

EQUALITY ANALYSIS

Please refer to Part 2 of the Equality Analysis Guidance

Name of Policy/Decision/Project/Activity:
Future Library Services

Equality Analysis completed by:

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Date: 30 May 2013

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Date: 30 May 2013

Is this a:	Policy ()	Strategy ()	Function ()	
	Service (x)		Project ()	Other (x)
Is it:	New/Proposed ()			
	Changing/Being Reviewed (x)		Other ()	

1. Purpose and Scope

Purpose

In this section outline briefly what the policy, decision or activity is, what the intended outcomes/benefits (linked to the Corporate Outcomes Framework) are and over what period of time will the outcomes be achieved. Why does it need to be implemented or revised?

To outline a proposed future library service model which takes account of the first phase consultation programme results, the new vision for library services and releases significant efficiencies.

To propose the approach to the next stage of consultation on the future service model and the implementation milestones and impact.

In developing the new vision, and in listening to residents in the first phase of consultation, the review is recommending a new approach to the delivery of library services that continues to allow significant universal access, whilst using focussed resources to engage those residents who need or would most benefit from increased access and support. The proposals also take account of those more confident readers, demand for new forms of reading material and the retention of professionally qualified library staff. The recommended proposals outline the new model of delivery for a modern, quality, sustainable, comprehensive and efficient library service and outlines the proposed investment and development of the service in the future.

The drivers for the proposed change are the need to achieve efficiencies and service improvement and to remodel library services across the City to ensure the sustainability of provision. A minimum efficiency saving of £875,000 needs to be achieved. This proposal recognises the need to increase access to services and increase the number of residents accessing a range of learning, information, reading and ICT services. It is recommended that traditional, static provision will reduce, however, the proposed new approach is expected to increase access and number of users through enhanced outreach programmes, that support the Corporate Outcomes Framework, *1.5 A City that cares for its most vulnerable; 1.6 A city where opportunities meet people's aspirations; 2.3 lasting and resilient neighbourhoods.*

Communities and residents across the city have been consulted in phase 1 so that they could inform the proposals for a further consultation in phase 2. The majority of survey respondents (95%) say they or their households uses library services. Library users are more likely to be female and aged 55+

years. 52% of library users say that they only use one library and 48% use more than one library. Secondary libraries tend to be libraries in close proximity and/or the City Library & Arts Centre. The equality analysis is being undertaken to determine the impact of the closures of libraries, the reduction in hours at further libraries and the cessation of the mobile library and LIAZe (Libraries Information Access Zone). The key stakeholders directly affected by the proposals are library users and non users and staff. The main group affected will be library users. Any potential negative impacts could be mitigated by ensuring that all current users have the opportunity to inform the proposals and are made fully aware of alternative services and opportunities that may be beneficial to them.

Proposed Changes and Service Re-Design

The new service delivery model proposes to introduce a City wide library strategy to be delivered from the refurbished City Library and four other hub libraries as well as six community libraries. The hubs have been selected on a natural geographical spread within the 5 areas, current usage and performance, asset management assessment and the range of services that are available within these settings that provide a range of partnership opportunities enabling residents to complete multiple transactions with both the council and partners in one visit. The proposed new service model will also deliver a programme of community outreach activities which will take services into neighbourhood settings. The proposed staffing structure will be reflective of the future service model and changes are likely to impact on all staff. The service model will provide a reduced number of static libraries but partnerships with locations such as Community Centres, Children's Centres and other neighbourhood venues offer the potential to increase the overall number of locations where library services are accessed, and therefore the opportunity to engage with more potential users. The most favoured alternative options identified in phase 1 were through Community Centres and online services.

It is proposed the following libraries will become Library Hubs:

East: City Library and Arts Centre

West: Sandhill Centre Library and Customer Service Centre

North: Bunny Hill Library and Customer Service Centre

Coalfields: Houghton Library and Customer Service Centre

Washington: Washington Town Centre Library and Customer Service Centre

All library hubs will be open for more than 40 hours a week over six days. Arrangements for evening opening will reflect local demand but will ensure there is access to services each weekday evening across the city.

A wide range of factors have been taken into consideration when determining which libraries will become Community Libraries. These have included detailed examination of population and proximity, current usage and performance, asset management costs and service costs.

It is proposed the following libraries will become Community Libraries:

East: Ryhope Library and Customer Service Centre

West: Kayll Road Library

North: Fulwell Library

Coalfields: Hetton Library and Customer Service Centre, and Shiney Row Library and Customer Service Centre

Washington: Millennium Centre Library

It is proposed that Community Libraries will open for 15 hours a week. This will be a reduction of hours for most libraries, but opening hours will reflect local community needs, based on the current patterns of usage and the times residents said they are most likely to use the static provision. It also reflects the consultation process which identified the most popular way to reduce costs was to change opening times/days. Programme that is delivered currently is likely to still be delivered though not necessarily in the library. Main transport links to libraries are highlighted in Library Factsheets (**EIA Appendix 1**) for those libraries that are proposed for closure, also identified in section 2 of this document. Older and disabled people may be more likely to use public transport or utilise Books on Wheels if they have mobility issues. Initial feedback re preferred opening days/times was gained from respondents in phase 1 consultation but phase 2 will concentrate on gathering further information from respondents on individual libraries where changes to opening hours are proposed. Together with current usage patterns this will then be used to inform future opening hours.

As was indicated in the consultation by residents (**Appendix 2**), a key way to reduce cost is to close less well performing buildings. To enable increased coverage through outreach centres and community reservations whilst reducing cost, it is therefore, proposed to decommission 9 libraries based on current usage, performance, cost per visit and asset management assessment and the phase 1 consultation. A range of options are being explored for each site including use as outreach centres, other community usage, commercial opportunities and demolition.

The Libraries proposed for closure are:

- Doxford Park
- East Herrington
- Easington Lane
- Fence Houses
- Hendon
- Monkwearmouth
- Silksworth
- Southwick
- Washington Green

See ***Appendix 3** - Key Performance Information by Library

See ***EIA Appendix 1** – Library Factsheets including Transport links and nearest Library

See ***Appendix 2** – Library Consultation Analysis Evaluation Phase 1

* Appendices as number referenced as in Future Library Services Cabinet Report

It is proposed to decommission the mobile library vehicle, which is old, out of lease, no longer repairable and very expensive for the low uptake and per customer cost. Customers who have previously used this service have been contacted already and have migrated to alternative services such as the Books on Wheels service. There will be more resource dedicated to Books on Wheels to mitigate the impact of these changes.

It is proposed to decommission the LIAZe (Libraries Information Access Zone) mobile ICT unit. This is the most expensive service for the low level of uptake. LIAZe has delivered programmes to varied groups and needs from a dedicated vehicle, so if the programme stopped it could impact on a number of groups. The vehicle is old and has maintenance issues and the ICT provision is no longer adequate and would need significant investment to refresh. The current provision could also be delivered in other ways, for example with the expansion of ICT facilities across the city targeted outreach programmes can be delivered through more efficient and effective outreach provision and partnerships.

It is proposed to retain, though significantly reduce the Sound & Vision offer of CD's and DVD's to reflect the changes in usage and demand. Loans of CDs and DVDs have been declining in recent years. There is intelligence on who has taken CD and DVD loans but no impact is anticipated as the service will continue to be available. However, ceasing loans of CDs and DVDs will allow expansion of the talking book provision which could have a positive impact on older and disabled library users.

It is worth noting that the 5 Library Hubs and 6 Community Libraries proposed in the new service received 87.75% of all Library visits in 2012/3.

Modernisation of Services

A critical part of modernising the service and operating a future service model will be the incorporation of sustainable modern technological and e-based services as consulted on in phase 1. These will include:

- Access to e-books and e-audio books with remote access
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Access to online information resources
- Access to enhanced online services including reservations and library membership
- Loan of appropriate digital devices for those without other access, administered through community groups as the council currently does with Electronic Village Halls
- Access to wi-fi services (where appropriate)

These modernisations will not be replacing existing provision but will improve access to services and enhance the service offer. Therefore no negative impact is anticipated.

The Schools Library Service operates as a traded service. It is anticipated that moving forward the relationship between the service, schools and the public

library service delivery should be more cohesive in improving literacy levels in schools.

Capital Investment Programme

In support of the implementation and delivery of the future library services model a programme of capital investment in library services will be undertaken. This will include:

- Reconfiguration and refurbishment of the City Library and Local Studies Centre to improve access to services and to support the realisation of efficiencies
- Refreshed and updated ICT provision in all Library hubs and Community libraries
- Introduction of an e-book and e-audio book service

The key milestones are:-

- Recommend to Cabinet new service proposals – June 2013
- Further consultation on proposals – June 2013 to July 2013
- Cabinet Report on final proposals and implementation – September 2013
- New Service Operational – October 2013
- Completion of Capital Investment Programme – March 2014

Scope

In this section consider who or where is the target for the policy or activity, this could be specific groups of people or organisations, individual wards, neighbourhoods or communities or the entire city. Links to, and overlap with, wider, local, sub-regional, regional or national priorities or activities should also be considered.

The library service's core offer includes access to:

- Books and Reading
- ICT
- Information
- Community outreach programme delivering activities for adults, children and families, including reader development, learning activities and social inclusion.

Due to improvements in technology, changes in leisure and reading habits and the wider availability of affordable reading materials the number of active users and book lending has been reducing over a number of years both within Sunderland and nationally. In Sunderland issues have fallen from 1,307,712 in 2007/08 to 936,236 in 2012/13 (28% reduction).

Research has also shown that currently library services are most likely to be used by older residents, females and households with children but are not currently accessed by some groups who would most benefit, including young people and male residents.

Phase 1 of the consultation suggests there are two key areas of activity/service that present opportunities for encouraging wider use of libraries, in particular amongst non-users, families and young people:

Computers and online technology - non-library users, those aged under 45 years and those with children are somewhat more amenable to accessing library services online than existing users and older respondents respectively. Non-library users are more likely to buy books online and read e-books and indeed opportunities to access e-books and e-audio services holds a greater appeal to non-users interested in future library services. Online services for renewals and reservations and online reference and information resources are also of greater interest to them and 45 to 54 year olds. Whilst computers and the internet are particularly important to under 25's, aspects such as e-books, online services, Wi-Fi, improved ICT equipment and resources are all identified as services of interest. There is also the opportunity to work with partners to deliver ICT courses specific to the needs of the community.

Social activities and opportunities - activities for children and families are another area of opportunity. These are particularly important to those aged 25-44 years, those who have or look after/care for children and young people. Suggested opportunities include craft, story telling, reading groups and after school clubs. These groups are also more amenable to accessing library services through Children's centres than other groups. Other social activities and opportunities of interest for all ages, include activities in general, art and craft related programme, non-accredited learning courses and reading groups. Programme that is delivered currently is likely to still be delivered within the community though not always from a static library.

Consultation with current users will explore the impact on them and opportunities in their area and across the city, through outreach and other provision. The council would also be open to discussions about the future sustainable use of the buildings proposed for closure.

Services and Activities

In terms of services and activities, books and information are perceived as the main function for both users and non users of libraries, and the most important aspect for the future. This is followed by access to computers and the internet, and the library seen as a place to learn, study and read. Family and local history services and activities are also a popular area of interest.

The need to improve awareness of what is available and in particular what is on offer beyond traditional services is also highlighted and will be important moving forward.

Opening Times - feedback from the first phase consultation shows that weekdays are the most popular days to visit libraries and the most popular times are late morning (10am to 12) and afternoons (2pm to 6pm). Afternoons tend to be more popular with younger people and those with children, whilst late morning is more popular with those aged 55+. This is also supported by current library usage statistics. The most popular slots for non-users are weekday evenings (6pm to 8pm). Further consultation on opening hours will be addressed in the phase 2 consultation, to provide more detail of demand and impact on individuals who may be affected.

Other means of accessing library services - The most favoured alternative means of accessing library services are through Community Centres and online. Overall, non-users, those with children and younger respondents tend to be more amenable to accessing library services in different ways and propensity to do so decreases with age. There are aspects raised about library services being delivered in other ways, including the loss of the ambience/environment a library provides, concerns over accessibility of other venues, appropriateness of other venues and a dilution of quality and loss of librarian expertise.

The retained library services will continue to provide appropriate quality programme from static buildings and other community venues. Library services and outreach programme will continue to be delivered by knowledgeable library staff who may be supported on some occasions by volunteers.

Computer literacy and lack of access is also raised. The new service will design in solutions to a number of these aspects that will include improved ICT software and hardware in libraries and by working in partnership with learning providers that may include the City of Sunderland College, to deliver ICT support through libraries and other community venues.

Intelligence and Information

What sources of information have been used to inform this assessment/analysis? This should include but is not limited to consultations, resident/service user feedback and statistical data and intelligence.

Public Consultation (with users, non users, community groups, organisations, schools, voluntary groups, members, stakeholders, to all sections of the community, for example Disability groups, Faith Groups, LGBT etc). This includes detailed consultation as part of phase 1 undertaken during February/March 2013 as well as prior focus group work with users and non-users during Summer 2012 and survey and focus group work as part of Budget Consultation 2011 and 2012.

Some of the findings in the first phase of consultation are highlighted above and below. Of the protected groups, older age groups particularly identified some areas of concern. These have been highlighted in the table below and some mitigating actions have already been identified through the extension of outreach provision and services such as Books on Wheels. Further actions to ensure the service remains accessible will be determined through further consultation.

Analysis of phase one consultation by protected characteristic was difficult for some categories, as numbers completing some of the questions were low. (Qualitative engagement took place to try and counteract this). Although numbers were low, there did appear to be fewer library users amongst LGBT groups. This will be further investigated in stage two of the consultation.

Library Management System – membership and usage data from the Library Management System has been used to produce user statistics, user patterns and profiling of service areas, including the age of users, gender and times of usage as well as materials borrowed. Further breakdown of statistics would not necessarily be conclusive as customers are not obliged to inform us of any of the other protected characteristics, such as disability or sexuality. User profile data has been included in the Library Fact Sheets (**EIA Appendix 1**)

Asset Management – building budgets, condition and status

Mosaic Data and area profiling- what else is available in the community that could provide an opportune alternative library offer, for example post offices, leisure facilities or community centres.

Staff Consultation – all staff attended consultation workshops facilitated by the Head of Community Services. Staff had the opportunity to input their views on how they perceive a modern library service and how they feel this could be achieved in light of the efficiency target.

Staff who are on career breaks, maternity, sick etc were all invited to attend and kept appraised with other staff by weekly FAQ's.

Everyone who was unable to attend a formal session was contacted with a full explanation and the option to come back and ask questions.

Trade Unions have been and will continue to be engaged and Customer Services have been involved in the workshops to identify opportunities for staff should they be job matched.

The future staffing structure will be consulted on as part of the phase 2 consultation.

Further consultation with staff, HR and Trade Unions will continue as appropriate through consultation days, letters and FAQ's.

2. Analysis of Impact on People

This section offers an opportunity to assess the intended and potential impact of the policy, decision or activity on the people of Sunderland. This includes specific consideration of the impact on individuals, groups with protected characteristics and communities of interest within the city. Please briefly outline any positive, negative or neutral impacts on the specific groups below. In this assessment it is important to remember the Council is required to give due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Characteristic	List of Impacts		
	Positive	Neutral	Negative
Age	<p>Increased access to online services is most likely to have a positive impact on young people and those under 45.</p> <p>Despite the reduction in static libraries and the withdrawal of the mobile library, the Books on Wheels service will be additionally resourced. Books are delivered direct to the home and volunteers spend time with customers to ensure continued social interaction as part of this service.</p> <p>It is also proposed that the Books on Wheels volunteers are recruited to by</p>	<p>On the basis that adults are likely to escort children to a library the breakdown of all of the specific groups is not listed in this section but included in EIA Appendix 1</p> <p>Doxford Park – 763 users across all ages are registered at this library with 261 users across all age bands actively using this library up to April/May 2013</p> <p>Easington Lane Library – 235 active users across all ages are registered at this library with 77 users from all age bands actively using this library up to April/ May</p>	<p>Phase 1 consultation identified that social activities are important for the 25-44 age group. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children's Centres and sheltered accommodation or similar. Options are to be consulted on in Phase 2.</p> <p>Phase 1 consultation</p>

	<p>the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Doxford Park Library – there is the opportunity to work with partners to deliver learning from this service point. There is also the capacity to increase Books on Wheels. There is the potential to deliver programme for young people in partnership with the Community Association which shares the same site, particularly at school holidays.</p> <p>Fence Houses Library – there is the capacity to increase Books on Wheels and work in partnership with schools in the area and other local</p>	<p>2013</p> <p>East Herrington Library –582 active users across all ages are registered at this library with 206 users from all age bands actively using this library up to April/May 2013</p> <p>Fence Houses Library –161 users across all ages are registered at this library with 57 users across all age bands actively using this library up to May 2013</p> <p>Hendon Library – 714 active users across all ages are registered at this library with 219 users across all age bands actively using this library up to Apr/May 2013.</p> <p>Monkwearmouth Library –342 active users across all ages are registered at this library with 159 users across all age bands actively using this library up to April/May 2013</p> <p>Silksworth Library –779</p>	<p>identified that older age groups are less likely to access library services from alternative venues. Further investigation will take place during phase 2 consultation to understand the best way to continue to meet need through any alternative or outreach provision. Options are to be consulted on in Phase 2.</p> <p>Older age groups raised concerns, during phase 1 consultation, regarding potential loss of the library environment, accessibility (including computer literacy) and dilution of librarian expertise. Understanding of the best ways to mitigate this will be sought through phase 2 consultation.</p> <p>On-line reservation systems to access stock through alternative venues could be a barrier</p>
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	<p>organisations to provide collections as appropriate</p> <p>Monkwearmouth Library – there is the capacity to increase Books on Wheels particularly for users who live in the high rise flats.</p> <p>Silksworth Library – there is the capacity to increase the Books on Wheels Service.</p>	<p>active users across all ages are registered at this library with 222 users across the all age bands actively using this library up to April/May 2013.</p> <p>Southwick Library –762 users across all ages are registered at this library with 213 users across all age bands actively using this library up to April/May 2013</p> <p>Washington Green Library 235 users across all ages are registered at this library with 152 users across all age bands actively using this library up to May 2013</p> <p>Consultation and analysis of active users has shown that a number of users are using more than one library and/or not using the library at which they originally registered. This reflects individual changing patterns of usage and locations but phase 2 consultation will</p>	<p>for older people. Appropriate training for staff in alternative venues will mitigate against this and be identified as part of a revised induction programme, which will be introduced to support the new library staffing structure.</p> <p>Mobile Decommissioning of the Mobile Library may reduce accessibility for older people, but the Books on Wheels service will be re-launched to mitigate against this impact. Many customers who previously used the Mobile library have already migrated to Books on Wheels whilst the Mobile library has been off the road for repair. The majority of current mobile library users are also registered at static libraries as well. In instances where the mobile has visited residential homes, then book collections can be put in place</p>
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		<p>enable individual users to indicate the impact on them dependant upon their main library of use.</p>	<p>A more detailed impact in terms of closures and reduced hours will be investigated as part of the phase 2 consultation. Support and advice will be offered to residents in respect of distance, transport and access to their nearest library or service offer. See EIA Appendix 1.</p> <p>Children and young people may find it more difficult to use alternative libraries which may be further away from their home or school. This would be mitigated by working more closely with schools and other community youth provision in the area. (Phase 2 consultation)</p> <p>Customers who will be impacted by the closure of a library in their community will be consulted with and will be invited to provide comments and input into how they may access services in the</p>
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			<p>future. Open days at hubs in phase 2 of consultation will also enable individuals to discuss the impact and potential options.</p> <p>Doxford Park Library – of 763 customers registered at this library, there are 15.60% (119) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 37.48% (286) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres. There is currently some ICT programme</p>
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			<p>delivered from this library.</p> <p>Easington Lane Library – of 235 people registered at this library, 20.43% (48) are registered in the senior age group with 28.51% (67) children. The nearest alternative static library would be Hetton. Due to the very low numbers of current usage as set out in EIA Appendix 1 and due to the size of the current building the range of programme is limited to very small groups.</p> <p>East Herrington Library – of 582 customers registered at this library, there are 20.10% (117) of active users who fall into the 60+ age bracket. The most likely alternative site for users accessing public transport would be City Library and Arts Centre (CLAC). Users with mobility issues would likely choose Books on Wheels. Alternative community</p>
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			<p>provision will be explored.</p> <p>There are 32.30% (188) active users who are registered children, who will be supported through the library programme in schools, or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p>There is currently only very limited library programme provided from this library, due to the general lack of uptake of services in this area.</p> <p>Fence Houses Library - of 161 customers registered at this library, there are 17.39% (28) who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Houghton or Shiney Row Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community</p>
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			<p>provisions will be explored. There are 39.13% (63) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, lack of demand and uptake.</p> <p>Hendon Library – of 714 customers registered at this library, there are 14.99% (107) of active users who fall into the senior age bracket. The transport links have been looked at, as the most likely alternative site would be CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.</p>
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			<p>There are 27.87% (199) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p>Monkwearmouth Library – of 342 customers registered at this library, there are 15.50% (53) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored.</p> <p>There are 25.44% (87) active users who are registered children who will be supported through the library programme in schools or alternative</p>
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			<p>provision in the community that could include Community Centres or Children's Centres. Programme delivered in this library is limited due to the lack of up take. The library has not been able to conform to DDA regulations, and is on a steep incline and a busy one way system which does not enable good access or parking.</p> <p>Silksworth Library – of 779 customers registered at this library, there are 19.13% (149) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Ryhope Library, CLAC or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 27.60% (215) active users who are registered</p>
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			<p>children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres.</p> <p>There is currently library programme provided from this library. This also includes residents of the Beckwith Mews complex. Learning programme is limited from this site as there is not sufficient space or resources to enable courses to be delivered.</p> <p>Southwick Library – of 762 customers registered at this library, there are 18.50% (141) of active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be CLAC, BunnyHill, Fulwell or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be</p>
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			<p>explored. There are 26.38% (201) active users who are registered children who will be supported through the library programme in schools or alternative provision in the community that could include Community Centres or Children's Centres.</p> <p>Washington Green Library – of 235 customers registered at this library, there are 25.96% (61) active users who fall into the senior age bracket. The transport links have been looked at as the most likely alternative site would be Washington Town Centre or Washington Millennium Centre Libraries or possibly Books on Wheels, if users have mobility issues. Alternative community provisions will be explored. There are 34.04% (80) active users who are registered children who will</p>
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			<p>be supported through the library programme in schools or alternative provision in the community that could include schools, post offices or Community Centres. There is very limited programme delivered from this library due to size, and DDA compliance</p> <p>* It should be noted that the library of registration does not necessarily denote the library of regular usage. This is reflected in the breakdown of overall usage figures across all libraries as seen in Appendix 3.</p> <p>This reflects individual changing patterns of usage and locations, but phase 2 consultation will enable individual users to indicate the impact on them dependant upon their main library of use.</p>
Disability	It is proposed that the Books on	Based on current usage, loans of	Decommissioning of the Mobile

	<p>Wheels service be re-launched aiming to increase usage from a more diverse range of residents who may have difficulties accessing services otherwise.</p> <p>It is also proposed that the Books on Wheels volunteers are recruited to by the WRVS to support any increase in uptake. This could have a positive social impact for both volunteers and recipients of the service</p> <p>Introduction of an e-book and e-audio book service could have a positive impact on people who are unable to read paper books due to visual or mobility impairments.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user</p>	<p>CD's and DVD's are declining and therefore, it is proposed the service offer will reduce proportionally. There is no anticipated impact of reducing this service. This could be applied to other characteristics.</p> <p>Audio-books remain an important service provision and will continue to be delivered from all libraries and through Books on Wheels. A percentage increase in this area of stock will be addressed to meet the demand.</p> <p>The library service will continue to provide talking books, boomboxes and e audio for visually impaired readers and support VIP (Visually Impaired Reading Groups)</p> <p>The proposals mean</p> <ul style="list-style-type: none"> • 100% of residents are within 2 miles of a library • 92% of residents are within 1.5 miles 	<p>Library may have a negative effect on disabled people but the Books on Wheels service will be re-launched to mitigate against this impact.</p> <p>Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. (Phase 2 consultation)</p>
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	<p>base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> <p>The use of volunteers is proposed, to work alongside and support library staff, not to replace them, to deliver library services, for example the delivery of crafts activities and story times. Training for volunteers will provide a full induction.</p>	<p>of a library</p> <ul style="list-style-type: none"> 72% of residents are within 1 mile of a library and therefore impact on disabled people is hoped to be neutral. However impact on accessibility, including transport issues, will be investigated in phase 2 consultation. <p>Doxford Park Library – there is no data on users in this area in respect of disability.</p> <p>Easington Lane – there is no data on users in this area in respect of disability.</p> <p>East Herrington Library – there is no data on users in this area in respect of disability.</p> <p>Fence Houses Library – there is no data on users in this area in respect of disability.</p> <p>Hendon Library – there is no data on users in this area in respect of disability.</p>	
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		<p>Monkwearmouth Library – there is no data on users in this area in respect of disability.</p> <p>Silksworth Library – there is no data on users in this area in respect of disability.</p> <p>Southwick Library – there is no data on users in this area in respect of disability.</p> <p>Washington Green Library – there is no data on users in this area in respect of disability.</p>	
Gender/Sex	<p>Consultation from phase 1 demonstrated that non-users may be more likely to use more e-enabled services. More males are non-users and therefore there is a potential positive impact through the increase of these services.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and</p>	<p>Full breakdown for each service point in EIA Appendix 1.</p> <p>There tends to be a higher female membership compared to male. The gender ratio is not uncommon to other library take up. Though a customer may register at a library they can use any other libraries across the city, and quite often a number of libraries are used by one customer. Also the percentage of females to men generally does not</p>	<p>Phase 1 consultation identified that social activities are important for people who care for young children. This would often be females. A reduction in service points will impact upon the numbers of activities delivered in static libraries but will be mitigated by the extension of community outreach programmes to alternative venues including Children's</p>

	<p>e-based services.</p>	<p>identify if females borrow stock on behalf of males in their household or for children.</p> <p>Doxford Park Library – there are 189 registered adult females and 98 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas.</p> <p>Easington Lane – there are 62 adult females registered at this library compared to 37 males, see above for detail.</p> <p>East Herrington Library – there are 155 adult females registered at this library and 60 adult men.</p> <p>Fence Houses Library – there are 43 adult females registered at this library compared to 12 males.</p> <p>Hendon – there are 189 adult females registered at this library compared to 139 males, see first entry for detail.</p> <p>Monkwearmouth</p>	<p>Centres and sheltered accommodation or similar.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources.</p>
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		<p>Library – there are 99 registered adult females and 71 adult males. It is expected that a proportion of these users will access other service points already.</p> <p>Silksworth Library – there are 242 registered adult females and 106 males. Due to the proximity of libraries in the area it is expected that some of these users will also use other service areas.</p> <p>Southwick Library – there are 207 registered adult females and 162 males</p> <p>Washington Green Library – there are 48 adult females registered at this library compared to 19 females.</p>	
Marriage and Civil Partnership	All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services.	<p>A more responsive service will be delivered to all customers irrespective of relationship status.</p> <p>Doxford Park Library – there is no data on users in this area in respect of this characteristic.</p>	Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer

		<p>Easington Lane Library – there is no data on users in this area in respect of this characteristic.</p> <p>East Herrington Library – there is no data on users in this area in respect of this characteristic.</p> <p>Fence Houses Library – there is no data on users in this area in respect of this characteristic.</p> <p>Hendon Library – there is no data on users in this area in respect of this characteristic.</p> <p>Monkwearmouth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Silksworth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Southwick Library – there is no data on users in this area in respect of this characteristic.</p> <p>Washington</p>	<p>and programme within existing resources.</p>
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		<p>Green Library – there is no data on users in this area in respect of this characteristic.</p>	
Pregnancy and maternity	<p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p>	<p>Any impact on this group would be minimised through more targeted local community programme, which will include programme provided through Children’s Centres.</p> <p>Doxford Park Library – there is no data on users in this area in respect of this characteristic.</p> <p>Easington lane Library – there is no data on users in this area in respect of this characteristic.</p> <p>East Herrington Library – there is no data on users in this area in respect of this characteristic.</p> <p>Fence Houses Library – there is no data on users in this area in respect of this characteristic.</p> <p>Hendon Library – there is no data on users in this area in respect of this characteristic.</p>	<p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p>

		<p>Monkwearmouth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Silksworth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Southwick Library – there is no data on users in this area in respect of this characteristic.</p> <p>Washington Green Library – there is no data on users in this area in respect of this characteristic.</p>	
Race/Ethnicity	<p>The proposed future services model will enable an enhanced focus on residents and community groups and offer the opportunity to increase involvement from under represented groups. Community outreach will promote engagement in and influence on programme and activities both within libraries and through delivery</p>	<p>The library service provides a safe and neutral environment for all customers. The service also includes a range of cultural programme and materials to engage communities.</p> <p>It has already been identified that some groups, such as the Bangladeshi community, are less likely to access static provision.</p>	<p>Customers who will be impacted by the closure of a library in their community will be consulted with directly by being sent a letter which will enable them to provide comments and input into how they may access services in the future and inform them of proposed open days being planned. There will be targeted focus work with groups as in</p>

	<p>direct into the specific community groups.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p> <p>Hendon Library – there is an established relationship with the Bangladeshi Centre where library services and programme can be delivered</p>	<p>Therefore a number of existing outreach programmes are delivered and these programmes will continue.</p> <p>Doxford Park Library – of the 399 people who disclosed their ethnicity, 373 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p>Easington Lane Library – of the 209 users who have disclosed their ethnicity, 196 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p>	<p>phase 1(Phase 2 consultation).</p>
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		<p>East Herrington Library – the data available demonstrates a high percentage of white British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area, and work in the community and with other partners would inform programme and activity going forward.</p> <p>Fence Houses Library – of the 147 people who disclosed their ethnicity, 129 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p>Hendon Library – of the 494 users who have disclosed their ethnicity, 422 are white-British customers registered at this</p>	
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		<p>library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p>Monkwearmouth Library - of the 324 users who have disclosed their ethnicity, 258 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p>Silksworth Library - of the 550 users who have disclosed their ethnicity, 508 are white-British customers registered at this library, with 31 'not disclosed'. This information is not statutory for library membership. Other local intelligence of the area and work in the community</p>	
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		<p>and with other partners would inform programme and activity going forward.</p> <p>Southwick Library – of the 525 people who have disclosed their ethnicity, 480 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p> <p>Washington Green Library – of the 221 people who disclosed their ethnicity, 189 are white-British customers registered at this library. This information is not statutory for library membership. Other local intelligence of the area and work in the community and with other partners would inform programme and activity going forward.</p>	
Religion/belief	All residents will be able to benefit from	There is a broad range of stock and	Further targeted focus groups will

	<p>the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p>	<p>diverse programme to support different religions and beliefs.</p> <p>The disclosure of this characteristic is not obligatory for library membership.</p> <p>Doxford Park Library – there is no data on users in this area in respect of this characteristic.</p> <p>Easington lane Library – there is no data on users in this area in respect of this characteristic.</p> <p>East Herrington Library – there is no data on users in this area in respect of this characteristic.</p> <p>Fence Houses Library – there is no data on users in this area in respect of this characteristic.</p> <p>Hendon Library – there is no data on users in this area in respect of this characteristic.</p> <p>Monkwearmouth Library – there is no data on users in this area in respect of this</p>	<p>be consulted with as appropriate as in Phase 1</p>
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		<p>characteristic.</p> <p>Silksworth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Southwick Library – there is no data on users in this area in respect of this characteristic.</p> <p>Washington Green Library – there is no data on users in this area in respect of this characteristic.</p>	
Sexual Orientation	<p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services. The incorporation of sustainable modern and e-based services will make it easier for customers to borrow material on sensitive topics on personal issues without having to liaise with staff.</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by</p>	<p>No specific impact identified, through qualitative consultation. Quantitative consultation suggested higher non-library users in this group. Numbers were low so it is difficult to determine whether this is a true picture but this will be investigated further in future consultation.</p> <p>Doxford Park Library – there is no data on users in this area in respect of this characteristic.</p> <p>Easington lane Library – there is</p>	<p>Further targeted focus groups will be consulted with as appropriate as in Phase 1</p>

	<p>discussing and developing the appropriate community offer and programme within existing resources</p>	<p>no data on users in this area in respect of this characteristic.</p> <p>East Herrington Library – there is no data on users in this area in respect of this characteristic.</p> <p>Fence Houses Library – there is no data on users in this area in respect of this characteristic.</p> <p>Hendon Library – there is no data on users in this area in respect of this characteristic.</p> <p>Monkwearmouth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Silksworth Library – there is no data on users in this area in respect of this characteristic.</p> <p>Southwick Library – there is no data on users in this area in respect of this characteristic.</p> <p>Washington Green Library – there is no data on users in this area</p>	
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		in respect of this characteristic.	
Trans-gender/gender identity	<p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>The incorporation of improved technology and e-based services will make it easier for customers to borrow sensitive topics on personal issues without having to liaise with staff</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p>	<p>Doxford Park Library – there is no data on users in this area in respect of this characteristic</p> <p>Easington lane Library – there is no data on users in this area in respect of this characteristic</p> <p>East Herrington Library – there is no data on users in this area in respect of this characteristic</p> <p>Fence Houses Library – there is no data on users in this area in respect of this characteristic</p> <p>Hendon Library – there is no data on users in this area in respect of this characteristic</p> <p>Monkwearmouth Library – there is no data on users in this area in respect of this characteristic</p> <p>Silksworth Library – there is no data on users in this area in respect of this characteristic</p>	

		<p>Southwick Library – there is no data on users in this area in respect of this characteristic</p> <p>Washington Green Library – there is no data on users in this area in respect of this characteristic</p>	
Other: Schools	<p>Increased focus on literacy development through libraries and the Schools Library Service. All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p> <p>Where libraries are proposed for closure the user base and community will be further consulted in Phase 2 to minimise any impact, by discussing and developing the appropriate community offer and programme within existing resources</p>	<p>Doxford Park Library – Secondary schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p>Easington Lane Library – Easington Lane Primary School have subscribed to the Schools Library Service which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community.</p> <p>East Herrington Library , Farringdon Primary and Farringdon</p>	<p>Doxford Park Library – Mill Hill and Benedict Biscop Schools have opted out of the Schools Library Service from April 2013.</p> <p>Washington Green Library - both John F Kennedy and Barmston do not subscribe to the schools library service</p>

		<p>School are both subscribed to the Schools Library Service * which provides a library service and collections, professional support and advice to teachers and pupils in respect of literacy development and library programme in the community, which would ensure that children have access to library services</p> <p>Fence Houses Library – all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p>Hendon Library - all primary and secondary schools in this Ward are signed up to the Schools Library Service. As above.</p> <p>Monkwearmouth Library – all primary schools have signed up in the Monkwearmouth Ward to the Schools Library Service and also Monkwearmouth Comprehensive</p>	
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		<p>School.* As above.</p> <p>Silksworth Library – all of the local schools in the area are signed up to the Schools Library Service and are very actively involved in the service. * As above.</p> <p>Southwick Library y - all of the local schools in the area have signed up to the Schools Library Service and are very actively involved in the service. * As above.</p>	
Other : Hospitals		No impact	
Other: Staff		Staff, unions and Human Resources & Occupational Development representatives will continue to be consulted with on a regular basis and the staff are being encouraged to apply for vacancies within the Customer Services Network.	
Other: ALL	Community Libraries - It is likely that these Libraries could open for additional hours each week to provide access to community groups which	Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by	

	<p>would be driven by local need.</p> <p>Community reservations will provide an alternative means of access to library stock. Working with partners including Community Centres, Health Centres, Children's Centres and Post Offices library members will be able to request books online via the library catalogue and then collect them from a pre-nominated location.</p> <p>Staff in all future Libraries and outreach centres will be available to support users to actively request on-line reservations. The service is currently available but needs to be effectively promoted internally and externally. Staff currently have the skills and knowledge to do this but may need a refresher as part of an overall revised Induction training.</p> <p>In support of this programme it is</p>	<p>discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics).</p>	
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	<p>proposed that the current reservation charges will no longer be levied for items borrowed from future library services with the exception of items borrowed from other authorities and the British Library under the Inter-Library Loans Service.</p> <p>Phase 2 consultation on these proposals will give people protected under equality legislation further opportunity to comment on closures, opening hour changes and the impact they will experience as a result of the proposals. A letter will go to individuals and groups and will go out in hard copy and also be presented on the internet and through libraries.</p> <p>All residents will be able to benefit from the increased flexibility and local responsiveness of library services, the incorporation of sustainable modern and technological and e-based services</p>		
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Other individuals or groups impacted on:

The policy or action may also have an impact on other groups or individuals which are not covered by the statutory requirements. Please outline any additional individuals or groups which have not already been covered. This could include socio-economic groups, voluntary and community sector, carers or specific communities which face additional challenges (such as former coal mining areas or areas of high deprivation)

LIAZe has delivered programme to varied groups and needs from a dedicated vehicle but with the expansion of ICT facilities across the city outreach programmes can be delivered through more efficient and effective outreach provision and partnerships. Therefore removal of this service can be mitigated.

Gaps in intelligence and information:

Having undertaken the analysis are there any areas of intelligence or information which need to be improved? Please outline and areas where the current information is not complete enough to take a decision. Addressing this gap should be covered in the action plan.

Statistics are available for age, gender and disability but are not for the other groups. There is limited information gathered on the library management system, because the data held is that necessary for the delivery of the service. In addition the survey information had low numbers in non predominant groupings to analyse. Therefore, further investigations for other groups will have to be done through further engagement and consultation. Actions are highlighted below.

There is a lack of understanding, at this stage, of the direct impact of closures and the reduction of hours in community libraries. This will be investigated in phase 2 consultation. This will include investigation of the impact of the distance and travel links to the next library facility. Actions have been outlined below.

Further understanding of the impact on staff is needed.

Policy/Decision/Project/Activity Title:

Future Library Services

Responsible Officer: Julie Gray

3. Summary of Impacts and Response to Analysis

Please provide a summary of the overarching impacts that have been highlighted through the analysis process through the three questions below. It is important to recognise that individuals may belong to one or more of these characteristic groups and the combined impact could be greater than any single impact.

Who will the policy/decision/project/activity impact on and who will benefit?

There is a potential impact on all residents, both users and non-users of libraries. There are potential benefits for non-users of current library services through modernisation of services. Men and younger people are identified as people who will potentially have access to services in a way that is more suitable for them through the expansion of e-enabled options.

Who will not benefit and why not?

Concerns have been highlighted particularly for older people, but also for disabled people. This is largely in terms of maintaining current access and elements of the service that they want, for example library atmosphere and librarian expertise. However, currently identified actions will help to mitigate against this and further consultation and engagement will be carried out to further understand concerns of various groups.

Who should be expected to benefit and why don't they?

N/A

4. Response to Analysis, Action Plan and Monitoring,

In this section please outline what actions you propose to take to minimise the negative, and maximise the positive, impacts that have been identified through the analysis. By considering and implementing these actions the policy or action can be refined to make sure that the greatest benefits are achieved for the people of Sunderland. The performance monitoring process should also be set out to explain how ongoing progress is going to be followed to make sure that the aims are met.

From the analysis four broad approaches can be taken, (No major change, continue with the policy/action despite negative implications, adjust the policy/decision/action or stop the policy/action). Please indicate, using the list below, which is proposed.

No Major Change (☒)

Continue Despite Negative Implications (☐)

Adjust the Policy/Decision/Project/Activity (☐)

Stop (☐)

Action Plan

ACTION	WHO	WHEN	MONITORING ARRANGEMENTS
Where libraries are proposed for closure the user base and community will be further consulted in phase 2 to minimise any impact, by discussing and developing appropriate community offer and programme that is relevant to the target groups (applies to all protected characteristics).			
Consult further on proposed opening hours as part of phase 2 to ensure they meet need and highlight any impact in conjunction with closures.			
As part of ongoing engagement, ensure the best			

ways to raise awareness of services (including revised services), is determined, including with non-user groups.			
Determine the best ways to provide alternative provision to older people, taking into account that they are less likely to access alternative venues.			
Investigate ways to mitigate against concerns regarding loss of staff expertise and skills and knowledge, loss of library atmosphere and access to alternative venues (physical, electronic and transport) as part of phase two consultation.			
Determine training that would be needed for staff in non-traditional venues and volunteers who are part of supporting the delivery of library services.			
Ensure outreach work provides suitable alternative social activities for 24-			

44 year olds and people with young children. Investigate suitable alternatives in phase 2 consultation.			
Ensure any travel and transport issues are understood as part of phase 2 consultation.			
Re-launch Books on Wheels and recruit more WVRS volunteers to help deliver any increase in demand. Ensure that staff continue to have the time to allow for some social interaction as part of the service delivery.			
Ensure alternative venues are secured to continue to deliver programmes previously delivered on LIAZe or in static provision.			
As part of ongoing consultation investigate whether there are reasons for higher non-library use amongst LGB residents.			
Further engagement with non-users to			

determine the best ways of increasing participation (e.g. socially excluded groups).			
Review the equality analysis one year after implementation to ensure any unforeseen impacts are identified and addressed and to understand whether the new offer is continuing to meet needs (including opening hours etc).			
Continue to review and develop relationships with represented groups.			
The impact on staff and staffing structures is under discussion.			
Opening Hours – reduction or changes in opening hours would be mitigated in the same way as closures by increasing opportunities to access a broader range of service through new technologies and ensuring that within each area framework the variation in hours			

takes account of all ages, for example, open some mornings for older people, and teatimes and evenings for younger/school children. Will be consulted as part of phase 2			
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APPENDIX ITEMS

EIA APPENDIX 1 – Library Fact Sheets