

Ealing Library Service Draft Equalities Analysis Assessment 2019 – 2023

February 2019

EALING COUNCIL

DRAFT Full Equalities Analysis Assessment

1. Proposal Summary Information

EAA Title	Draft Ealing Library Strategy 2019-2023
Please describe your proposal?	The Council is preparing to consult on a new Draft Library Strategy for 2019-2023
Is it HR Related?	No, however a separate staffing related EAA will be prepared in due course.
Corporate Purpose	Cabinet Report Decision

1. What is the Policy looking to achieve? Who will be affected?

The Council is reviewing its Library Strategy in order to ensure that it provides services in the most comprehensive, efficient and cost-effective way possible. A new draft Ealing Library Strategy 2019-23 is being prepared which proposes a change to the current library service delivery model including involvement from community and partner organisations to support the delivery of the library service.

Who will be affected?

- service users (adults, children, young adults, parents, students, carers & elderly etc)
- employees
- stakeholders (e.g. Hanwell workery, Explore Learning, Impact theatre, Age UK, Reed Employment etc.)

DRAFT Full Equalities Analysis Assessment

2. What will the impact of your proposal be?

The Current Library Service

Currently there are 13 council-run libraries with a total number of opening hours of 601.5 per week across all the libraries. In addition to this there is a Home Library Service, Hospital Library Service and a Virtual Library Service.

1. Acton
2. Central
3. Greenford
4. Hanwell
5. Jubilee Gardens
6. Northfields
7. Northolt Leisure
8. Northolt
9. Perivale
10. Pitshanger
11. Southall Dominion Centre Library
12. West Ealing
13. Woodend

Branch	Opening Hours Per Week
Acton	53
Central	57
Greenford	39
Hanwell	31
Jubilee Gardens	39
Northfields	31
Northolt	54
Northolt Leisure	53
Perivale	31
Pitshanger	31
Southall	57
West Ealing	39
Wood End	39
Hospital Library	23.5
Study Period (April - June)	24
Total	601.5

All 13 static libraries provide the following services:

- Books, e-books, e-audio and e-magazines
- Newspapers (Hard copy and Digital)
- Public access computer points

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- Digital resources and technology
- Promoting Reading, Literacy and Functional Skills
- Reader Development events and activities including story times and rhyme times for children, reading groups, computer tuition, author talks, Summer Reading Challenge, Book Clubs, Book Trust
- Wi-Fi and internet access
- 24/7 online services
- Access to resources from other library authorities

Home Library Service

The Home Library Service provides services to home bound residents. The service currently serves 650 residents who are registered for the Home Library Service. Books are delivered and collected at least once every 3 weeks. In addition, the Home Library Service provides monthly delivery and collections for 49 (private and public care and residential homes).

Staff select requested library items and transport the items to customers. The staff issue and return borrowed items at each visit. In addition to selecting, issuing and returning items for customers, staff deal with a wide range of enquiries about books, information and sign post to other council services, external agencies and organisations.

Hospital Library Service (This is a commissioned service and is run by West London Mental Health Trust)

The hospital library runs a service to in-patients and day patients. It has a large stock of fiction and non-fiction books, with a special collection of books on mental health topics. We also have ethnic books in Hindi, Punjabi, Urdu, Gujarati, Arabic and some Somali books. We provide a book trolley service round the wards for patients unable to visit.

Virtual Library Service

There is a free 24-hour virtual library service providing access to e-Books, e-audio, e-Magazines, online library catalogue and online information resources. This is an online service available to all.

The London borough of Ealing has a population of 338,449 and there are 57,227 (approx. 17%) registered active users of the library services, which does not include virtual, hospital and home library services users. These libraries provide direct access to books, audio visual material (books on tape and CD), IT and information, as well as a wide range of local community events and activities. The service also provides outreach services including those to housebound readers. The library services are not exclusive to Ealing residents but to all who wish to use the library service.

The Proposed Library Service

The draft Strategy proposes that the council will fulfil its statutory duty by providing 6 Libraries as follows:

4 Main libraries at the following locations:

Acton,
Ealing Broadway,
Northolt
Southall

DRAFT Full Equalities Analysis Assessment

and

2 Branch libraries at the following locations:

Northolt – through Northolt Leisure Library

Southall in Jubilee Gardens Library

The proposed changes in opening hours

Branch	Proposed Opening hours per week
Acton	48
Ealing Central	51
Northolt	48
Southall	51
Jubilee Gardens	30
Northolt Leisure	30
Hospital Library	23.5
Study Period (April - June)	24
Total	305.5

To enhance the statutory offer, the strategy also proposes that a further 7 libraries be provided as community managed libraries, working with community partners in;

- Greenford, Hanwell, Northfields, Perivale, West Ealing, Wood End and Pitshanger.

The Community managed libraries will only be possible if community partners come forward with a viable business case to run community managed libraries. Without community partners, it will not be possible to continue providing Branch libraries in these locations, therefore these libraries would close.

We propose to deliver a core offer, based on evidence of need, through a range of physical and online services around the borough.

Library Service Offer to both Main and Branch libraries:

- Books, E-books, e-audio and e-magazines
- Newspapers (Digital)
- Public access computer points
- Digital resources and technology
- Promoting Reading, Literacy and Functional Skills
- Reader Development events and activities including story times and rhyme times for children, reading groups, computer tuition, author talks, Summer Reading Challenge, Book Clubs, Book Trust
- Wi-Fi and internet access
- 24/7 online services
- Access to resources from other library authorities

Library Usage

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The proposed 6 council-run libraries all occupy central locations. They are all based in or located close to town centres, so they are well served by public transport and are located in areas where people go shopping (thus allowing one visit to include both shopping and a library visit). Based on the library users profile, active library users use other library branches across the library service.

It is envisaged that the vast majority of registered library users will continue to use the libraries that they currently use, albeit some of them will have to visit those libraries at different times. Members of the Library service can also continue to use the virtual Library on a 24/7 basis, which allows people to download a variety of materials and can renew library books on-line at any time.

Visits data

Branches	2015 - 16	2016 - 17	2017 - 18
Acton	131706	118938	110985
Central	349852	348691	382393
Northolt	112124	111004	121230
Southall	242549	272955	256695
Jubilee Gardens	104544	111645	104815
Northolt Leisure	156762	166510	160499

Book Issues Data

Branches	2015 - 16	2016 - 17	2017 - 18
Acton	82404	73850	64044
Central	207735	181073	162223
Northolt	35504	32803	32825
Southall	88335	78200	67437
Jubilee Gardens	37427	34720	30474
Northolt Leisure	56058	49115	43529

7 Community Managed Libraries - Greenford, Hanwell, Perivale, Northfields, Pitshanger, Wood End and West Ealing

Visits Data

Branches	2015 - 16	2016 - 17	2017 - 18
Greenford	66083	60022	58311
Hanwell	49124	41864	42146
Northfields	86551	81787	81129
Perivale	30659	30910	29135
Pitshanger	103950	100280	94347
West Ealing	116264	117883	128811
Wood End	52861	63057	55379

Book Issues Data

Branches	2015 - 16	2016 - 17	2017 - 18
Greenford	60304	51305	44065
Hanwell	35072	33168	32372
Northfields	32373	32246	28999
Perivale	25873	27857	25407

DRAFT Full Equalities Analysis Assessment

Pitshanger	49768	44482	46869
West Ealing	59322	50243	48640
Wood End	49290	41760	31431

With regard to community partners, the Council will invite proposals from community organisations that demonstrate a local need, affordability, and widening opportunities for community participation as active citizens with a commitment to provide space for, and promotion of, a library.

Services expect to be offered in a Community Managed Library:

- Access to Books, E-books, e-audio and e-magazines
- Access to Newspapers (Digital)
- Access to Public access computer points
- Access to Digital resources and technology through Public access computers
- Promote Reading
- Reader Development events and activities including the Summer Reading Challenge
- Access to Wi-Fi and internet access
- 24/7 online services through Public access computers
- Ealing Libraries membership card

The Home Library, Hospital Library and Virtual services will not be affected under the new proposal.

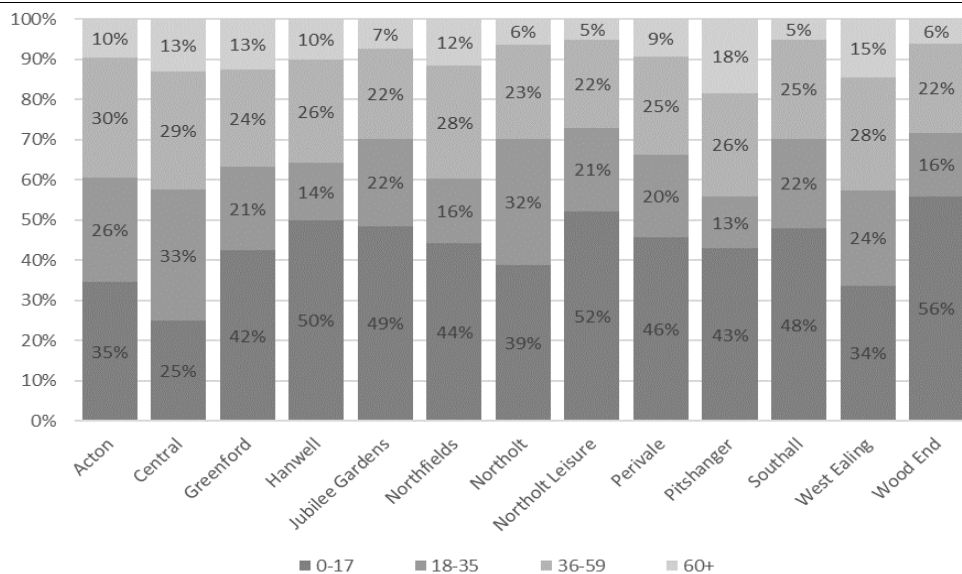
In order to assess the impact of this proposal, the library service has had access to a variety of information from different sources including;

- 2011 Census data
- Library statistics from the library management system – this includes some demographic information that relates to user-specific libraries (adult lending, children’s library, digital library etc)
- The library service activities programme

2. Impact on Groups having a Protected Characteristic

AGE: <i>A person of a particular age or being within an age group.</i>
State whether the impact is positive, negative, a combination of both, or neutral: a combination of both
Describe the Impact
<p>The table below shows that:</p> <ul style="list-style-type: none"> • The use of main libraries is split across age groups. • Branch libraries tend to attract younger age groups. • The libraries of Central, Greenford, Northfields, Pitshanger and West Ealing have a lower percentage of older 60+ age attendees.

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The impact will be;

1. Children's activities
2. Study Spaces
3. Book Clubs
4. Access to Public Computers
5. Lending
6. Information Services

These are our standard services delivered through our libraries. We acknowledge that these services could be affected by this proposal, however, we intend to negotiate with our community partners in order to continue to deliver the services wherever possible, some of which, for example – book clubs are already run by volunteers.

One negative impact could be the slightly further distance that some library users will have to travel in order to use the remaining libraries, however, this impact is negligible as the distances are within two miles and the transport links are excellent. Users can also continue to take advantage of the 24/7 Virtual Library which allows users to download a variety of material and can renew library books online at any time.

The Home and Hospital Library services will not be affected.

Profile of Library Users by Age and Gender

Age	Female	Male	Unknown Gender	Total	%
Under 16	10,059	9,067	432	19,558	34
16 - 49	16,630	10,039	352	27,021	47
Over 50	5,514	4,684	450	10,648	19

The proposals will impact Library users of all ages, there may be a disproportionate impact on some age groups.

DRAFT Full Equalities Analysis Assessment

Across all Library branches, the age group with the most active library users is 16 – 49 (47%), followed by under 16 (34%) and then over 50s (19%), representing almost one fifth of all library users.

The 16-49 age group and Under 16s have the highest usage of Library Service and as such would be disproportionately impacted compared with other age groups.

Positives:

The proposed community libraries may provide longer opening hours for all age groups.
To actively promote the 24-hour Virtual Library Service to all users

Negatives:

If unable to identify community partners to run community managed libraries, then provision could cease in those areas.

Age Profile of proposed Community Managed Libraries

Library	0-4	5-11	12-17	18-35	36-59	60+	Total
Greenford	229	867	481	773	904	465	3719
Hanwell	170	568	173	257	469	185	1822
Northfields	260	501	119	319	555	232	1986
Perivale	141	401	193	329	395	149	1608
Pitshanger	181	490	193	263	518	370	2015
West Ealing	312	810	365	1046	1238	643	4414
Wood End	139	752	319	341	479	133	2163

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

Describe the Mitigating Action

Those who live outside of this 2-mile zone who will have access free 24-hour virtual library service.

For library users who are home bound service, there is a Home Library Service current serving around 650 people.

The 24 hour virtual library service providing access to eBooks, eAudio, eMagazines, online library catalogue and online information resources.

We will continue to provide and distribute bookstart materials for age groups from 0-12 months and 3-4 years old.

DISABILITY: *A person has a disability if s/he has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities¹.*

State whether the impact is positive, negative, a combination of both, or neutral:

¹ Due regard to meeting the needs of people with disabilities involves taking steps to take account of their disabilities and may involve making reasonable adjustments and prioritizing certain groups of disabled people on the basis that they are particularly affected by the proposal.

DRAFT Full Equalities Analysis Assessment

Combination of both
Describe the Impact - One negative impact would occur if wheelchair users have to travel the extra distance to the libraries. The 24/7 Virtual and Home library services are also available. We do not propose to change any of the buildings access as all 6 of the council-run libraries are DDA compliant and therefore the effects will be neutral. The proposed 6 council-run libraries are all located within two miles of the town centres which are well served by public transport and in an area where people go shopping (thus allowing one visit to include both shopping and a library visit). Based on the library users profile (Needs Assessment), active library users use other library branches across the library service.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
Describe the Mitigating Action
For library users who are home bound service, there is a Home Library Service current serving around 650 people. Those who live outside of this 2-mile zone who will have access free 24-hour virtual library service. The 24-hour virtual library service providing access to eBooks, eAudio, eMagazines, online library catalogue and online information resources.

GENDER REASSIGNMENT: <i>This is the process of transitioning from one sex to another. This includes persons who consider themselves to be trans, transgender and transsexual.</i>
State whether the impact is positive, negative, a combination of both, or neutral: Neutral
Describe the Impact
No data available No impact. None of the current or proposed provision is specifically targeted at this group. No data is currently available on the numbers of people with this protected characteristic who are making use of the existing services or are likely to make use of any new provision.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
Describe the Mitigating Action

DRAFT Full Equalities Analysis Assessment

RACE: *A group of people defined by their colour, nationality (including citizenship), ethnic or national origins or race.*

State whether the impact is positive, negative, a combination of both, or neutral: Neutral

Describe the Impact- We do not feel that the proposal will have any effect on this protected group

Ethnicity	Borough	Ealing Libraries	%
White	165,818	11,656	7
Mixed	15,066	609	4
Asian	100,439	6,086	6
Black	36,860	4,113	11
Other	20,266	925	5
Declined		14,335	0
No Data		19,503	0
Total	338,449	57,227	17

The above table illustrates that only 17% of registered library users compared to Ealing's population have provided the Race information.

Breakdown of ethnicity by library those proposed to be community managed libraries.

Ethnicity	Greenford	Hanwell	Northfields	Perivale	Pitshanger	West Ealing	Wood End
White	863	737	1099	368	808	1218	488
Mixed	29	28	49	24	30	29	27
Asian	233	54	78	145	32	198	316
Black	288	112	69	82	31	362	176
Other	67	10	28	53	24	60	46
Declined	422	397	954	107	847	804	764
No Data	2097	466	231	778	407	1869	592

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

Describe the Mitigating Action

RELIGION & BELIEF: *Religion means any religion. Belief includes religious and philosophical beliefs including lack of belief (for example, Atheism). Generally, a belief should affect a person's life choices or the way you live for it to be included.*

State whether the impact is positive, negative, a combination of both, or neutral: Neutral

Describe the Impact

DRAFT Full Equalities Analysis Assessment

No data available.

No impact. No data is currently available on the numbers of people with this protected characteristic who are making use of the existing services or are likely to make use of any new provision. Specific feedback is invited on this aspect during the consultation.

Are there any libraries which have greater numbers of users of a particular ethnic minority population which could be closed?

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

Describe the Mitigating Action

N/A

SEX: *Someone being a man or a woman.*

State whether the impact is positive, negative, a combination of both, or neutral: a combination of both

Describe the Impact

Female	Male	Unknown Gender
10,059	9,067	432
16,630	10,039	352
5,514	4,684	450
56%	42%	2%

The Library service has more users female (56%) than male (42%), this is a national trend. This can be seen across all libraries across the borough and all age groups. The proposals are therefore likely to have a disproportionate impact on females.

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

Describe the Mitigating Action

Those who live outside of this 2-mile zone who will have access free 24-hour virtual library service.

The 24-hour virtual library service providing access to eBooks, eAudio, eMagazines, online library catalogue and online information resources.

DRAFT Full Equalities Analysis Assessment

SEXUAL ORIENTATION: <i>A person's sexual attraction towards his or her own sex, the opposite sex or to both sexes.</i>
State whether the impact is positive, negative, a combination of both, or neutral: Neutral
Describe the Impact
No data available No impact. None of the current or proposed provision is specifically targeted at this group. No data is currently available on the numbers of people with this protected characteristic who are making use of the existing services or are likely to make use of any new provision.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
Describe the Mitigating Action

PREGNANCY & MATERNITY: <i>Description: Pregnancy: Being pregnant. Maternity: The period after giving birth - linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, including as a result of breastfeeding.</i>
State whether the impact is positive, negative, a combination of both, or neutral: Neutral
Describe the Impact
No data available No impact. None of the current or proposed provision is specifically targeted at this group. No data is currently available on the numbers of people with this protected characteristic who are making use of the existing services or are likely to make use of any new provision.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
Describe the Mitigating Action

MARRIAGE & CIVIL PARTNERSHIP: <i>Marriage: A union between a man and a woman. or of the same sex, which is legally recognised in the UK as a marriage Civil partnership: Civil partners must be treated the same as married couples on a range of legal matters.</i>
State whether the impact is positive, negative, a combination of both, or neutral: Neutral

DRAFT Full Equalities Analysis Assessment

Describe the Impact
No data available No impact. None of the current or proposed provision is specifically targeted at this group. No data is currently available on the numbers of people with this protected characteristic who are making use of the existing services or are likely to make use of any new provision.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
Describe the Mitigating Action

3. Human Rights²
4a. Does your proposal impact on Human Rights as defined by the Human Rights Act 1998?
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4b. Does your proposal impact on the rights of children as defined by the UN Convention on the Rights of the Child?
Yes <input type="checkbox"/> No <input type="checkbox"/>
4c. Does your proposal impact on the rights of persons with disabilities as defined by the UN Convention on the rights of persons with disabilities?
Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>(If yes, please describe the effect and any mitigating action you have considered.)</i>

4. Conclusion

² For further guidance please refer to the Human Rights & URNC Guidance on the Council Equalities [web page](#).

DRAFT Full Equalities Analysis Assessment

4a. What evidence, data sources and intelligence did you use to assess the potential impact/effect of your proposal? Please note the systems/processes you used to collect the data that has helped inform your proposal. Please list the file paths and/or relevant web links to the information you have described.

Ealing Library Management System
Library Service Needs Assessment

5. Action Planning: (What are the next steps for the proposal please list i.e. when it comes into effect, when mitigating actions³ will take place, how you will measure impact etc.)

Action	Outcomes	Success Measures	Timescales/ Milestones	Lead Officer (Contact Details)
This draft EAA will be further refined with regard to adverse impacts and any further mitigating measures taking into account the consultation responses	More accurate assessment of impact.	Further measures identified to reduce the adverse impact		

Additional Comments:

6. Sign off: (All EAA's must be signed off once completed)

³ Linked to the protected characteristics above

DRAFT Full Equalities Analysis Assessment

Completing Officer Sign Off:	Service Director Sign Off:	<i>HR related proposal (Signed off by directorate HR officer)</i>
Signed:	Signed:	Signed:
Name (Block Capitals):	Name (Block Capitals):	Name (Block Capitals):
Date:	Date:	Date:
For EA's relating to Cabinet decisions: received by Committee Section for publication by (date):		

Appendix 1: *Legal obligations under Section 149 of the Equality Act 2010:*

- As a public authority we must have due regard to the need to:
 - a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- The protected characteristics are: AGE, DISABILITY, GENDER REASSIGNMENT, RACE, RELIGION & BELIEF, SEX, SEXUAL ORIENTATION, PREGNANCY & MATERNITY, MARRIAGE & CIVIL PARTNERSHIP

- Having due regard to advancing equality of opportunity between those who share a protected characteristic and those who do not, involves considering the need to:
 - a) Remove or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic
 - b) Take steps to meet the needs of persons who share a relevant characteristic that are different from the needs of the persons who do not share it.
 - c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

- Having due regard to fostering good relations between persons who share a relevant protected characteristic and persons who do not, involves showing that you are tackling prejudice and promoting understanding.

- Complying with the duties may involve treating some people more favourably than others; but this should not be taken as permitting conduct that would be otherwise prohibited under the Act.