20 – 64</td> <td>35.4</td> <td>56.4</td> </tr> <tr> <td>Ages 65 +</td> <td>30</td> <td>20.6</td> </tr> </tbody> </table> <p>0-19 Active users: 34.5% are under 20, (26% are under 16), the largest user group, higher than 23% in the local area profile</p>	60 to 64	37	4%	65 to 69	64	7%	70 to 74	71	7%	75 to 79	69	7%	80 to 84	48	5%	85 to 89	23	2%	90 to 94	9	1%	95 to 99	3	0%	Total	955	100%	Shirley Library	Library Active Users%	Shirley LSOA Area	% by age	955	25893	Ages 0 – 19	34.5	23	Ages 20 – 64	35.4	56.4	Ages 65 +	30	20.6	<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/audiobooks, hundreds of online</p>
60 to 64	37	4%																																													
65 to 69	64	7%																																													
70 to 74	71	7%																																													
75 to 79	69	7%																																													
80 to 84	48	5%																																													
85 to 89	23	2%																																													
90 to 94	9	1%																																													
95 to 99	3	0%																																													
Total	955	100%																																													
Shirley Library	Library Active Users%	Shirley LSOA Area																																													
% by age	955	25893																																													
Ages 0 – 19	34.5	23																																													
Ages 20 – 64	35.4	56.4																																													
Ages 65 +	30	20.6																																													

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>Consultation: Feedback from younger children was captured in drop-in sessions, especially during visits to rhymetime sessions (eg 16 Feb) and through feedback from parents. The survey was not designed for young children and cannot be used in a comparative way with the feedback from adults and older residents in the consultation survey.</p> <p>Young people aged 16-19 participated minimally in the survey (0.5%).</p> <p>20-64 Active users: 35.4% adults 20-64, much less than 56.4% local area profile. Consultation feedback from local residents suggests the 2 days per week opening hours and closure in evenings and on Saturdays limits access to all and prevents working adults from using the library at all.</p> <p>Consultation: this group provided 62.4% of Shirley Library consultation responses, and represent 61.7% of those who said they would not be able to use another library service, with the largest group aged 35-44 (25%). The consultation findings suggest many are parents who bring their children to library events.</p> <p>65+ Active Users: 30% are older adults 65+, higher than 20.6% local area profile, which was expected.</p>	<p>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 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</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>Consultation: this group provided 37.1% of consultation responses, and represent 38.3% 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>Concern was raised at consultation events with specific regards to the impact of the closure on older people living locally including in nearby care homes.</p> <p>Regular Library Activities specific to age groups: Last year there were 202 regular events & activities at Shirley Library including 65 rhymetimes for under 5s, Summer Reading Challenge, and a range of activities for adults included reading groups, knitting groups and IT support. Class visits: 109 school children visited over the year.</p> <p>Of the 96 survey respondents who said “I would not be able to use another library service” the most important services, after borrowing books (88.5%):</p> <ul style="list-style-type: none"> • 35.4% take children to an activity in the library • 28.1% get information or advice from staff at the library • <p>The activities most requested:</p> <ul style="list-style-type: none"> • 40% Family activities • 35% Children's & young people's activities 	<p>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> <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,</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.**																																			
				<ul style="list-style-type: none"> 30% Adult Learning & Education. <p>The impact is high for Age due to the potential negative impact on the youngest and oldest Shirley residents, and their ability to travel to an alternative or access the digital offer.</p> <p>Negative impact of current service The consultation respondents from Shirley, Ashburton, New Addington and Croydon Central Library all said the 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="920 951 1738 1423"> <thead> <tr> <th>Age range</th> <th>% Shirley</th> <th>% Ashburton</th> <th>% New Addington</th> <th>% Central</th> </tr> </thead> <tbody> <tr> <td>Age Totals</td> <td>955</td> <td>1926</td> <td>1165</td> <td>20868</td> </tr> <tr> <td><5</td> <td>4.92%</td> <td>4.88%</td> <td>3.61%</td> <td>5.16%</td> </tr> <tr> <td>5 to 9</td> <td>10.37%</td> <td>19.31%</td> <td>14.42%</td> <td>12.34%</td> </tr> <tr> <td>10 to 14</td> <td>11.31%</td> <td>17.08%</td> <td>12.96%</td> <td>8.74%</td> </tr> <tr> <td>15 to 19</td> <td>7.96%</td> <td>9.40%</td> <td>10.39%</td> <td>7.45%</td> </tr> <tr> <td>20 to 24</td> <td>3.77%</td> <td>3.12%</td> <td>5.41%</td> <td>5.67%</td> </tr> </tbody> </table>	Age range	% Shirley	% Ashburton	% New Addington	% Central	Age Totals	955	1926	1165	20868	<5	4.92%	4.88%	3.61%	5.16%	5 to 9	10.37%	19.31%	14.42%	12.34%	10 to 14	11.31%	17.08%	12.96%	8.74%	15 to 19	7.96%	9.40%	10.39%	7.45%	20 to 24	3.77%	3.12%	5.41%	5.67%	<p>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> <p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Shirley residents:</p> <ul style="list-style-type: none"> Local Café 191 (32.6%) School/Nursery 170 (29.1%)
Age range	% Shirley	% Ashburton	% New Addington	% Central																																				
Age Totals	955	1926	1165	20868																																				
<5	4.92%	4.88%	3.61%	5.16%																																				
5 to 9	10.37%	19.31%	14.42%	12.34%																																				
10 to 14	11.31%	17.08%	12.96%	8.74%																																				
15 to 19	7.96%	9.40%	10.39%	7.45%																																				
20 to 24	3.77%	3.12%	5.41%	5.67%																																				

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.**	
				25 to 34	7.02%	7.32%	12.88%	15.10%	<ul style="list-style-type: none"> Family Hub 73 (12.5%) <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>	
35 to 44	9.21%	12.31%	13.91%	17.20%	45 to 54	7.64%	8.52%	12.62%		10.43%
55 to 59	3.87%	3.84%	4.12%	4.30%	60 to 69	10.58%	7.06%	5.75%		7.59%
70 to 79	14.66%	5.19%	2.75%	4.27%	80 to 84	5.03%	1.09%	0.86%		1.03%
85+	3.66%	0.88%	0.34%	0.71%	<p>Consultation feedback suggests the impact is felt most by working parents and their children, school children who only have access to their local library 2 or 3 days a week. This negative impact necessitates the changes outlined in the proposal. Closing the smallest library in the area is necessary to realise improvements to the wider area</p>					
<p>Positive impact by age characteristic: Additional opening hours and marketing:</p>					<p>The other three libraries in Central area are currently parttime: Central Library (5 days), Ashburton Library (4 days), and New Addington (3 days but closed on</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>Saturdays). The proposals would reinstate Central Library on Thursdays, Ashburton and New Addington would increase to 5 staffed days a week including Saturdays, transforming access to the library service for all ages.</p> <p>There would be a high positive impact on all ages, but especially the working parents, school children and young children who cannot easily access the library now. 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 it's lower for individual parttime libraries: Ashburton Library (open 4 days/inc Saturday) serves 3.6% of residents within 1 mile of the library</p> <table border="1" data-bbox="920 1206 1659 1449"> <thead> <tr> <th data-bbox="920 1206 1144 1283">Ashburton Library</th> <th data-bbox="1144 1206 1364 1283">Library Active Users</th> <th data-bbox="1364 1206 1659 1283">Ashburton LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 1283 1144 1326">% by age</td> <td data-bbox="1144 1283 1364 1326">1926</td> <td data-bbox="1364 1283 1659 1326">53738</td> </tr> <tr> <td data-bbox="920 1326 1144 1369">Ages 0 – 19</td> <td data-bbox="1144 1326 1364 1369">51</td> <td data-bbox="1364 1326 1659 1369">23.4</td> </tr> <tr> <td data-bbox="920 1369 1144 1412">Ages 20 – 64</td> <td data-bbox="1144 1369 1364 1412">39</td> <td data-bbox="1364 1369 1659 1412">62</td> </tr> <tr> <td data-bbox="920 1412 1144 1449">Ages 65 +</td> <td data-bbox="1144 1412 1364 1449">11</td> <td data-bbox="1364 1412 1659 1449">14.6</td> </tr> </tbody> </table>	Ashburton Library	Library Active Users	Ashburton LSOA Area	% by age	1926	53738	Ages 0 – 19	51	23.4	Ages 20 – 64	39	62	Ages 65 +	11	14.6	<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> <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Ashburton Library	Library Active Users	Ashburton LSOA Area																		
% by age	1926	53738																		
Ages 0 – 19	51	23.4																		
Ages 20 – 64	39	62																		
Ages 65 +	11	14.6																		

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>New Addington Library (open 3 days/not Saturday) serves 4.9% of residents within 1 mile of the library</p> <table border="1" data-bbox="920 504 1653 783"> <thead> <tr> <th data-bbox="920 504 1144 619">New Addington Library</th> <th data-bbox="1144 504 1361 619">Library Active Users</th> <th data-bbox="1361 504 1653 619">New Addington LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 619 1144 660">% by age</td> <td data-bbox="1144 619 1361 660">1165</td> <td data-bbox="1361 619 1653 660">23872</td> </tr> <tr> <td data-bbox="920 660 1144 702">Ages 0 - 19</td> <td data-bbox="1144 660 1361 702">41</td> <td data-bbox="1361 660 1653 702">31.8</td> </tr> <tr> <td data-bbox="920 702 1144 743">Ages 20 - 64</td> <td data-bbox="1144 702 1361 743">52</td> <td data-bbox="1361 702 1653 743">56.1</td> </tr> <tr> <td data-bbox="920 743 1144 783">Ages 65 +</td> <td data-bbox="1144 743 1361 783">6</td> <td data-bbox="1361 743 1653 783">12.1</td> </tr> </tbody> </table> <p>Croydon Central Library serves a wider area than 1 mile, but for consistency of comparison, represents half of all active users and visits to Croydon libraries and serves an equivalent proportion of 29.1% possible residents in a mile radius.</p> <table border="1" data-bbox="920 1043 1444 1323"> <thead> <tr> <th data-bbox="920 1043 1144 1158">Croydon Central Library</th> <th data-bbox="1144 1043 1361 1158">Library Active Users</th> <th data-bbox="1361 1043 1653 1158">Central LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 1158 1144 1200">% by age</td> <td data-bbox="1144 1158 1361 1200">20868</td> <td data-bbox="1361 1158 1653 1200">71783</td> </tr> <tr> <td data-bbox="920 1200 1144 1241">Ages 0 - 19</td> <td data-bbox="1144 1200 1361 1241">34</td> <td data-bbox="1361 1200 1653 1241">24.5</td> </tr> <tr> <td data-bbox="920 1241 1144 1283">Ages 20 - 64</td> <td data-bbox="1144 1241 1361 1283">57</td> <td data-bbox="1361 1241 1653 1283">66.6</td> </tr> <tr> <td data-bbox="920 1283 1144 1323">Ages 65 +</td> <td data-bbox="1144 1283 1361 1323">10</td> <td data-bbox="1361 1283 1653 1323">8.9</td> </tr> </tbody> </table> <p>Shirley serves 3.7% of residents within 1 mile of the library (see table above) and it is the intention of the</p>	New Addington Library	Library Active Users	New Addington LSOA Area	% by age	1165	23872	Ages 0 - 19	41	31.8	Ages 20 - 64	52	56.1	Ages 65 +	6	12.1	Croydon Central Library	Library Active Users	Central LSOA Area	% by age	20868	71783	Ages 0 - 19	34	24.5	Ages 20 - 64	57	66.6	Ages 65 +	10	8.9	
New Addington Library	Library Active Users	New Addington LSOA Area																																	
% by age	1165	23872																																	
Ages 0 - 19	41	31.8																																	
Ages 20 - 64	52	56.1																																	
Ages 65 +	6	12.1																																	
Croydon Central Library	Library Active Users	Central LSOA Area																																	
% by age	20868	71783																																	
Ages 0 - 19	34	24.5																																	
Ages 20 - 64	57	66.6																																	
Ages 65 +	10	8.9																																	

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>service to provide continuity of service at one or more nearby outreach venues.</p> <p>Of those who said they primarily use Shirley Library in the consultation survey (225), 28% would use Ashburton Library, 12% would use Central Library, and 21% would use a library outside the borough. Shirley residents will benefit from access to improved open hours and a wider range of activities possible at these alternative Croydon libraries.</p> <p>Local outreach: Shirley residents, especially the 96 respondents who cannot access other libraries will need local outreach and other mitigations for continuity of service as stated, and 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>Additional Activities: 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 Shirley Library, especially rhymetimes for families with under 5's, providing continuity locally (see above summary of activities). Additionally, the proposals would allow</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>capacity to run more activities at Ashburton Library during a fulltime week, and in New Addington on Saturdays.</p> <p>Last year Ashburton Library provided 203 activities with 2666 attending, including 47 Rhymetimes and 22 class visits (363 children) and 596 attendances at regular adult groups including reading group, knitting group, health groups and author events.</p> <p>Last year, open just 2 days a week, New Addington offered 244 activities with 2258 attending, including 47 Rhymetimes and 25 class visits (328 children) and 417 attendances at regular adult groups including craft and knitting groups. The additional Saturday 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>	
	Disability	3	2	6	<p>Scores are for potential negative and positive impact as outlined below:</p> <p>Scoping potential negative impact for proposed closure of Shirley Library:</p> <p>The local area data suggests 13.2% of Shirley residents have a disability of some kind, which is slightly higher than the overall Croydon average.</p>	<p>Mitigation Actions:</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>

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>Active Library Users: There is no meaningful data from the library service database, which collects information on disability 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, including accessible toilet facilities.</p> <p>Consultation survey data for 225 survey respondents who use Shirley Library indicates that 12.4% reported a disability, and local residents highlighted disability and local access to library services as an equalities issue during face to face discussions with local residents. Access for residents with disabilities was also raised as a concern in consultation meetings and petitions.</p> <p>Of the 77 Shirley Library users who told us they could not use another library service, 15 (19.5%) have one or more disabilities, including mobility disability (46.7%), hearing or sight disability (33.4%) and hidden disabilities including asthma/diabetes (13.4%) or ADHD/Autism (13.4%). Many told us about the benefits to their health through social connections through activities at Shirley Library, and the service is actively seeking alternative local venues to continue these activities.</p> <p>Negative impact of current service The consultation respondents from Shirley, Ashburton, New Addington and Central Libraries reported that the</p>	<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>

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>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>Scoping potential positive impact for additional opening hours at Ashburton, New Addington and Central Libraries:</p> <p>Ashburton Library: The local area data (ONS) suggests 14.6% of Ashburton residents have a disability of some kind, which is slightly more on average than the overall Croydon average of 14%.</p> <p>From the consultation feedback, Ashburton : (128 respondents): 25 19.5% have one or more disabilities, including 26.1% mobility, 4.3% hearing, 8.7% sight, 43.4% hidden disabilities (autism/ADHD).</p> <p>Those with a disability for whom Ashburton is their regular library, were asked about increasing open hours, and 52% stated “it would make it much easier/a little easier to visit a library at a time convenient for me.”</p> <p>New Addington Library:</p>	<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</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>Additional opening hours would provide full time opening including Saturdays for New Addington Library. The local area data (ONS) reports 18.5% have a disability, which is much higher than the overall Croydon 14%, and generally there is a higher percentage of residents experiencing poor health as against the average for Croydon: Fair (13.6%/11.4%), bad (4.8%/3/1%) or very bad health (1.4%/1%).</p> <p>From the consultation feedback: (50 respondents), 14 (28%) have one or more disabilities, of those, 35.73% mobility, 21.4% hearing/sight, hidden disabilities (asthma/diabetes/epilepsy) 35.7%, and hidden disabilities (autism/ADHD) 49.9%.</p> <p>Those with a disability for whom New Addington Library is their regular library, were asked about increasing open hours, and 42.9% stated “it would make it much easier/a little easier to visit a library at a time convenient for me.”</p> <p>Croydon Central Library: The proposals would provide Monday to Saturday fulltime opening hours for Croydon Central Library, which would improve access to current users and nonusers. including for those with a disability. The local area data for Fairfield (ONS) reports 13.5% have a disability.</p> <p>From the consultation feedback,</p>	<p>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>

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>Croydon Central Library: (379 respondents): 67 17.7% have one or more disabilities, of those, 30.3% mobility, 16.7% hearing, 3% sight, hidden disabilities (asthma/diabetes/epilepsy) 35.7%, hidden disabilities (autism/ADHD) 69.6%.</p> <p>Those with a disability for whom Croydon Central Library is their regular library, were asked about increasing open hours, and 47.8% stated “it would make it much easier/a little easier to visit a library at a time convenient for me.”</p> <p>For this reason, the scoring for disability is also considered to have a high positive impact.</p>	<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>

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>2.2 Take into account consultation survey feedback on alternative venues suggested by local Shirley residents:</p> <ul style="list-style-type: none"> • Local Café 191 (32.6%) • School/Nursery 170 (29.1%) • Family Hub 73 (12.5%) <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>

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>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>

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: 0.5; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<ul style="list-style-type: none"> • Children and families who attend regular library events, who might not be able to travel to another library because of a disability • Schools, nurseries, children’s centres and other local groups that support children with disabilities • Adults who attend regular library events who might have physical or hidden disabilities • Health & wellbeing organisations • Voluntary, Community & Faith groups who provide services for those with a disability, especially to

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>engage with those who do not use the library service</p> <ul style="list-style-type: none"> Local Community Partnerships network engagement <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Gender Reassignment	1	1	1	<p>No Impact/Unknown:</p> <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>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 groups to improve access to the library service offer and ensure the service was inclusive to all.</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.**
	Marriage or Civil Partnership	1	1	1	<p>No Impact/Unknown</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>Reviewing the Consultation survey data, 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>	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 groups to improve access to the library service offer and ensure the service was inclusive to all.
	Pregnancy and Maternity	2	2	4	<p>Potential negative and positive impact:</p> <p>Active Users: 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. New parents benefit from as they build social networks and get support from other parents; babies and toddlers are introduced to singing, their first books, and parents say it's an opportunity for all to bond and socialise</p>	<p>Mitigation Actions:</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>

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>Shirley Library staff provided 65 rhymetimes last year with an attendance of 275 babies and young children and their parents.</p> <p>Consultation: Shirley Library users were asked Which library services do you use most often?: 72 (32.3%) take children to activities in a library and borrow books for their children. 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. Of the 96 respondents to the consultation survey who said they could not use any other libraries, 28% attend children's activities/less than 3% had a baby in last 12 months</p> <p>Without mitigations, any reduction of these current services could have a negative impact on the protected characteristic of Pregnancy and Maternity.</p> <p>Negative impact of current service The consultation respondents from Shirley, Ashburton, New Addington, and Central Library reported 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. Unlike libraries in other boroughs, Croydon libraries does not provide full</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 and care homes, and we would extend this free service to anyone of any age who cannot visit their local library.</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>time open hours to families of 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.</p> <p>Potential positive impact: Of the four libraries used by residents in this area, only Ashburton and Central Library are open on a Saturday. Both Shirley Library (2 days) and New Addington Library (3 days) are closed on Saturdays. By closing Shirley Library building, the service could staff Ashburton Library fulltime, and within the wider proposals, New Addington would open 5 days, including Saturdays, and Central Library would open full time.</p> <p>Also through the proposals, it is the intention that the outreach programme would continue to provide weekly rhymetimes in local venues accessible to Shirley residents, and there are alternatives across the area:</p> <p>Ashburton Library staff provided 55 Rhymetimes to 1,123 attendees under 5 and their parents/carers last year, New Addington 47 rhymetimes for 1,002, and Central Library provided 148 rhymetimes for 6,901 attendees. Full time opening hours would greatly increase engagement in the area by allowing a full programme of activities and make it</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 funded digital skills programme in partnership with voluntary partner Clear Community Web.</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>easier for parents to drop in without finding the library is closed.</p> <p>With Ashburton, New Addington and Central Libraries operating fulltime, including on Saturdays, and with outreach activities in Shirley, there would be a high positive impact on the protected characteristic of Pregnancy and Maternity.</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> <p>2. Library outreach</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</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> <p>2.2 Take into account consultation survey feedback on alternative</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>venues suggested by local Shirley residents:</p> <ul style="list-style-type: none"> • Local Café 191 (32.6%) • School/Nursery 170 (29.1%) • Family Hub 73 (12.5%) <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</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>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"> • Children and families who attend regular library events, who might

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>not be able to travel to another library</p> <ul style="list-style-type: none"> • Schools, nurseries, children’s centres and other local groups that support families • Adults who attend regular library events • Health & wellbeing organisations • Voluntary, Community & Faith groups who provide services, especially to engage with those who do not use the library service • Local Community Partnerships network engagement <p>The mitigation actions will be further updated and</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.**								
Race	2	2	4	<p>The potential impact is unknown from the feedback, but could have a positive or negative impact based on the data:</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 the last 10 years with an increase in global majority populations and decrease in white population.</p> <p>Potential negative impact:</p> <p>Shirley Lower Layer Super Output Areas have a higher proportion of white residents than the borough population, reflected also in the library active users ethnicity breakdown and consultation engagement.</p> <p>Active Users by Ethnicity:</p> <table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Library*</th> <th>Shirley</th> <th>Croydon</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>58.4</td> <td>58.3</td> <td>48.4</td> </tr> </tbody> </table>	Ethnicity	Library*	Shirley	Croydon	White	58.4	58.3	48.4	<p>reviewed as opportunities emerge and develop.</p> <p>Mitigation Actions:</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>
Ethnicity	Library*	Shirley	Croydon										
White	58.4	58.3	48.4										

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.**																
				<table border="1" data-bbox="920 363 1626 520"> <tr> <td>Asian</td> <td>23.3</td> <td>14.6</td> <td>17.5</td> </tr> <tr> <td>Black</td> <td>14.8</td> <td>17.5</td> <td>22.6</td> </tr> <tr> <td>Mixed</td> <td>2.5</td> <td>6.5</td> <td>7.6</td> </tr> <tr> <td>Other</td> <td>1</td> <td>3.2</td> <td>3.9</td> </tr> </table> <p data-bbox="920 528 1581 560"><i>(only 33% of members provided ethnicity data)</i></p> <p data-bbox="920 600 1675 703">Of the 96 consultation respondents who primarily use Shirley Library and said they could not use another library, 64 provided information on Race:</p> <p data-bbox="920 711 1361 887">(80.2%): 83.1% white (all age ranges) 13% Asian (majority under 55), 1.3% Black 2.6% Mixed race.</p> <p data-bbox="920 935 1688 1110">Based on this data, and feedback from local residents, there is likely to be a negative impact on the white community of all ages in Shirley who currently access library services. There is also likely to be a negative impact on the Asian library users aged under 55.</p> <p data-bbox="920 1158 1731 1414">Negative impact of current service The consultation respondents from Shirley, Ashburton, New Addington and Central 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</p>	Asian	23.3	14.6	17.5	Black	14.8	17.5	22.6	Mixed	2.5	6.5	7.6	Other	1	3.2	3.9	<p data-bbox="1765 363 2157 1110">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 data-bbox="1765 1158 2157 1425">1.4 Free 24/7 digital library of 60,000 ebooks/audiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback,</p>
Asian	23.3	14.6	17.5																		
Black	14.8	17.5	22.6																		
Mixed	2.5	6.5	7.6																		
Other	1	3.2	3.9																		

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>negative impact on all library users, including those with a disability.</p> <p>Potential Positive impact The data suggests the current library service is not reaching all residents in the area proportionately, and the library membership is out of proportion with the ethnicities in the area's communities. The proposed outreach to community groups is needed and could have a high positive impact in the Shirley area, especially near the Shrublands estate which local residents have identified as a priority area for outreach during the consultation. For example, partnership with the proposed venue at West Wickham & Shirley Baptist Church, would bring the library activities closer to the Shrublands estate.</p> <p>Increased opening hours for Ashburton, New Addington, and Central Libraries would create a fulltime service, with more capacity for programmes for the local populations, which are illustrated here by ethnicity:</p> <table border="1" data-bbox="920 1098 1626 1401"> <thead> <tr> <th data-bbox="920 1098 1144 1209">Ethnicity categories</th> <th data-bbox="1144 1098 1386 1209">Ashburton Library Active Users*</th> <th data-bbox="1386 1098 1626 1209">Ashburton LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 1209 1144 1249">White</td> <td data-bbox="1144 1209 1386 1249">48.3</td> <td data-bbox="1386 1209 1626 1249">50.5</td> </tr> <tr> <td data-bbox="920 1249 1144 1289">Asian</td> <td data-bbox="1144 1249 1386 1289">20.3</td> <td data-bbox="1386 1249 1626 1289">14</td> </tr> <tr> <td data-bbox="920 1289 1144 1329">Black</td> <td data-bbox="1144 1289 1386 1329">18.2</td> <td data-bbox="1386 1289 1626 1329">23.3</td> </tr> <tr> <td data-bbox="920 1329 1144 1369">Mixed</td> <td data-bbox="1144 1329 1386 1369">12.1</td> <td data-bbox="1386 1329 1626 1369">8.7</td> </tr> <tr> <td data-bbox="920 1369 1144 1401">Other</td> <td data-bbox="1144 1369 1386 1401">1.1</td> <td data-bbox="1386 1369 1626 1401">3.5</td> </tr> </tbody> </table> <p>*Ethnicity provided for 29% of Active Users</p>	Ethnicity categories	Ashburton Library Active Users*	Ashburton LSOA Area	White	48.3	50.5	Asian	20.3	14	Black	18.2	23.3	Mixed	12.1	8.7	Other	1.1	3.5	<p>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 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</p>
Ethnicity categories	Ashburton Library Active Users*	Ashburton LSOA Area																					
White	48.3	50.5																					
Asian	20.3	14																					
Black	18.2	23.3																					
Mixed	12.1	8.7																					
Other	1.1	3.5																					

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.**																																				
				<table border="1" data-bbox="920 392 1603 727"> <thead> <tr> <th data-bbox="920 392 1115 520">Ethnicity</th> <th data-bbox="1115 392 1384 520">New Addington Library Active Users*</th> <th data-bbox="1384 392 1603 520">New Addington LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 520 1115 560">White</td> <td data-bbox="1115 520 1384 560">37.5</td> <td data-bbox="1384 520 1603 560">58.2</td> </tr> <tr> <td data-bbox="920 560 1115 600">Asian</td> <td data-bbox="1115 560 1384 600">8.4</td> <td data-bbox="1384 560 1603 600">6.3</td> </tr> <tr> <td data-bbox="920 600 1115 639">Black</td> <td data-bbox="1115 600 1384 639">44.4</td> <td data-bbox="1384 600 1603 639">26.8</td> </tr> <tr> <td data-bbox="920 639 1115 679">Mixed</td> <td data-bbox="1115 639 1384 679">6.2</td> <td data-bbox="1384 639 1603 679">6.5</td> </tr> <tr> <td data-bbox="920 679 1115 727">Other</td> <td data-bbox="1115 679 1384 727">3.6</td> <td data-bbox="1384 679 1603 727">2.3</td> </tr> </tbody> </table> <p data-bbox="920 727 1603 799"><i>*Ethnicity provided by 36% active users for New Addington</i></p> <p data-bbox="920 799 943 831">X</p> <table border="1" data-bbox="920 839 1525 1190"> <thead> <tr> <th data-bbox="920 839 1115 983">Ethnicity</th> <th data-bbox="1115 839 1346 983">Croydon Central Library Active Users*</th> <th data-bbox="1346 839 1525 983">Central Croydon LSOA Area</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 983 1115 1023">White</td> <td data-bbox="1115 983 1346 1023">37.4</td> <td data-bbox="1346 983 1525 1023">41.8</td> </tr> <tr> <td data-bbox="920 1023 1115 1062">Asian</td> <td data-bbox="1115 1023 1346 1062">27.7</td> <td data-bbox="1346 1023 1525 1062">21.5</td> </tr> <tr> <td data-bbox="920 1062 1115 1102">Black</td> <td data-bbox="1115 1062 1346 1102">26.4</td> <td data-bbox="1346 1062 1525 1102">23.7</td> </tr> <tr> <td data-bbox="920 1102 1115 1142">Mixed</td> <td data-bbox="1115 1102 1346 1142">5.7</td> <td data-bbox="1346 1102 1525 1142">8.1</td> </tr> <tr> <td data-bbox="920 1142 1115 1190">Other</td> <td data-bbox="1115 1142 1346 1190">2.8</td> <td data-bbox="1346 1142 1525 1190">4.9</td> </tr> </tbody> </table> <p data-bbox="920 1190 1659 1262"><i>*Ethnicity provided by 40% active users for Croydon Central Library</i></p> <p data-bbox="920 1302 1738 1428">Additional opening hours in 3 libraries, as well as targeted outreach, will have a potential high positive impact on the wider area, and potentially benefit all ethnicities in respect</p>	Ethnicity	New Addington Library Active Users*	New Addington LSOA Area	White	37.5	58.2	Asian	8.4	6.3	Black	44.4	26.8	Mixed	6.2	6.5	Other	3.6	2.3	Ethnicity	Croydon Central Library Active Users*	Central Croydon LSOA Area	White	37.4	41.8	Asian	27.7	21.5	Black	26.4	23.7	Mixed	5.7	8.1	Other	2.8	4.9	<p data-bbox="1753 355 2168 991">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 data-bbox="1753 1031 2051 1070">2. Library outreach</p> <p data-bbox="1753 1110 2168 1428">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</p>
Ethnicity	New Addington Library Active Users*	New Addington LSOA Area																																							
White	37.5	58.2																																							
Asian	8.4	6.3																																							
Black	44.4	26.8																																							
Mixed	6.2	6.5																																							
Other	3.6	2.3																																							
Ethnicity	Croydon Central Library Active Users*	Central Croydon LSOA Area																																							
White	37.4	41.8																																							
Asian	27.7	21.5																																							
Black	26.4	23.7																																							
Mixed	5.7	8.1																																							
Other	2.8	4.9																																							

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>to the protected characteristic of race, especially those nonusers less represented as active users.</p>	<p>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 Shirley residents:</p> <ul style="list-style-type: none"> • Local Café 191 (32.6%) • School/Nursery 170 (29.1%) • Family Hub 73 (12.5%)

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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</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"> • Focussed engagement with partners representing impacted ethnic communities • Children & families who attend regular library events • Schools, nurseries, children’s centres and other local groups

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"> • Health & wellbeing organisations • Voluntary, Community & Faith groups attended by diverse communities, especially to engage with those who do not use the library service • Local Community Partnerships network engagement <p>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Religion or Belief	1	1	1	<p>Low/Unknown impact:</p> <p>Croydon Borough Profile 2023: 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</p>	<p>Mitigation Actions:</p> <p>Engagement to continue with local community groups, including faith groups, to ensure the</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>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>Active Users: The Library service does not collect information regarding Religion & 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>Consultation: The survey respondents whose primary library was Shirley, Ashburton, Central Library and New Addington, who provided information on Religion & Belief, reflect the Borough Profile in that the majority are Christian, but have more variation regarding other religions:</p> <table border="1" data-bbox="920 1058 1738 1342"> <thead> <tr> <th>Consultation Profile %</th> <th>Shirley</th> <th>Ashburton</th> <th>Central</th> <th>New Addington</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>53.3</td> <td>39.9</td> <td>40.3</td> <td>52.8</td> </tr> <tr> <td>Hindu</td> <td>4.7</td> <td>1.4</td> <td>4.7</td> <td>0</td> </tr> <tr> <td>Muslim</td> <td>1.4</td> <td>2.1</td> <td>3.2</td> <td>5.7</td> </tr> <tr> <td>Other</td> <td>3.2</td> <td>6.8</td> <td>4</td> <td>3.8</td> </tr> <tr> <td>No religion</td> <td>20.6</td> <td>30.8</td> <td>33.6</td> <td>28.3</td> </tr> </tbody> </table>	Consultation Profile %	Shirley	Ashburton	Central	New Addington	Christian	53.3	39.9	40.3	52.8	Hindu	4.7	1.4	4.7	0	Muslim	1.4	2.1	3.2	5.7	Other	3.2	6.8	4	3.8	No religion	20.6	30.8	33.6	28.3	<p>service development and programming will engage with underserved or marginalised groups, seeking to ensure the library services are welcoming to all.</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 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 faither 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</p>
Consultation Profile %	Shirley	Ashburton	Central	New Addington																															
Christian	53.3	39.9	40.3	52.8																															
Hindu	4.7	1.4	4.7	0																															
Muslim	1.4	2.1	3.2	5.7																															
Other	3.2	6.8	4	3.8																															
No religion	20.6	30.8	33.6	28.3																															

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>The data from the 96 Shirley Library residents who said “I would not be able to use another library service,” remains majority Christian with a slightly higher Muslim profile:</p> <table border="1" data-bbox="920 504 1267 754"> <thead> <tr> <th>Shirley (96)</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>50.5</td> </tr> <tr> <td>Hindu</td> <td>4.4</td> </tr> <tr> <td>Muslim</td> <td>2.2</td> </tr> <tr> <td>Other</td> <td>3.3</td> </tr> <tr> <td>No religion</td> <td>17.6</td> </tr> </tbody> </table> <p>Although there was some variation on the profiles by religion from Shirley, Ashburton, Central and New Addington Libraries, there was no specific feedback during the consultation about a negative or positive impact of the proposals on the basis of the protected characteristic of Religion and Belief.</p>	Shirley (96)	%	Christian	50.5	Hindu	4.4	Muslim	2.2	Other	3.3	No religion	17.6	<p>a community book collection and library activities.</p> <p>During meetings and drop ins, residents suggested contact with various faith groups, and the service has met with Christian and Muslim leaders in Shirley, seeking to build an outreach service that aligns with community services offered locally. The library service contact West Wickham & Shirley Baptist Church located 0.8m from Shirley Library, and we are in the process of doing this.</p>
Shirley (96)	%																
Christian	50.5																
Hindu	4.4																
Muslim	2.2																
Other	3.3																
No religion	17.6																
Sex	3	2	6	<p>Scoring is for both negative & positive impacts outlined below:</p> <p>Scoping extent of potential negative impact:</p> <p>Active Users: Based on the Active library user data (x 2 years) for Shirley Library, the impact of the proposed closure could be a disproportionately higher on women</p>	<p>Mitigation Actions:</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</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>than men (please also refer to data table above for context):</p> <p>Sex breakdown:</p> <table border="1" data-bbox="920 504 1677 711"> <thead> <tr> <th>Sex</th> <th>Library</th> <th>Shirley</th> <th>Croydon</th> </tr> </thead> <tbody> <tr> <td>%</td> <td>955</td> <td>26,024</td> <td>390,727</td> </tr> <tr> <td>Female</td> <td>62</td> <td>53</td> <td>48</td> </tr> <tr> <td>Male</td> <td>37</td> <td>47</td> <td>52</td> </tr> <tr> <td>Other</td> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>There are 10% more women who use the library, as a proportion, compared to Shirley's population, which is in line with traditional library use. Also, the gender disparity in library users is more equivalent for the youngest and oldest residents. Women are more likely to attend library events, and mothers are more likely to bring small children to library activities.</p> <p>Consultation: More women than men have responded to the survey and attended meetings and drop ins. Of the 225 residents who responded to the consultation, 163 provided information on Sex: 78.7% were female and 21.3% male. Of those 96 Shirley Library members who said they could not use another library, 86 provided information on Sex: 77.9% were female and 22.1% were male.</p> <p>Positive Impact: Active Users/Survey respondents:</p>	Sex	Library	Shirley	Croydon	%	955	26,024	390,727	Female	62	53	48	Male	37	47	52	Other	1	0	0	<p>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 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</p>
Sex	Library	Shirley	Croydon																						
%	955	26,024	390,727																						
Female	62	53	48																						
Male	37	47	52																						
Other	1	0	0																						

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>Proportionately more women responded to the survey than men, and many more women are represented in the positive responses to proposed changes.</p> <p>Ashburton:</p> <table border="1" data-bbox="920 539 1541 740"> <thead> <tr> <th>Ashburton</th> <th>Active Users %</th> <th>Survey respondents %</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>62.1</td> <td>68.7</td> </tr> <tr> <td>Male</td> <td>37.4</td> <td>31.3</td> </tr> <tr> <td>Other</td> <td>0.2</td> <td>0</td> </tr> </tbody> </table> <p>New Addington:</p> <table border="1" data-bbox="920 815 1527 1051"> <thead> <tr> <th>New Addington</th> <th>Active Users %</th> <th>Survey respondents %</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>62.2</td> <td>74.5</td> </tr> <tr> <td>Male</td> <td>37.6</td> <td>25.5</td> </tr> <tr> <td>Other</td> <td>0.1%</td> <td></td> </tr> </tbody> </table> <p>Croydon Central Library:</p> <table border="1" data-bbox="920 1126 1543 1327"> <thead> <tr> <th>Croydon Central</th> <th>Active Users %</th> <th>Survey respondents %</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>57.7</td> <td>65.2</td> </tr> <tr> <td>Male</td> <td>41.6</td> <td>34.8</td> </tr> <tr> <td>Other</td> <td>0.2</td> <td>0</td> </tr> </tbody> </table>	Ashburton	Active Users %	Survey respondents %	Female	62.1	68.7	Male	37.4	31.3	Other	0.2	0	New Addington	Active Users %	Survey respondents %	Female	62.2	74.5	Male	37.6	25.5	Other	0.1%		Croydon Central	Active Users %	Survey respondents %	Female	57.7	65.2	Male	41.6	34.8	Other	0.2	0	<p>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/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</p>
Ashburton	Active Users %	Survey respondents %																																							
Female	62.1	68.7																																							
Male	37.4	31.3																																							
Other	0.2	0																																							
New Addington	Active Users %	Survey respondents %																																							
Female	62.2	74.5																																							
Male	37.6	25.5																																							
Other	0.1%																																								
Croydon Central	Active Users %	Survey respondents %																																							
Female	57.7	65.2																																							
Male	41.6	34.8																																							
Other	0.2	0																																							

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>Additional open hours at Ashburton, New Addington and Central Libraries would have a disproportionately positive impact on women residents in the wider area.</p>	<p>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 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</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>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 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</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>align with the offer at the local venue.</p> <p>2.2 Take into account consultation survey feedback on alternative venues suggested by local Shirley residents:</p> <ul style="list-style-type: none"> • Local Café 191 (32.6%) • School/Nursery 170 (29.1%) • Family Hub 73 (12.5%) <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</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>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 and improvement of the library service</p> <p>3.2 Ongoing review of library services with community groups and library users to ensure all</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 style="text-align: center; opacity: 0.3; font-size: 48px; transform: rotate(-30deg);">DRAFT</p>	<p>ages are represented and served by new model:</p> <ul style="list-style-type: none"> • Children & families who attend regular library events, including women and mothers • Schools, nurseries, children’s centres and other local groups that cater for parents and babies • Health & wellbeing organisations • Voluntary, Community & Faith groups attended by both women and men, especially to engage with those who do not use the library service • Local Community Partnerships network engagement

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>The mitigation actions will be further updated and reviewed as opportunities emerge and develop.</p>
Sexual Orientation	1	1	1	<p>No Impact/Unknown:</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>Active Users: The Library service does not collect information regarding sexual orientation because it is not required for the service and would exceed GDPR limits for collecting data.</p> <p>Consultation: Consultation survey responses from those who provided details, indicated that the majority (72 – 83%) were heterosexual:</p> <p>Shirley Library: Of the 225 Shirley Library survey respondents, 77.8% are heterosexual, 1.1% gay/lesbian, 1.1% bisexual</p> <p>Ashburton Library: Of the 147 survey respondents, 72% heterosexual, 3.5% gay/lesbian, 2.8% bisexual</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 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>

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>New Addington Library: Of the 54 survey respondents, 83.3% heterosexual, 1.8% gay/lesbian, 1.9% bisexual.</p> <p>Croydon Central Library: If the 418 survey respondents, 72.8% heterosexual, 5.7% gay/lesbian, 3.7% bisexual, 2.5 other</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 Rainbow Reading Group, Queer Arts Network, did not return evidence that these proposals would have a significant impact on this community.</p>	

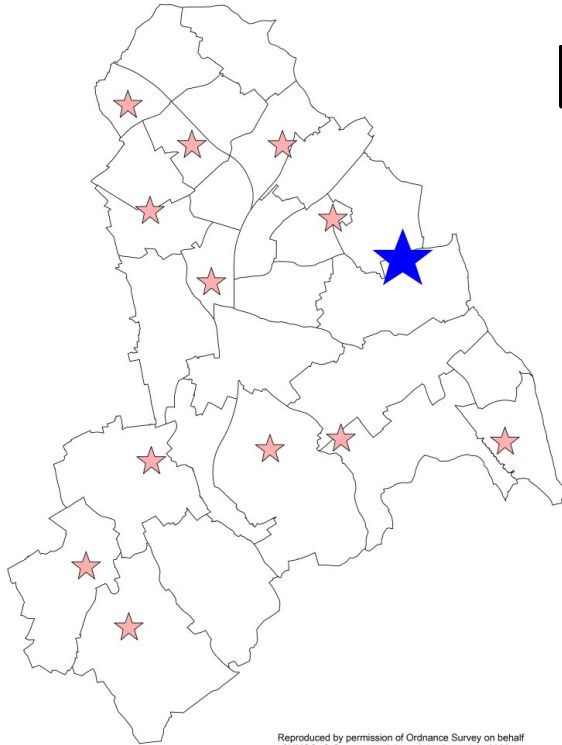
Stage 6: What is the outcome of your assessment? Select one of these four options:

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. If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.	
Adjust the proposed change	We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. If you reach this conclusion, ensure you have completed Section 5 above.	
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. If you reach this conclusion, ensure you have completed Section 4 above, clearly setting out your justifications.	X
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

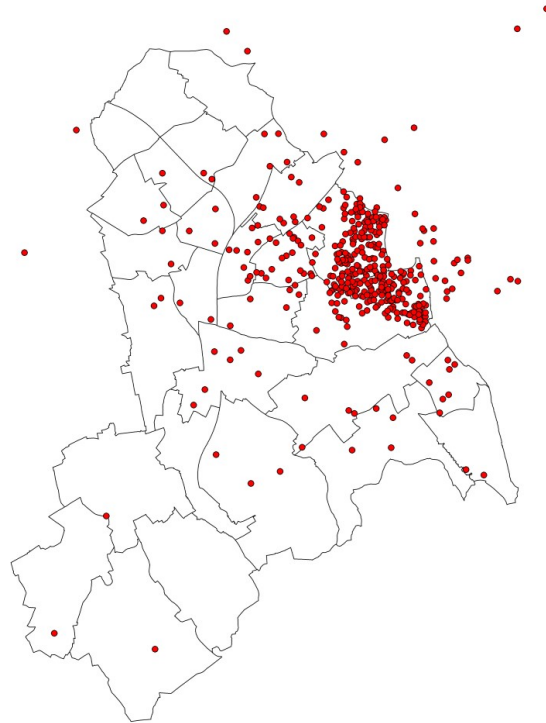
How will the EQIA be reviewed and monitored, including timescales?	The EQIA will be reviewed annually to assess the impact of the library service operating model and identify areas for further improvement.		
Equalities advice received from:	Ken Orlukwu; Senior Equalities Officer Helen Reeves; Head of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

Shirley Library



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927

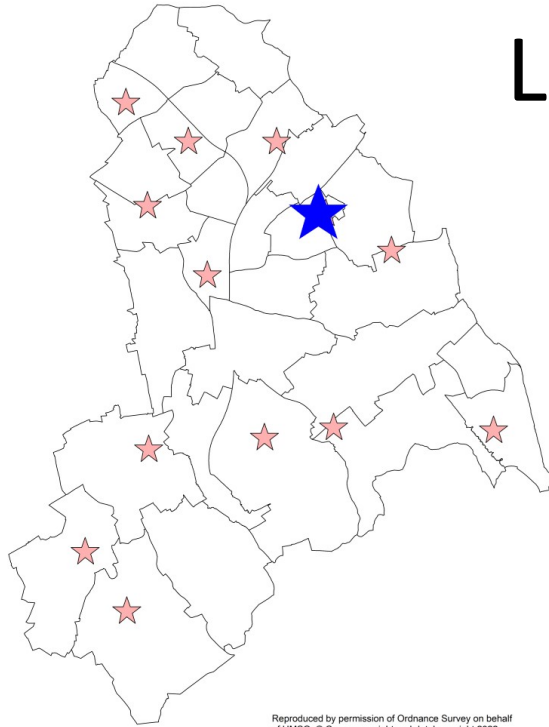
Active users



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927

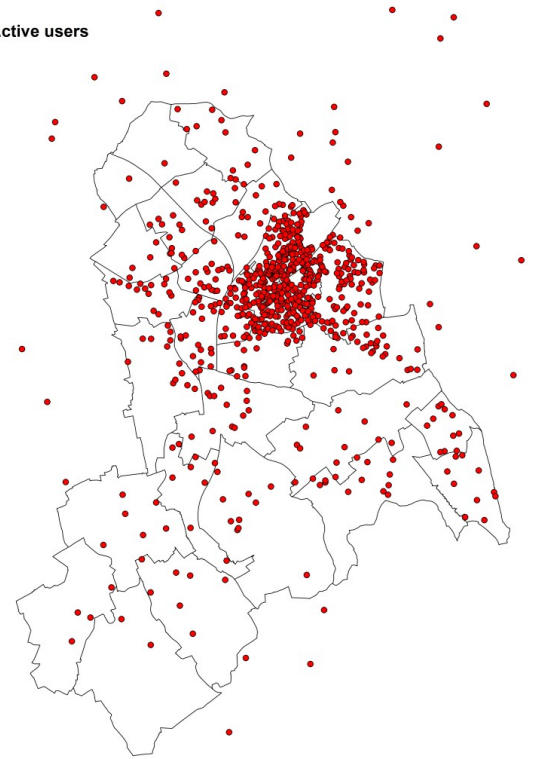


Ashburton Library



Reproduced by permission of Ordnance Survey on behalf
of HMSO. © Crown copyright and database right 2022
OS Licence number 10001927

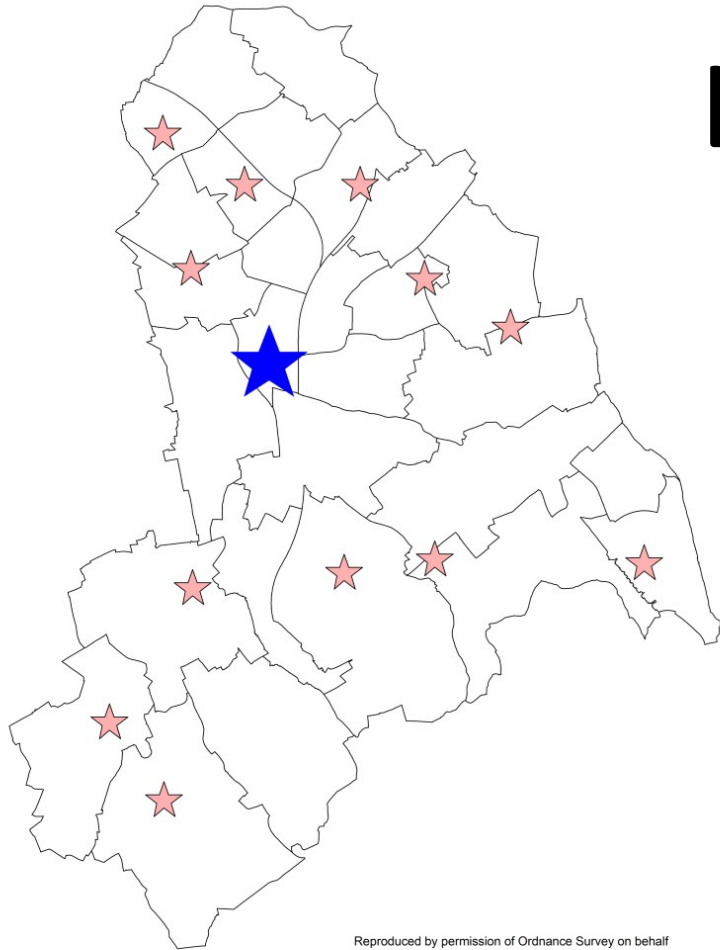
Active users



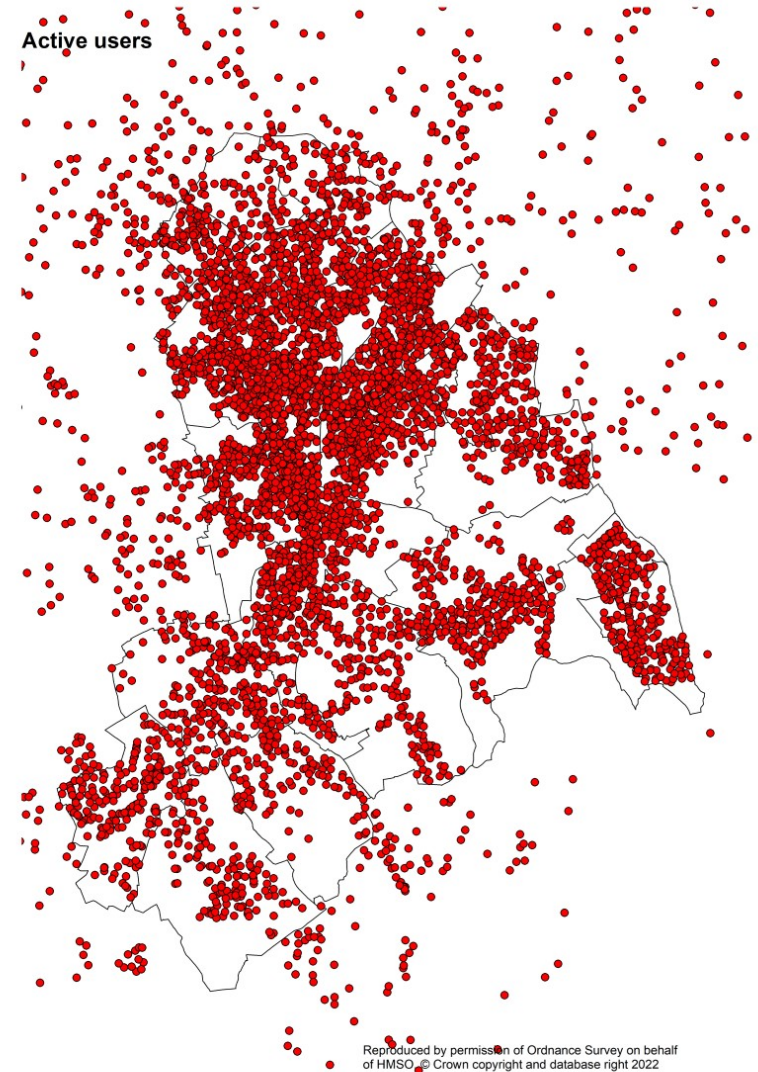
Reproduced by permission of Ordnance Survey on behalf
of HMSO. © Crown copyright and database right 2022
OS Licence number 10001927



Central Library

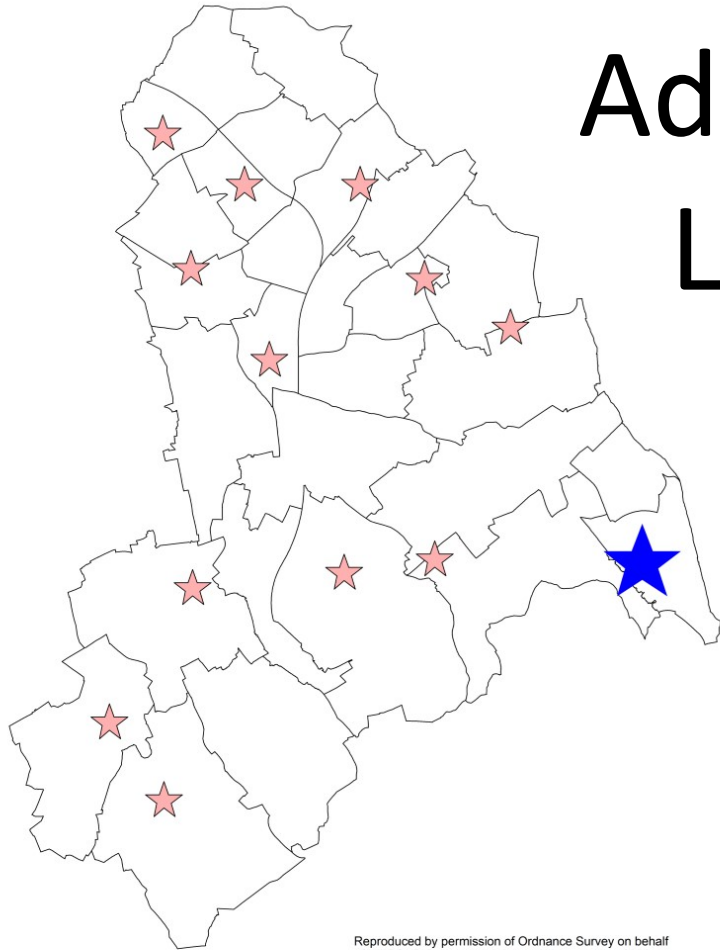


Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927



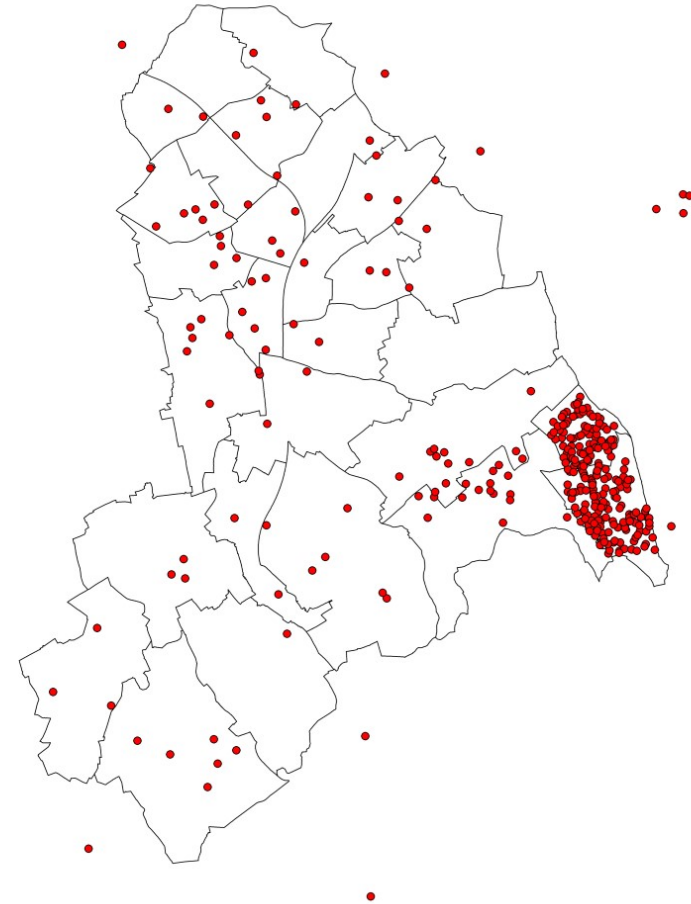
Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927

New Addington Library



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927

Active users



Reproduced by permission of Ordnance Survey on behalf of HMSO. © Crown copyright and database right 2022. OS Licence number 10001927