Equality Impact Assessment Report	Please enter responses below in the right hand columns
Date to EIA panel	Monday 5 October 2015
Title of Project, business area, policy/strategy	Safe and Interesting Spaces (Libraries)
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Operations board sponsor	Safe and Interesting Spaces (Libraries)

London Borough of Lambeth	
Full Equality Impact Assessment Re	port
1.0 Introduction	
1 1 Business activity aims and	By 2020 the

Please enter responses below in the right hand columns.

1.1 Business activity aims and intentions

In brief explain the aims of your proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the cooperative council vision, corporate outcomes and priorities?

By 2020 the Council will have 40% less funding for cultural services, including libraries, parks and open spaces, sports and the arts. This reduction in funding means that some activities will need to be decommissioned to ensure services operate within the budget available to the council for cultural services including the statutory library service.

The budget for cultural service which includes libraries will have reduced from £10.4m in 2014 to £6.5m by 2018. These figures do not include any further reductions, which are likely to be announced as part of the government's autumn statement on public spending. Maintaining the status quo with the level of funding available is not an option.

The Culture 2020 report sets out proposals for the future model of library service delivery across the borough following the recent consultation and a period of review and reflection.

The proposals seek to deliver a service which is 'comprehensive and efficient' which is required under the Public Libraries and Museums Act 1964, while also achieving savings of xxx, as a contribution to the overall reduction in the Cultural Services budget.

Between 30 January and 24 April 2015 the council consulted on proposals for the future of culture services which it funds including libraries. The results of the consultation process have provided a range of valuable information and this feedback has guided the development of the revised library offer.

This Equality Impact Assessment sets outs out the impact for the remodelled library service and the mitigations.

The current service

Lambeth Council runs 10 libraries spread across the borough. These libraries are:

- Brixton Library: located in the centre of Brixton, next to the Ritzy Cinema. Also contains the Reference Library for the borough.
- Carnegie Library: located within a residential area between Denmark Hill and Loughborough Junction.
- Clapham Library: located on Clapham High Street (new building opened in 2012)
- Durning Library: located in Kennington, close to Kennington Tube station.
- Minet Library: located within a residential area on Knatchbull Road, close to Myatt's Fields Park. Also contains the borough's Archives.
- Tate South Lambeth Library: located on South Lambeth Road, between Vauxhall and Stockwell tube stations
- Streatham Tate Library: located on Streatham High Road (refurbished library opened in March 2014)
- Waterloo Library: near Waterloo Station, located in Lower Marsh, right next to the market, in a building shared with the a job shop.
- West Norwood: temporarily located on Knights Hill, in the Old Library which is now a
 youth centre, while the development of the new library site next to Norwood cemetery
 is in progress.
- Upper Norwood Joint Library: part of the shopping parade on Westow Hill, near Gypsy Hill and Crystal Palace stations.

Lambeth Library Service: Libraries provide free and universal access to books, information, the internet, informal learning and support for families and individuals through reading and a wide range of activities and events for all age groups.

Services in every library include:

- Books, DVDS, audio books, e-books and e-magazines for loan, including stock in community languages
- A range of daily newspapers and magazines
- Free use of computers with internet access,
- Free Wi-Fi access
- Photocopying, scanning and printing facilities
- An information and enquiry service including free access to book and online reference resources and regular advice sessions.
- Reading Groups for adults and children supported by professional staff
- Support for the visually impaired and those with low literacy levels or dyslexia using advanced reading technology
- Special educational need material and activities
- An extensive programme of events for all ages including the Summer Reading Challenge, Black History Month and the Readers and Writers Festival and regular author talks
- A range of activities covering health, business, careers, IT and coding, arts and craft.
- Parent and toddler sessions supporting school readiness eg rhyme time, wriggle and rhyme, baby bounce.
- Study space, study guides and homework clubs
- Meetings rooms and/or library space for hire

Libraries also provide

- Home visit service delivering books to residents who are unable to access their local library due to age or a disability
- Deposit collections to over 40 sites across the borough i.e. collections of books are left for a three month period in sheltered housing complexes, day centres etc. for residents or those attending the day centre.
- A library for HMP Brixton, which is funded by an agency of the Ministry of Justice.

Library visit figures

	2012-2013	2013-2014	2014-2015	% split for 2014-15
Brixton	312,278	326,936	271,387	19.8
Carnegie	32,559	37,416	53,044	3.8
Clapham	346,377	432,004	422,854	30.8
Durning	83,625	82,695	73,699	5.4
Minet	49,408	48,325	53,685	3.9
Tate South	86,578	94,186	96,948	7.1
Streatham	198,073	76,332	257,957	18.8
Waterloo	37,281	36,947	42,252	3.1
West Norwood	36,463	32,758	37,672	2.7
Upper Norwood Joint Library	not known	61,798	62,500	4.6
Total	1,182,642	1,229,397	1,371,998	100.0

33% of all Lambeth households use Lambeth libraries¹

Library issues:

				% split for
Issues	2012-13	2013-14	2014-15	2014-15

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¹ Residents survey 2015

Brixton	142,242	147,972	111,026	15.6
Carnegie	40,523	48,542	54,107	7.6
Clapham	104,161	123,912	104,137	14.7
Home Library Service	39,795	31,536	31,443	4.4
Durning	48,549	49,169	45,406	6.4
Minet	32,422	30,150	28,094	4
South Lambeth	49,262	45,687	49,240	6.9
Stock Support				0
Services/Head Office	1,997	2,127	243	
Streatham	146,253	82,426	158,404	22.3
Waterloo	20,373	23,181	21,482	3
West Norwood	31,606	41,421	38,541	5.4
Upper Norwood	not known	80,880	68,358	9.6
Total	657,183	707,003	710,481	

The CIPFA 2013-14² report indicates that Lambeth has the lowest level of book stock per 1000 population and the lowest level of book issues compared to other boroughs in their comparison group. Their analysis suggests that the number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public. However, engagement will be influenced by a range of factors and Lambeth is in the lowest quartile for provision of stock and public computers, level of staff and service points (libraries) in relation to its population size.

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² CIPFA 2013-14

Library membership figures

	2013-14	2014-2015	% change	% split for 2014-15
Brixton	16966	17124	0.9	24.1
Carnegie	2298	2885	20.3	4.1
Clapham	12037	11819	-1.8	16.6
Durning	3863	4489	13.9	6.3
Minet	2311	2160	-7.0	3.0
Tate South	4068	4576	11.1	6.4
Streatham	8698	12852	32.3	18.1
Waterloo	1803	2622	31.2	3.7
West Norwood	4182	3931	-6.4	5.5
Community				
services	410	399	-2.8	0.6
UNJL	not known	8,172		11.5
Total	56636	71,029	10.98%	100

Number of Peoples Network Computers (PNC)

Site	Adult PCN with	Children's PNC	Total
	internet		
Brixton	28	7	35
Carnegie	6	2	8
Clapham	28	9	37
Durning	7	5	12
Minet	8	3	11
Tate South	10	2	12
Streatham	22	6	28
Waterloo	5	2	7

West Norwood	6	2	8
Upper Norwood	10	0	10
Total	130	38	168

9% of the population in Lambeth accessed the internet at a Lambeth Library. ³

Access to computers: Lambeth has the lowest number of library computers and computer hours available per population⁴ compared with other inner London boroughs.

The Proposal: Culture 2020

In addition to the government's austerity programme and reductions in public sector funding, some of the challenges facing Lambeth over the next few years include:

- A growing population: between 2015 and 2024, the population is projected to rise by 10%.
 There are however variations within this projection for specific residents and health issues.
 Women and older people remain those considered to be most at risk of social isolation, low level mental health issues and obesity.
- Increased health and wellbeing demands: by 2024 there will be 42.6% more people aged 55-
- A disproportionate impact/risk of poor health on specific residents

Culture 2020 sets out proposals for the delivery of an integrated, holistic approach to preventing poor health, which utilises the borough's culture, physical and sports assets to secure people are healthier for longer.

• No matter where you live in Lambeth you should be within 20 minutes average walking time from somewhere you can enjoy affordable activities, which will improve your health

³ Residents Survey 2015

⁴ CIPFA 2013-14

and wellbeing.

- 85% of Lambeth's population are engaged in cultural, sports and physical activities as a routine part of their lives.
- All residents have choice and affordable access to excellent facilities where they can engage in cultural, sports and physical activities.

Safe and interesting spaces: Libraries

There are obvious tensions between the funding available, the cost of the existing service, feedback from consultation and meeting statutory obligations. Maintaining the current service in this environment is not an option.

The service will be re-modeled around town centre and neighbourhood libraries and include greater flexibilities to meet changing needs, continue to build opportunities for residents to volunteer in the service to increase opening hours where the demand exists, as well as:

- Using library buildings differently to generate more income and prevent closure where possible.
- Concentrating statutory obligations, not exclusively, but increasingly through town centre libraries where 77%⁵ of users currently access the service.
- Diversifying and broaden access to services at library buildings to increase usage and to deliver the outcome *people are healthier for longer*.
- Increasing access hours to the remodeled service.
- Creating sustainable funding sources for literacy support projects, which are communityled.
- The borough's statutory library service will be delivered from 5 town centre libraries: Clapham, Streatham, Brixton, Durning or Tate South and West Norwood.
- There are no proposed changes to the total book stock, which currently stands at 231,677 books.

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⁵ 2014-15 library usage figures for Brixton, Streatham, Clapham and Durning libraries

Town Centre Library

There will be 5 Town Centre libraries at Streatham, Clapham, Brixton, West Norwood and Durning or Tate South libraries which will deliver the borough's universal library service.

77% of users currently access the service through these sites and by providing additional capacity at Durning library or Tate South, this figure is likely to increase to 80% by 2018:

Site	Current opening hours	New opening hours
Streatham	56	56
Clapham	55	55
Brixton	56	56
West Norwood	30.5 to be increased	55
	shortly to 42	(When Nettlefold reopens)
Durning or Tate South	39	54
(temporary North		
Lambeth Library)		

Under the proposals set out within the Cabinet report, there are no changes proposed to Brixton, Streatham, Clapham and West Norwood (when Nettlefold reopens) which are open 7 days per week. The opening hours for Durning or Tate South library will be increased in line with the other four town centre libraries and the building will be refurbished in 2016/17 to improve the layout and access to the building.

All the town centre libraries are in locations which are easily accessible by public transport.

Brixton Tate Library: located in the heart of Brixton, the library provides books, DVDs and audio books for loan, free use of Wi-Fi, newspapers and periodicals, computers, scanning, printing, email, word-processing and study space. It houses the main reference and information service for the borough on the first floor.

Clapham Library: has the highest number of visitors and is, located on Clapham High Street. It opened on its current site in July 2012. The library provides books, DVDs and audio books for loan, free use of Wi-Fi, newspapers and periodicals, computers, scanning, printing, email,

word-processing and study space. It has fully equipped meeting rooms and large performance space for hire.

Streatham Tate Library: the building was refurbished in 2013 and re-opened in its current format in March 2014. The refurbishment was part funded by the Mayors Outer London Fund. The library provides books, DVDs and audio books for loan, free use of Wi-Fi, newspapers and periodicals, computers, scanning, printing, email, word-processing and study space, as well as the refurbished Mark Bennett Streatham Centre.

West Norwood: The temporary library provision in West Norwood, operating from the Old Library building, will close during 2017-18 and will be relocated back into the redeveloped Nettlefold Centre. Following the relocation of the library to the Nettlefold Centre the opening hours will be increased to 55 hours per week.

North Lambeth: Tate South Lambeth library was originally proposed as a location for the library hub servicing for the north of the borough. Following further reflection on the consultation feedback and a review of the financial impact of not having the endowment operational from 2016, this proposal is no longer being pursued. This constitutes a change to what was proposed in the Culture 2020 consultation and we recommend a 4 weeks consultation period from 2nd November 2015 until midday 27th November 2015 on this specific issue.

Neighbourhood Library Service

22.5%⁶ of library users currently access the service via Waterloo, Tate South Lambeth, Carnegie, Upper Norwood and Minet Libraries. This report recommends significant changes to the service delivered in these neighbourhoods. This will include the decommissioning of the existing service and the creation of a neighbourhood library model. This will consist of:

- Free access to the internet.
- Study space.
- Book stock will be managed by library service to reflect local need, culture and language.
- A self-service machine providing residents with access to borrowing a reduced selection of books, as well as the ability to return them.
- There will be no permanent Lambeth library staff on site for the libraries' opening hours. Site

⁶ 2014-15 library usage figures for Tate South Lambeth, Carnegie, Minet and Upper Norwood Joint Library

security will be provided by the agency managing the whole site.

• Each neighbourhood library is within a reasonable distance of a town centre library either on foot, public transport, or private car.

As a result of recommendations in the Culture 2020 report, library users currently accessing the service at Waterloo, Tate South Lambeth, Carnegie, Upper Norwood and Minet Libraries will experience:

- A reduction in physical space for the library service at these sites.
- A reduction in the range of library services on offer at these sites.
- No professional library interface at these sites.
- A detrimental impact on the distance they may need to travel, if they wish to access a broader range of library services. It is also recognised that elderly, disabled residents or those with small children may find the extra distance and cost problematic.

Waterloo

The closure of the Waterloo library service was proposed during the Culture 2020 consultation. The report confirms this proposal, which will be implemented no later than April 2016. At this point the service will close and the site will be declared surplus to requirements for the provision of a library service.

In mitigation the council will partner with Oasis Charitable Trust to provide a library offer at the Oasis Centre, 1 Kennington Road, London, SE1 7QP from May 2016. This site is 0.7⁷ miles from Durning library and 1.6 miles from Tate South – one of which will be the nearest Town Centre library.

The services on offer at this neighbourhood library will include:

- Book loaning and returns.
- A Community coffee shop (open 7 days per week).
- A home for the Waterloo Food-bank.
- Free public IT access (Wi-Fi and physical access points).

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⁷ Distances calculated using Transport for London Journey Planner

- The Oasis debt advice service.
- IT access (Wi-Fi and physical access points).
- A Credit Union.
- A space for general community activities.

Gipsy Hill (Upper Norwood Joint Library)

Upper Norwood Joint Library is within 1.6 miles from West Norwood library.

The service is jointly funded by Lambeth and Croydon council's and is located at 41 Westow Hill, London, SE19 1TJ. The building is also jointly owned by both local authorities.

The Upper Norwood Joint Library Trust, a community-led charity, has been seeking transfer of the building and service to them for several years. Lambeth has supported this approach since the adoption of the Cooperative Libraries policy. Following consideration of the Trust's business plan this report puts in place the timeline to deliver this transfer by no later than June 2016.

In the meantime this report recommends the current library service is decommissioned by April 2016 and is replaced by a neighbourhood library service.

Vassall: (Minet Library)

Minet library is 1.1 mile from the Brixton library.

The council originally proposed disposal of the Minet library site, 52 Knatchbull Road, London SE5 9QY, with the resulting capital receipt being used to part fund the establishment of a library endowment fund.

Following reflection of the consultation feedback the report recommends that disposal of the site is no longer sought and that the redevelopment option be pursued by 2020.

The report recommends the current library service is decommissioned by April 2016 and that the site be transformed into a healthy living centre providing a gym, neighbourhood library service and maintenance of the borough archive. An options appraisal will be undertaken for the long term location for the archive.

Herne Hill (Carnegie Library)

Carnegie library is 1.1 mile from Brixton library.

A community-led steering group has been seeking to establish a local charitable Trust, which would take on the management of Carnegie library building, 118 Herne Hill Road, London, SE24 OAG. The ambition of the steering group is to develop the facility into a broader community hub providing a wider range of services, cultural activities, a base for social enterprise, as well as a library service. These plans are unlikely to be fully realised until 2020 at the earliest given the complexities of setting up the trust and securing grants from external agencies like the Heritage Lottery Fund.

There remains the potential of an alternative proposal for this library coming emerging from the Friends of Carnegie Library. At the point of writing this report no further details are available on the financial sustainability of this proposal other than an outlined proposal.

This report recommends the current library service is decommissioned by April 2016 and the site be transformed into a healthy living centre providing a gym, neighbourhood library service, community hire, rental and maintenance of the library stock management system.

Oval (Tate South Lambeth Library) – proposal

Tate South Lambeth library, 180 South Lambeth Road, Vauxhall, London SW8 1QP is 1.3 miles from Clapham library and 1.4 miles from Brixton library. Oval ward has good public transport links.

Following further reflection on the consultation feedback and a review of the financial impact of not having the endowment operational from 2016, this proposal is no longer being pursued. This constitutes a change to what was proposed in the Culture 2020 consultation and we recommend a 4 weeks consultation period from 2nd November 2015 until midday 27th November 2015 on this specific issue.

Neighbourhood library opening hours

When reopened as healthy living centres access to the neighbourhood library service will be coterminous with the opening hours in each healthy living centre.

Site	Current library	Opening hours
	opening hours	under new model
Waterloo	31.5	45
Gipsy Hill (Upper	30.5	28.5
Norwood Joint Library)		
Vassall (Minet)	34	70
Herne Hill (Carnegie)	36	70
Oval (Tate South	39	70
Lambeth) proposal		
Total	171	283.5

There will be no change to the number of Public Network Computers (PNC)

Site	Adult PCN with internet	Children's PNC	Total
Herne Hill (Carnegie)	6	2	8
Vassall (Minet)	8	3	11
Oval (Tate South) proposal	10	2	12
Gipsy Hill (Upper Norwood Joint Library)	8	2	10
Total	32	9	41

The number of Public Networks Computers available at the Oasis site has not yet been confirmed.

2.0 Analysing your equalities evidence

2.1 Evidence

Any proposed business activity, new policy or strategy, service change, or procurement must be informed by carrying out an assessment of the likely impact that it may have. In this section please include both data and analysis which shows that you understand how this decision is likely to affect residents that fall under the protected characteristics enshrined in law and the local characteristics which we consider to be important in Lambeth (language, health and socio-economic factors). Please check the council's equality and monitoring policy and your division's self-assessment. Each division in 2011/12 reviewed its equality data and completed a self-assessment about what equality data is relevant and available?

IF YOUR PROPOSAL ALSO IMPACTS ON LAMBETH COUNCIL STAFF YOU NEED TO COMPLETE A STAFFING EIA.

Protected characteristics and local equality characteristics	Impact analysis For each characteristic please indicate the type of impact (i.e. positive, negative, positive and negative, none, or unknown), and: Please explain how you justify your claims around impacts. Please include any data and evidence that you have collected including from surveys, performance data or complaints to support your proposed changes. Please indicate sources of data and the date it relates to/was produced (e.g. 'Residents Survey, wave 10, April 12' or 'Lambeth Business Survey 2012' etc) General Comments: The library service is a universal service, which is free, and open to all. As a result it is difficult to give a full and accurate picture of everyone who uses the service. People can use the library facilities without registering.
Race	 Positive and Negative Around 40% of Lambeth's population is white with a UK background⁸. White people make up 59% if the population, with round 40% of Lambeth residents being White British. 15% are from other white backgrounds: around 47,000. About two thirds of these are from Europe. 8% from Central and South America, 4% from North America and the Caribbean and 8% from Australasia.

⁸ Lambeth State of the Borough Report 2014

- Black people make up a quarter of the population (25%). The largest non-white ethnic group is black African (11.5%) followed by black Caribbean (9.8%).
- Lambeth has a small Asian population compared to many places in London. Only 7.8% of Lambeth residents are from an Asian background (including Chinese).

Library usage by ethnic group⁹:

White	Mixed	Asian	Black	Other
58%	6%	5%	28%	2%

Access to the internet: Information from the 2015 residents' survey indicates that nine out of 10 Lambeth residents have access to the internet. Despite the high proportion of residents able to access the internet, Black Caribbean residents are more likely to not have access to the internet.

The 2014 residents' survey identified that 20% of residents from Black Caribbean communities do not have access to the internet.

Impact

- 40% of the borough's contact with residents will be online by 2017¹⁰. Implementation of
 Universal Credit will mean many residents will have no choice but to access the internet to
 manage claims. We recognise that there may be an impact on residents with none or limited
 ICT skills who access neighbourhood libraries that are not staffed by the library service.
- The proposed changes may initially have a detrimental effect on community cohesion in the neighbourhoods where there is a reduced library offer as the library space is seen as safe community space where people can gather.

⁹ Lambeth Library Service

 $^{^{10}}$ Draft Lambeth Digital Inclusion Policy

Mitigation The neighbourhood libraries will continue to offer access to IT. There will be no change in the number of Public Network Computers (PNC) available for public use. As part of the Council's plan to support residents to access services on line, a Lambeth digital inclusion policy has been developed (which forms part of the customer access strategy). The policy aims to ensure that: 'All residents have the access they need to the internet and the digital skills to support this' 'No residents are left behind during the digitalisation of Lambeth services.' The digital inclusion draft action plan which will be implemented by 2017 includes: Digi-buddy training in key basic skills Digi-buddies at key locations targeted digital outreach, IT equipment. Targeted work with residents in Olive Morris House, at job centres and housing offices The overall impact on community cohesion is likely to be neutral in terms of community cohesion once the healthy living centres are fully operational and the local community see the centres as safe spaces where they can still gather. The minimum opening hours for the centres will be 70 hours per week. Positive/Negative Gender There are slightly more women than men resident in Lambeth. Around 155,400 females

compared to 154,700 males (State of the Borough Report 2014).

The feedback from the Culture Services by 2020 consultation has identified that female respondents are more likely to oppose the proposals set out for the Lambeth library offer.

Library usage by gender¹¹

Female	Male
58%	42%

Impact

- We recognise that traditionally, women tend to use the library service more than men. For this reason, any changes to the service are likely to affect women more than men.
- Libraries are often seen as safe spaces for women and the proposed neighbourhood library model may have a disproportionate impact on this group.

Mitigation

- The neighbourhood libraries will continue to provide safe, neutral spaces for study and access to IT and will be open for an increased number of hours.
- Security for the buildings and the facilities will be provided by the organisation managing the whole site.

Gender re-assignment

Unknown

It is estimated that there are 20 transgender people per 100,000¹² in the UK, which suggests that

¹¹ Information provided by Lambeth Library Service

	roughly 50-60 people in Lambeth are transgender.
	Impact: Data is not collected on the gender re-assignment of residents accessing library services.
Disability	Positive/Negative
	According to the State of the Borough report (2014) about 37,000 people in Lambeth report that their day-to-day activities are limited by long-term illness or a disability. About 17,000 limited a lot and 20,000 limited a little.
	There are 29,000 people of working age in Lambeth who are disabled (census 2011).
	About 60% of people with a limiting health condition are aged over 50. About 12% of residents aged 55-64 have a limiting condition, as do 27% of 64-74s, 46% of 75-84s and 64% of over 85s.
	Data from the residents survey (2014) found that 12-16% of adults classified themselves as having a long-term disability or health condition; 2-3% of young people aged 11-19 years classified themselves in this way.
	Figures on the number of library users that are registered as disabled are not collected. Lambeth libraries carried out a survey of 2446 adult library users in 2013. Of the 2018 library users that answered this question, overall 20% said they had a disability.
	From the survey information, the breakdown by library is as follows: Brixton 23%
	Streatham 24% West Norwood 22%
	Clapham 16%
	Durning 23%Carnegie 18%

¹² State of the Borough Report 2014 (source info: *Gender Variance in the UK: Prevalence, Incidence, Growth and Geographic Distribution*, Gender Identity Research and Education Society, 2009)

- Minet 14%
- South Lambeth 19%
- Waterloo 11%
- Upper Norwood Joint Library no information available

Nine out of 10 Lambeth residents have access to the internet¹³. Disabled people continue to be more likely to have no access to the internet (42%) (Residents' survey 2014).

From the culture 2020 consultation, 92 per cent of respondents felt that it is important to have a library, leisure centre or park within twenty minutes' walk from their home, and 93 per cent said that they would be likely to go there if such a place existed. Agreement with these sentiments is not as strong among residents with a long term illness, disability or infirmity.

Impact

- It is not anticipated that the neighbourhood library model will have a disproportionate impact on the basis of disability when compared to the population of Lambeth as a whole.
- Familiarity, with locations and staff are important factors for some groups of people with disabilities who rely on staff for additional support. We recognise that there will be an impact on these groups of people who access neighbourhood libraries that are not staffed by the library service.
- People who have a visual impairment blind or partially sighted and who are familiar with the library layout may be adversely affected following changes to the layout of the building resulting from the move to a neighbourhood library model.
- One of the concerns for this equality strand will be the impact on access to ICT and specialist
 equipment for people who are blind or partially sighted at the neighbourhood library
 locations which will no longer be staffed on a permanent basis. Tate South Lambeth for
 example runs a regular weekly session for residents with a visual impairment.

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¹³ Residents Survey 2014

- There will be a detrimental impact on residents with a physical disability who will have further to walk/travel to a town centre library.
- People with disabilities may be more likely to feel more vulnerable accessing services within the unstaffed neighbourhood libraries.
- Library users with physical or learning difficulties may be more likely to experience difficulties with using the self-service technology in the neighbourhood libraries.
- People with sensory impairments hearing or sight may not have the same access to the range of audio and large print books at neighbourhood libraries.

Mitigation

- In terms of mobility related disabilities, those accessing a neighbourhood library would not have to travel any further that they currently do. There will be no additional cost implications. The neighbourhood libraries are within 1.6 miles of the nearest Town Centre library.
- Security for the neighbourhood libraries, buildings and other facilities will be provided by the organisation managing the whole site.
- 4 of the 5 neighbourhood libraries will be delivered from buildings which previously housed the library service. All the sites are accessible. The Oasis site at Waterloo will be DDA compliant.
- The universal library service will be delivered from 5 town centre sites: Brixton, Clapham, West Norwood, Streatham and Durning or Tate South which are all accessible. Work will be undertaken at Durning Library during 2016/17 to improve access to the site if this is the site selected following the consultation period from 2nd November 2015 until midday 27th November 2015 on this specific issue.
- Space and specialist IT equipment will continue to be made available for the sensory

impairment group that meets weekly at Tate South once the site is reopened as the Tate South healthy living centre.

- The Library services will continue to provide a home delivery visiting service for residents with disabilities or long term health conditions which prevents them from travelling to a library to access these services.
- Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need including audio books and large print books.

Age Positive and negative

As with many London boroughs Lambeth has a young age profile. This is due to the high numbers of working age residents rather than high number of children or teenagers.

Children and young people: About a fifth -21% - of Lambeth's population is aged 20 or under, around 66,000 people. Compared to other London boroughs, there is a low percentage of people ages 15 to 19 $(4.6\%)^{14}$

Young working age: Over half of the population, 51%, is aged between 20 and 44, around 157,000 people. About two-thirds of young working age people are over 30. Lambeth is in the top ten London boroughs for people aged 20 to 24 (8.8%), and the top five for people aged 25 to 29 (14.2%) and 30 to 44 (28.8%).

Older working age: Less than a fifth of the population, 18%, is aged between 45 and 64, around 57,000 people. Nearly four fifths of older working age people are under 60. Only 3% are aged 60 to 64, which is in the bottom five boroughs in London.

Older people: Less than a tenth, 7.6%, of the population is aged 65 or over, 23,000 people. About half of older people are aged 65-74. Lambeth is in the bottom five boroughs in London in all older age categories: 65 to 74 (4.2%), 75 to 84 (2.5%), 85 to 89 (0.6%) and 90 and over (0.3%).

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¹⁴ Lambeth: State of the Borough Report 2014

The borough's population is projected to grow by just over 1% per year for the next five years, and by 1% or just under in the five years after that. The borough will continue to have a majority of young working age people (20-44). There is projected to be decrease in people aged 15-29, and an increase in the proportion of people aged 55-64.

Around 21% of residents aged 55 to 64, and 47% over the age of 65 do not have access to the internet. (residents' survey 2014)

Current library membership figures by age group (based on figures at July 2015)

	0-4	5-11yr	12-15yr	16-17	Over 18	Over 60
	yrs.					
Brixton	1069	1898	628	301	12656	609
Streatham	1046	1977	747	426	8402	861
Clapham	799	1269	442	262	8365	425
West Norwood	456	726	219	75	2218	307
Durning	323	628	413	139	2794	292
Carnegie	507	578	111	50	1747	201
Minet	354	398	145	56	1039	88
South Lambeth	413	807	308	101	2990	252
Waterloo	160	301	268	29	1819	179
UNJL		2395		133	4941	732

Impact:

- Children and young people make extensive use of libraries particularly after school. One of the key issues potentially affecting this equality strand is the impact on education attainment, access to neutral, safe space for study and access to IT.
- There may be some concerns that because of the increased use of public transport and greater walking distances to town centre libraries in order to access a wide choice of books, that young people may be at greater risk of being involved in road traffic accidents and or gang related incidents.

- There may be some concerns that because of the increased use of public transport and greater walking distances to town centre libraries in order to access a wide choice of books, older people may be at greater risk of being involved in road traffic accidents particularly during the winter months.
- There may be an impact particularly for young children around the lack of access to activities such as story time at the unstaffed neighbourhood libraries.

Mitigation

- The neighbourhood library service, which will offer a small selection of books, will be
 delivered from buildings which have previously housed the library service. The buildings will
 continue to provide safe, neutral spaces for study and access to IT. Security for the buildings
 will be provided by the organisation managing the building.
- There will be no change in the number of computer terminals available for public use at the (Minet) Vassall, (Carnegie) Herne Hill, (Upper Norwood Joint Library) Gipsy Hill and (Tate South) Oval neighbourhood library sites.
- The Healthy Living Centres which house the neighbourhood libraries will be open for an increased number of hours for residents to access study space and IT.
- The neighbourhood library sites are a maximum of 1.6 miles from the nearest town centre library. There is no change in the distance between the Town centre and neighbourhood libraries. Library users will not have to travel any further to access a library service. All the libraries sites are accessible by public transport.
- The library service will continue to provide a home visiting service for older people who have problems accessing the service from neighbourhood or town centre libraries.
- The library service will continue to run the deposits and collection scheme across the borough for sheltered housing complexes, day centres etc. for residents or those attending the day centre etc. to use at their leisure.

- A reduced children's book offer will be available from the neighbourhood library.
- The library service will continue to provide and distribute the DCMS funded Bookstart Baby Packs for 0 to 12 month olds and Treasure Packs for 3 years olds.
- Space will continue to be made available for the provision of parent and toddler sessions in the neighbourhood libraries.
- The council will partner with the London Community Foundation to create a grant programme, which will enable local charities to bid for funds to provide literacy support programmes, including parent and toddler groups.
- The Council will continue to run parent and toddler sessions such as story time, wriggle and rhyme and rhyme time etc. from the five town centre libraries.
- Activities for all age groups will continue to take place across the town centre libraries including reading groups, the summer reading challenge, story time sessions and homework support.
- The Lambeth Early Years Partnership (LEAP), which includes Lambeth Council, the Clinical Commissioning Group, Kings Health Partners, Public Health, Voluntary and Community sector organisations and the National Children's Bureau is a 10 year, multi million pound Lottery Funded initiative operating in four areas within Lambeth; Stockwell, Vassall, Coldharbour and Tulse Hill. The programme provides a range of programmes to support parents from pregnancy until their child is four years old through integrated care across health, children's services and social care.

Sexual orientation

Unknown

Recent health estimates suggest that Lambeth has one of the largest populations of men who have sex with men (MSM) in the UK¹⁵. 6. 3-5% of respondents to the Lambeth Residents' Survey 2014 identified themselves as lesbian, gay or bisexual.

Heterosexual / straight ¹⁶	Gay / lesbian	Bisexual	Other	no. of cases
91%	4%	3%	2%	1,926

Impact:

The Residents Survey 2014 suggests that there is no difference in the use or satisfaction of library services by sexuality. The library service offers a varied programme of activities and events focussed on equalities.

It is not anticipated that the neighbourhood library model will have a disproportionate impact on the grounds of sexual orientation.

Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need and sexual orientation.

Religion and belief

Unknown

Over 60% of Lambeth residents have a religion and 28% have no religion¹⁷. Christians (53%) and Muslims (7%) are the largest group of residents by religion. Over a quarter of residents have no religion. These are overwhelmingly white British (60%); white other (15%), and 9% of mixed.

¹⁵ State of the Borough Report 2014 (Men who have sex with men: estimating the size of at-risk populations in London primary care trusts, Health Protection Agency (HPA), 2010)

¹⁶ Information provided by Lambeth Library Service

 $^{^{17}}$ Lambeth: State of the Borough Report 2014

Library usage by religion

No religion	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Other
35%	2%	53%	1%	1%	6%	0%	4%

Impact:

- It is recognised that for a number of faith groups libraries are regarded as safe places for women and children and that the proposed neighbourhood library model may have a disproportionate impact on these groups.
- There may be an impact on religious groups that rent space for their activities in the proposed neighbourhood libraries.

Mitigation

- The buildings housing the neighbourhood library service will continue to provide safe, neutral spaces for study and access to IT. Security for the buildings will be provided by the organisation managing the building.
- Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need and culture
- We may not be able to mitigate against the impact of the loss of rental space available for hire by faith organisations within library buildings.

¹⁸ Information provided by Lambeth Library Service

Pregnancy and maternity	Unknown			
	There are around 4-5,000 births in Lambeth every year. Between 2-3% of respondents to Lambeth's Residents' Survey are currently pregnant or on maternity leave, suggesting that at any one time, there are between 6,000 and 9,000 Lambeth residents pregnant or on maternity leave (State of the Borough Report 2014)			
	Impact: Performance management systems do not currently collect data for this equality strand.			
	Although there is no monitoring of diversity of registered library users in this area of diversity, it is recognised that pregnant women may find access to the town centre libraries more difficult in the later stages of pregnancy. Access is likely to be more difficult if they have other young children, are lone parents or experience economic or social deprivation.			
	Mitigating actions:			
	The neighbourhood library, which will provide a small selection of books including a children's book offer.			
	 The Lambeth Early Years Partnership (LEAP), which includes Lambeth Council, the Clinical Commissioning Group, Kings Health Partners, Public Health, Voluntary and Community sector organisations and the National Children's Bureau is a 10 year, multi million pound Lottery Funded initiative operating in four areas within Lambeth; Stockwell, Vassall, Coldharbour and Tulse Hill. LEAP provides a range of programmes from Children' Centres to support parents from pregnancy until their child is four years old through integrated care across health, children's services and social care 			
	The Council will continue to run parent and toddler sessions such as story time, wriggle and rhyme and rhyme time from the five town centre libraries.			
	The council will partner with the London Community Foundation to create a grant programme, which will enable local charities to bid for funds to provide literacy support programmes, including parent and toddler groups.			

Marriage and civil partnership	Unknown			
	Impact: Performance management systems do not currently collect data for this equality strar			
	The collection of data in respect of a person's marital status is not deemed to be relevant to the provision of these services.			
	It is not anticipated that the neighbourhood library model will have a disproportionate impact or the grounds of marriage and civil partnership.			
Socio-economic factors (this is not a statutory protected characteristic)	ot a Positive and Negative Like many London boroughs, Lambeth has areas of affluence and areas of poverty, often side by side. There is a persistent pool of economically inactive people with little mobility and this group tends to experience high levels of social exclusion and poor education, employment and health outcomes ¹⁹ .			
, ,				
	The latest deprivation data is the 2010 Index of Multiple Deprivation (IMD). IMD 2010 places Lambeth as the 8th most deprived borough in London and 14th most deprived in England, a relative worsening of position since 2008 when Lambeth was ranked 19th most deprived.			
	Those living in the most deprived areas are spread throughout the borough but are particularly concentrated in Coldharbour ward. The most affluent areas include the Thames-side part of Bishops ward and the Dulwich border area of Thurlow Park.			
	The eight areas of Lambeth which are among the 10% most deprived in the country include:			
	Stockwell Area near Cowley Road including Myatt's Field North Estate is classified as severely deprived in income and wider barriers to service			
	Brixton Area east of Lyham Road, south to Dumbarton Road, which includes Brixton Prison and Blenheim Gardens Estate. It is classified as severel			

¹⁹ Lambeth: State of the Borough Report 2014

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		deprived in income, employment and wider barriers to services.				
		Area east of Brixton Road between Loughborough Road and Villa Road,				
		which includes the Angell Town Estate, is classified as severely deprived				
		in income, employment and wider barriers to services.				
		Area at the junction of Shakespeare Road and Coldharbour Lane is				
		classified as severely deprived in income affecting older people, wider				
		barriers to services and crime				
		The Moorlands Estate is classified as severely deprived in income				
		employment and wider barriers to services				
		Area at the junction of Tulse Hill and Christchurch Road including much				
		of the St Martin's Estate is classified as severely deprived in income an				
		wider barriers to services				
	Streatham	Area just north of Streatham Station, including Stanthorpe Road and				
		Gleneldon Road, as far north as Sunnyhill Road is classified as severely				
		deprived in health and disability, wider barriers to services, crime and				
		indoor living.				
	Norwood	Area at the junction of Crown Lane and Knights Hill, including Holderness				
		and Portobello Estates is classified as severely deprived in income and				
		wider barriers to service.				
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Source: Index of Multiple Deprivation 2010.

 Access to free school meals is a local indicator of economic disadvantage. The largest concentration of children accessing free school meals are in Coldharbour and Tulse Hill wards, with hotspots in Vassall, Streatham Wells, Thornton and Thurlow Park wards.²⁰

Impact

- The proposed model of 5 town centre libraries and 5 neighbourhood libraries could considerably reduce the number of access points to free internet access, advice and support from library staff including the areas of high deprivation in the borough.
- The proposed model for neighbourhood libraries which are not staffed by library service staff

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²⁰ Lambeth Public Health Report 2014

may impact on residents with residents with no or limited ICT skills that rely on library staff for support. There may be a disproportionate impact on people on low incomes and those with low digital literacy skills who need support with on line job applications and benefit applications.

- There may be a cost implication for some residents who need to travel further to access a wider range of books/activities that are not available from the neighbourhood libraries.
- We recognise that there may be an impact on residents particularly those on low incomes who see their local library as a safe, warm place that they can access at no cost.

Mitigation

- Access to free Wi-Fi and computers will be available in the neighbourhood libraries.
- As part of the Council's plan to support residents to access services on line, the council has developed a Lambeth digital inclusion policy (which forms part of the customer access strategy). The policy which is scheduled to be implemented by 2017 aims to ensure that:
 - All residents have the access they need to the internet and the digital skills to support this.
 - o 'No residents are left behind during the digitalisation of Lambeth services.'

Digi-buddies will:

- Provide training in key basic skills
- Be located at key locations and undertake targeted digital outreach
- Undertake targeted work with residents in Olive Morris House, at job centres and housing offices
- Whilst young people may have to travel further to access a wider selection of books, affordability will not necessarily be an issue as bus travel is free for young people while in full time education.

• If access to a town centre library is required then disabled and elderly residents who are more mobile will be able to use their Freedom Bus pass, to access a library town centre. Overall there is no significant change in the distance a disabled or elderly person is required to travel to access the service through either a town centre, or neighbourhood library service. The maximum distance from a neighbourhood library to the nearest Town Centre library is 1.6m.

Neighbourhood Library	Town Centre library	Distance	Journey time based on moderate walking speed
Oval (Tate South)	Brixton Library	1.4 miles	34 minutes
	Clapham Library	1.3 miles	32 minutes
Herne Hill (Carnegie)	Brixton Library	1.1 mile	27 minutes
Vassall (Minet)	Brixton Library	1.0 mile	25 minutes
Oasis site Waterloo	Durning Library or Tate South	0.7 miles (Durning) & 1.6 miles(Tate South)	17 minutes or 38 minutes
Gipsy Hill (Upper Norwood Joint Library)	West Norwood	1.6 miles	38 minutes

• The neighbourhood libraries (healthy living centres) will provide access to safe spaces for residents of all ages.

Language (this is not a statutory

Unknown

protected characteristic) Approximately 140 different languages are spoken by families in the borough²¹, with the most common languages after English being Portuguese (7% of pupils), Spanish (5%), Somali (4.5%), French (3.7%), Yoruba (3.6%), Akan/Twi-Fante (2.8%), Polish and Arabic (both 2.4%) and Bengali (1.5%)There are 3,587 people who live in Lambeth who were born in the UK but whose main language is not English, 1.2% of all usual residents aged 3 and over. Of these 86% can speak English well or very well (735 and 2,347 respectively). 348 cannot speak English well (9.7%) and 157 cannot speak English (4.4%). Impact: Performance management systems do not currently collect data for this equality strand. Mitigation: Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need, culture and community languages. Positive Health (this is not a statutory protected Over 85% of people in Lambeth say that they are in good or very good health. 49% in very characteristic) good health. There are around 14,000 people who are in bad health or very bad health, just under 5% of the population. Around 25,000 households have someone with a long-term health condition or disability. About 6% of Lambeth residents have their day-to-day activities limited a lot by a long-term health problem or disability and another 6% are limited a little. The Lambeth Public Health Report²² outlines the following: • Healthy life expectancy for men in Lambeth is 2.7 years lower than in England, and 1.5 years lower for women. While more people are engaged in economic activity than in 2008, the people with longterm conditions represent over a quarter of those not working, which is 10% higher than at the start of the recession.

In 2011, mental ill health was the largest single source of disability in the UK, accounting

²¹ Lambeth: State of the Borough Report 2014

²² Public Health Report 2014 (Lambeth and Southwark Public Health Team (2013). Joint Strategic Needs Assessment (JSNA), 2013 - Life Expectancy Factsheet.)

for 22.8 per cent of the 'burden of disease'

- At any one time, 16.2% of the adult population (age 16 & over) may have a common mental disorder (CMD), such as depression, anxiety, panic disorder, phobias, obsessive compulsive disorders and eating disorders²³. This is about 51,000 people in Lambeth (based on the GP registered population).
- Physical inactivity has a significant burden on healthcare costs and the economy. Inactivity
 costs the UK economy approx. £20 billon every year. UK Active (Turning the tide of inactivity)
 estimates that just a 1% reduction in the rates of inactivity each year for 5 years would save
 the UK around £1.2 billion.
- Research by the British Heart Foundation Promotion Group estimated the cost of inactivity in 2009 in Lambeth alone as being £4.8m (Sport England Local Area profile). This cost is likely to be much higher if other disease areas such as mental health and obesity, which were not included in this estimate.
- Cardio vascular disease accounted for 25% of the total number of deaths in Lambeth in 2010, with heart disease being the commonest cause. There is a higher than average incidences of mental ill health 25,500 adults are known to have depression, 4,500 adults have a severe mental health illness and over 3,000 children have received mental health services.
- Hypertension is a major risk factor for heart disease and strokes it is more common, more severe and has an earlier onset in black Africans than in white British people. Exercise and weight management have an important role to play in preventing hypertension. The Commissioning proposals explore the possibility of different leisure pricing to cross subside interventions in vulnerable children and adults or those with disabilities.
- The Health Survey of England (2012) reveals that, only 56% of adults meet the guidelines for the recommended levels of physical activity and 28.5 of adults fail to achieve 30 minutes of activity over seven days. Only 21% of boys and 16% of girls aged 5-15 are achieving 60 minutes of physical activity per day.

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²³ Public Health Report 2014

- 25% of 10-11 years olds are obese. 10.8% of children in Reception year and 24.2% of Year 6 children are recorded as obese, with the highest rates amongst the ethnic groups Black and Black British, Asian or Asian British, Any Other Ethnic Group and Mixed. It is estimated that 50% of children in Lambeth are inactive (a risk factor for obesity).²⁴
- There has been increasing recognition of the role the environment can play in enhancing health. Less active lifestyles have led to an increase in preventable diseases, which are placing increasing pressures on the National Health Service. Simply being outside in a green space can promote mental wellbeing, relieve stress, overcome isolation, improve social cohesion, and alleviate physical problems so that fewer working days are lost to ill health (CABE, 2009).

The Governments policy document: 'Moving More, Living More' (2014) highlights:

- Physical activity is higher in men at all ages (compared to women)
- Physical activity declines with increasing age for both men and women. The proportion of
 participants classed as inactive rises from 8% of men and 22% of women aged 16-34 to
 74% respectively in those aged 85 and over.
- Physical activity is lower in low income households
- Certain ethnic groups have lower levels of physical activity
- Boys are more active than girls
- Only 7% of disabled adults participate in at least 30 minutes of moderate intensity sport three times per week, compared to 35% of all adults.
- "Literacy is a stronger predictor of individual's health status than income, employment status, education level and racial or ethnic group." (Weiss, cited in WHO, 2013). Evidence demonstrates a clear link between low literacy and poor health.
- It is estimated that 5.4% of adults aged 16-64 in Lambeth have entry level or below literacy. The Credible Intervals for this estimate are 4.1 and 6.1% at the 95 per cent level. This means

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 $^{^{24}}$ NHS Lambeth Annual Public Sector Equality Compliance Report – January 2013

that while the estimate is 5.4%, there is a 95% likelihood that the actual value is somewhere between 4.1 and 6.1%.²⁵

 Wards that are above the Lambeth average are: Vassall, Tulse Hill, Prince's, Stockwell, Coldharbour, Bishops, Gipsy Hill and Larkhall.

Impact

- Familiarity, with locations and staff are important factors for some groups of vulnerable people, i.e. those with disabilities or mental health problems who rely on staff for additional support. We recognise that there will be an impact on these residents who access neighbourhood libraries that are not staffed by the library service.
- There may be an impact on residents with low levels of literacy who rely on library staff for support in completing forms or accessing information.
- It is not anticipated that the move to a neighbourhood library model will have a detrimental
 impact on the health of the residents in the wards affected. In fact the establishment of the
 healthy living centres alongside the neighbourhood library should have positive impact on the
 health of the local community.

Mitigation

• It is not possible to mitigate the impact of the unstaffed neighbourhood libraries on groups of vulnerable people who rely on staff in their local library for support. The council will continue to provide a universal library service from five core sites: Brixton, Clapham, West Norwood, Durning or Tate South and Streatham. The maximum distance from a neighbourhood library to a Town Centre library is 1.6 miles.

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²⁵ Department for Business and Skills: Skills for life survey: 2009 all skills level estimate (published Dec 2012)

Neighbourhood Library	Town Centre library	Distance	Journey time based on moderate walking speed
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Oasis site Waterloo	Durning Library or Tate South	0.7 miles (Durning) & 1.6miles Tate South	17 minutes or 38 minutes
Gipsy Hill (Upper Norwood Joint Library)	West Norwood	1.6 miles	38 minutes

- The council will partner with the London Community Foundation to create a grants programme that will enable local charities to bid for funds to provide literacy support programmes from May 2016.
- Adult Education provide a range of in colleges and community venues across Lambeth that are free or very low cost
- The Library service will continue to provide a home delivery visiting service for residents with a disability or a long term limiting health conditions which prevents them from travelling to a library to access these services.
- The library service will continue to run deposit collections at sites across the borough: collections of books are left for a three month period in sheltered housing complexes, day centres etc. for residents or those attending the day centre to use at their leisure
- The healthy living centres will provide a range of accessible and affordable activities for the

local community. Elderly and disabled residents will be able to access activities at reduced prices via a discount card. 2.2 Gaps in evidence base What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are unable to fill in the gaps please state this clearly with justification. 3.0 Consultation, Involvement and Coproduction Key stakeholders include: 3.1 Coproduction, involvement and Lambeth residents consultation Current library users and potential future users Who are your key stakeholders and how Library staff have you consulted, coproduced or **Elected members** involved them? What difference did this Volunteer-led Friends of Lambeth Libraries make? Community and voluntary organisations Partner organisations Public consultation on the proposals set out within Cultural services by 2012 took place between 30 January and 24 April 2015. We used a number of different methods to obtain comments and feedback on the proposals. We used both quantitative and qualitative methods. These included: Self-completion questionnaires The questionnaire was produced as part of a consultation booklet that could be returned to any Lambeth library, by Freepost address, and online. Bulk copies of the booklets were available at all Lambeth libraries and leisure centres, the town hall and customer centres, park cafes. Copies were also sent to all GP surgeries and schools, as well as other address on request.

More extensive promotion and distribution of the online questionnaire was undertaken through digital media, the council's regular communications channels, and via partners, stakeholders and residents.

On-street survey

More than 500, 10-minute on-street surveys were undertaken at six locations across the borough – Kennington cross, Gipsy Hill roundabout, Stockwell tube station, Coldharbour Lane/Loughborough Junction, Knight's Hill in West Norwood and Streatham High Road nr Greyhound Lane.

These areas were selected to correspond with areas where we knew residents were less likely to use cultural services and where we would be more likely to hear from demographic groups which are traditionally under-represented in self-completion questionnaires.

The Campaign Company was commissioned to do the fieldwork and analysis for the on-street survey. It was a different format to the self-completion questionnaire, given the 10-minute guide time for each interview, and through this activity we aimed to understand how important people felt the different themes were, the kind of physical and cultural activities they do currently, and what motivates them.

Young person's survey

A shorter questionnaire was developed to capture young people's views about the activities they do, what they like to do, what they have done recently and what motivates them to take part in cultural activities.

There were seven questions in total, including tick boxes, rating questions and open questions. The questionnaire was aimed at year 5 and above and distributed primarily through the schools. Every school in Lambeth was sent 30 copies of the questionnaire and we asked that at least one class was encouraged to complete it. More copies of the questionnaire were available on request.

Questionnaires were also sent to libraries and sports clubs, on request, and were available at the Youth In Action meeting on Monday 30 March 2015 and the young person's focus group. Where questionnaires were completed outside of school and respondents were under 16 years of age, we required a signature from a parent or guardian. This was to comply with the guidelines set out in the Market Research Society Code of Conduct.

Seven public events

These events were held at locations across the borough that reflected geography, venue types and where proposals had greater relevance. We held them at a variety of times to suit as many people as possible.

The format for each event was the same throughout and covered un-structured discussion with council officers and the lead cabinet member, as well as workshop groups and feedback.

Nine focus groups

The focus groups were an opportunity to explore some of the issues around the consultation in greater depth. We particularly wanted to hear from groups who are traditionally underrepresented in consultations and we reviewed the demographic data from the consultation after the mid-way point of the consultation to help determine the focus groups we would hold.

The nine focus groups were as follows:

- Older people 17 older people recruited through the sheltered housing service
- Residents with mental health illnesses 9 people from Mosaic Clubhouse
- Residents with physical disabilities 7 people recruited with help from DASL (Disability
- Advice Service Lambeth)
- Blind or partially-sighted residents 9 participants
- Young people 23 young people recruited and facilitated by the Young Lambeth
- Cooperative
- Social housing tenants 6 residents recruited through Lambeth Living
- Black Caribbean residents 7 participants recruited via social media and a recruitment
- agency
- Black African residents 7 participants recruited via social media and a recruitment agency
- English as a second language residents 18 Portuguese residents recruited and facilitated by Stockwell Partnership

Other meetings

A number of additional meetings took place throughout the consultation and officers and councillors attended these to answer questions about the consultation. These events included:

- 30/1/2015 On the first day of consultation, Cllr Jane Edbrooke and council officers met
- individual with:
 - Minet Hub directors
 - Myatt's Field Park Project
 - o Friends of Carnegie Library
 - o Friends of Lambeth Libraries, Chair
 - o Carnegie Shadow Trust Board
- 5/2/2015 Carnegie Shadow Trust Board Committee meeting
- 9/2/2015 Friends of Durning Library full committee
- 11/2/2015 Waterloo Community Development Trust public meeting at Waterloo Library
- 11/2/2015 Friends of Durning Library Committee
- 16/2/2015 Upper Norwood Library Trust
- 18/2/2015 Lambeth Community Hubs
- 23/2/2015 Friends of Carnegie Library
- 27/2/2015 Minet Hub director's meeting
- 11/3/2015 Friends of Tate South Lambeth Library Committee
- 11/3/2015 Longfield Hall Trust meeting
- 12/3/2015 Carnegie Shadow Trust reps meeting
- 29/3/2015 Youth in Action event

The consultation was publicised using a number of different methods:

Lambeth Council website

Lambeth Talk: the borough magazine is distributed through every door in the borough

- February edition the consultation was highlighted in the Foreword by Cllr Lib Peck, Leader
- of Lambeth Council

- March edition: a 4-page centrefold feature gave information about the consultation, the key
- proposals, the events and other ways to get involved
- April edition: a news story and a half page advert highlighted the end of consultation
- deadline

Love Lambeth Blog

Council e-newsletters

A3 and A4 posters: The first batch of posters produced was designed to publicise the public events and was distributed to libraries, leisure centres, other council buildings, schools, GP surgeries and parks. In the week leading up to each of the public events we also visited local shops and cafes to ask them to display copies. After the public events were over, revised posters were designed and distributed to libraries, leisure centres, other council buildings, schools, GP surgeries, parks cafes, arts organisations.

On street advertising: Posters were displayed across the 43 JCD sites on the borough's pavements between 3/3/2015 and 17/3/2015

Postcards: A5 postcards were produced to promote the online consultation and all the public events. These were displayed in libraries, leisure centres and other council buildings and copies were also distributed to schools, GPs, housing offices, park cafes and arts organisations.

There was a strong response to the questionnaire with almost 1,650 questionnaire responses and more than 200 written submissions

Approximately 203 people attended the public meetings.

The diversity of the communities most represented within the consultation responses does not reflect the diversity of the active borrower population nor of the boroughs residents.

The results of the consultation process have provided a range of valuable additional information and this feedback has guided the development of the revised library offer.

3.2 Gaps in coproduction, consultation

and involvement

What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you do not intend to undertake it, please set out your justification.

4.0 Conclusions, justification and action

4.1 Conclusions and justification

What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds do you justify them and how will they be mitigated?

The library service is a universal service, which is accessible to all members of the community.

Given the level of reductions in public sector funding, keeping things as they are is not an option and alternative options are required for the delivery of the service. The proposals overall are intended to have as positive an impact as possible given the context of reduced resources. However, as set out in this EIA the proposals will have a negative disproportionate impact on some groups.

A number of actions have been developed to help reduce the impact, or mitigate against where possible. However, there are some cases where the negative impact cannot be mitigated, these include:

• Library users with physical or learning difficulties may be more likely to experience difficulties with using the self-service technology in the neighbourhood libraries.

We may not be able to mitigate against the impact of the loss of rental space available for
hire by faith organisations within library buildings.

4.2 Equality Action plan

Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.

Equality Issue	Mitigating actions				
Race	The neighbourhood libraries will continue to offer access to IT. There will be no change in the number of Public Network Computers (PNC) available for public use.				
	As part of the Council's plan to support residents to access services on line, a Lambeth digital inclusion policy has been developed (which forms part of the customer access strategy). The policy aims to ensure that: 'All residents have the access they need to the internet and the digital skills to support this'				
	'No residents are left behind during the digitalisation of Lambeth services.'				
	The digital inclusion draft action plan which will be implemented by 2017 includes:				
	Digi-buddy training in key basic skills				
	Digi-buddies at key locations targeted digital outreach, IT equipment.				
	Targeted work with residents in Olive Morris House, at job centres and housing offices				
	The overall impact on community cohesion is likely to be neutral in terms of community cohesion once the healthy living centres are fully operational and the local community see the centres as safe spaces where they can still gather. The minimum opening hours for the centres will be 70 hours per week.				
Gender	The neighbourhood libraries will continue to provide safe, neutral spaces for study and access to IT and will be open for an increased number of hours.				
	Security for the buildings and the facilities will be provided by the organisation managing the				

	whole site.
Disability	In terms of mobility related disabilities, those accessing a neighbourhood library would not have to travel any further that they currently do. There will be no additional cost implications. The neighbourhood libraries are within 1.6 miles of the nearest Town Centre library.
	Security for the neighbourhood libraries, buildings and other facilities will be provided by the organisation managing the whole site.
	4 of the 5 neighbourhood libraries will be delivered from buildings which previously housed the library service. All the sites are accessible. The Oasis site at Waterloo will be DDA compliant.
	The universal library service will be delivered from 5 town centre sites: Brixton, Clapham, West Norwood, Streatham and Durning or Tate South, which are all accessible. Work will be undertaken at Durning Library during 2016/17 to improve access to the site if this is the site selected following the consultation period from 2 nd November 2015 until midday 27 th November 2015 on this specific issue.
	Space and specialist IT equipment will continue to be made available for the sensory impairment group that meets weekly at Tate South once the site is reopened as the Tate South healthy living centre.
	The Library services will continue to provide a home delivery visiting service for residents with disabilities or long term health conditions which prevents them from travelling to a library to access these services.
	Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need including audio books and large print books.
Age	The neighbourhood library service, which will offer a small selection of books, will be delivered from buildings which have previously housed the library service. The buildings will continue to provide safe, neutral spaces for study and access to IT. Security for the buildings

will be provided by the organisation managing the building.

- There will be no change in the number of computer terminals available for public use at the (Minet) Vassall, (Carnegie) Herne Hill, (Upper Norwood Joint Library) Gipsy Hill and (Tate South) Oval neighbourhood library sites.
- The Healthy Living Centres which house the neighbourhood libraries will be open for an increased number of hours for residents to access study space and IT.
- The neighbourhood library sites are a maximum of 1.6 miles from the nearest town centre library. There is no change in the distance between the Town centre and neighbourhood libraries. Library users will not have to travel any further to access a library service. All the libraries sites are accessible by public transport.
- The library service will continue to provide a home visiting service for older people who have problems accessing the service from neighbourhood or town centre libraries.
- The library service will continue to run the deposits and collection scheme across the borough for sheltered housing complexes, day centres etc. for residents or those attending the day centre etc. to use at their leisure.
- A reduced children's book offer will be available from the neighbourhood library.
- The library service will continue to provide and distribute the DCMS funded Bookstart Baby Packs for 0 to 12 month olds and Treasure Packs for 3 years olds.
- Space will continue to be made available for the provision of parent and toddler sessions in the neighbourhood libraries.

The council will partner with the London Community Foundation to create a grant programme, which will enable local charities to bid for funds to provide literacy support programmes, including parent and toddler groups.

	The Council will continue to run parent and toddler sessions such as story time, wriggle and rhyme and rhyme time etc. from the five town centre libraries.	
	Activities for all age groups will continue to take place across the town centre libraries includi reading groups, the summer reading challenge, story time sessions and homework support.	
	The Lambeth Early Years Partnership (LEAP), which includes Lambeth Council, the Clinical Commissioning Group, Kings Health Partners, Public Health, Voluntary and Community sector organisations and the National Children's Bureau is a 10 year, multi million pound Lottery Funded initiative operating in four areas within Lambeth; Stockwell, Vassall, Coldharbour and Tulse Hill. The programme provides a range of programmes to support parents from pregnancy until their child is four years old through integrated care across health, children's services and social care.	
Religion and Belief	The buildings housing the neighbourhood library service will continue to provide safe, neutral spaces for study and access to IT. Security for the buildings will be provided by the organisation managing the building.	
	Book stock in the neighbourhood libraries will be planned and managed by Lambeth library service to reflect local need and culture	
	We may not be able to mitigate against the impact of the loss of rental space available for hire by faith organisations within library buildings.	
Pregnancy and Maternity	The neighbourhood library, which will provide a small selection of books including a children's book offer.	
	The Lambeth Early Years Partnership (LEAP), which includes Lambeth Council, the Clinical Commissioning Group, Kings Health Partners, Public Health, Voluntary and Community sector organisations and the National Children's Bureau is a 10 year, multi million pound Lottery Funded initiative operating in four areas within Lambeth; Stockwell, Vassall, Coldharbour and Tulse Hill. LEAP provides a range of programmes from Children' Centres to support parents from pregnancy until their child is four years old through integrated care across health, children's services and social care	

The Council will continue to run parent and toddler sessions such as story time, wriggle and rhyme and rhyme time from the five town centre libraries.

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Socio economic factors

Access to free Wi-Fi and computers will be available in the neighbourhood libraries.

As part of the Council's plan to support residents to access services on line, the council has developed a Lambeth digital inclusion policy (which forms part of the customer access strategy). The policy which is scheduled to be implemented by 2017 aims to ensure that:

- O All residents have the access they need to the internet and the digital skills to support this.
- 'No residents are left behind during the digitalisation of Lambeth services.'

Digi-buddies will:

- Provide training in key basic skills
- Be located at key locations and undertake targeted digital outreach
- Undertake targeted work with residents in Olive Morris House, at job centres and housing offices

Whilst young people may have to travel further to access a wider selection of books, affordability will not necessarily be an issue as bus travel is free for young people while in full time education.

If access to a town centre library is required then disabled and elderly residents who are more mobile will be able to use their Freedom Bus pass, to access a library town centre. Overall there is no significant change in the distance a disabled or elderly person is required to travel to access the service through either a town centre, or neighbourhood library service. The maximum distance from a neighbourhood library to the nearest Town Centre library is 1.6m.

		Neighbourhood Library	Town Centre library	Distance	Journey time based on moderate walking speed	
		Oval (Tate South)	Brixton Library	1.4 miles	34 minutes	
			Clapham Library	1.3 miles	32 minutes	
		Herne Hill (Carnegie)	Brixton Library	1.1 mile	27 minutes	
		Vassall (Minet)	Brixton Library	1.0 mile	25 minutes	
		Oasis site Waterloo	Durning Library or Tate South	0.7 miles (Durning) & 1.6miles Tate South	17 minutes or 38 minutes	
		Gipsy Hill (Upper Norwood Joint Library)	West Norwood	1.6 miles	38 minutes	
		ighbourhood libraries its of all ages.	s (healthy living centre	s) will provide	access to safe spaces for	
Health	vulnera provide or Tate	It is not possible to mitigate the impact of the unstaffed neighbourhood libroulnerable people who rely on staff in their local library for support. The coprovide a universal library service from five core sites: Brixton, Clapham, We or Tate South and Streatham. The maximum distance from a neighbourhood Centre library is 1.6 miles.			ort. The council will continual lapham, West Norwood, D	nue to Ourning
		Neighbourhood Library	Town Centre library	Distance	Journey time based on moderate walking speed	
		Oval (Tate South)	Brixton Library	1.4 miles	34 minutes	
			Clapham Library	1.3 miles	32 minutes	

Herne Hill (Carnegie)	Brixton Library	1.1 mile	27 minutes
Vassall (Minet)	Brixton Library	1.0 mile	25 minutes
Oasis site Waterloo	Durning Library or Tate South	0.7 miles (Durning) & 1.6miles (Tate South)	17 minutes or 38 minutes
Gipsy Hill (Upper Norwood Joint Library)	West Norwood	1.6 miles	38 minutes

The council will partner with the London Community Foundation to create a grants programme that will enable local charities to bid for funds to provide literacy support programmes from May 2016.

Adult Education provide a range of in colleges and community venues across Lambeth that are free or very low cost

The Library service will continue to provide a home delivery visiting service for residents with a disability or a long term limiting health conditions which prevents them from travelling to a library to access these services.

The library service will continue to run deposit collections at sites across the borough: collections of books are left for a three month period in sheltered housing complexes, day centres etc. for residents or those attending the day centre to use at their leisure

The healthy living centres will provide a range of accessible and affordable activities for the local community. Elderly and disabled residents will be able to access activities at reduced prices via a discount card.

5.0 Publishing your results

The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.

EIA publishing date	
EIA review date	
Assessment sign off (name/job title):	

All completed and signed-off EIAs must be submitted to equalities@lambeth.gov.uk for publication on Lambeth's website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers' name, email and phone number).