

## Equality Impact Assessment (EIA)

Name of Policy or Practice	Relocation of library services in Conwy, Deganwy and Llandudno Junction and closure of existing library building at <b>Deganwy</b>		
Head of Service responsible for the Policy or Practice	Marianne Jackson, Head of Community Development Service		
Name of officer (s) completing impact assessment form	Sheila Evans – Library Development Officer		
Service	Community Development Service – Culture and Information	Date of Assessment	Updated 6/8/14

<b>EIA Completed by :</b>		<b>EIA Agreed by Head of Service :</b>	
Date	18/8/2014	Date	18/8/2014
Name(s)	Sheila Evans	Name	Marianne Jackson
Signature(s)	S. Evans	Signature	M. Jackson

## **STEP 1 – Identify the Main Aims and Objectives of the Policy or Practice**

1. What is being assessed? (***Please double click on the box and select 'checked' as appropriate to cross X***)

- New and revised policies or practices
- New procedures (which modify service delivery or employment practices)
- Service review or re-organisation proposals which affect the community and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year
- Decisions affecting service users, employees or the wider community
- New project proposals affecting staff, communities or accessibility to the built environment, eg, new construction work or adaptations to existing buildings
- Other please explain in the box below:

2. What are the overall aims and objectives of the policy or practice?

### Background

In September 2007, the Learning and Creativity Scrutiny Committee established a Task and Finish Group to advise on the future direction of the Library Service. They recommended that a 'new single modern library should be built for Conwy, Deganwy and Llandudno Junction.'

Following extensive consultation with public and staff, review of the Welsh Public Library Standards (WPLS) and review of research carried out in 2006 with non-users of the Service, a Strategy for Modernising Conwy's Library Service was approved by Cabinet in December 2011. This Strategy ensures an equitable and sustainable service meeting most of the requirements of the WPLS without

significant additional resources. A new / refurbished area library serving the Llandudno Junction, Deganwy and Conwy area is proposed as part of the Strategy. The service provided at this area library will be enhanced and tailored to meet local needs.

### Deganwy Library

The current Deganwy Library is a small library, which is open 6 hours per week and attracts just over 1,000 visits p.a. or approximately 5 visits per hour open. Usage of the library has declined over the last 10 years. This library had 136 active borrowers during 2013/14, 104 adults; 32 children [as CIPFA definition of active borrowers] and 32 “unique” users of the Public Access computers. Most users of this library are older people or very young children, i.e. all the children using this library are 10 years or under (*Children’s PLUS User Survey, 2011*); 56% of the adults using this library are over 65 years, 44% of the adults recorded having one or more disabilities; of these 15% had mobility impairments (*Adult PLUS User Survey, 2012*).

### **Usage and Performance figures for Deganwy Library 2013/14**

Visitor Figures	1,338
Items loaned	3,390
Enquiries annual total	182
Computer usage – total sessions	263
Events (including those for children)	0

Hours open per week	Visitors per annum	Visitors per hour open	Items loaned per hour open	Computer session per hour open
6	1,338	5	7	1

### Proposals

- It is proposed to close the Deganwy, Llandudno Junction and Conwy libraries and to replace them with a new Area library for this whole community.
- The proposed new Area library will give people within these communities access to a new / refurbished library building with better facilities and more services e.g. children’s activities and WiFi provision.
- The closure of this library will help the Service remain cost-effective, enabling the Service to target library provision where it is most needed.

### 3. Who is the policy or practice intended to help or benefit (stakeholders)?

- By closing this library and offering the community a new area library, we will ensure that we are offering library users a building that is “fit for purpose” and a greater range of library services.
- The people within all 3 communities of Deganwy, Llandudno Junction and Conwy will benefit from the provision of a new / refurbished area library with better opening hours, improved facilities and more consistent services.
- When we close Deganwy library, we will offer Mobile library stops targeted at specific areas of the community where it is likely to be most needed.

### 4. Who are the main consultative groups or communities of interest?

- Current users of Deganwy Library
- The people who live in Deganwy and surrounding areas.
- Older people who are the main users of this library.
- Elected members representing this area.
- Town & Community Councillors for the Deganwy Ward.
- Library staff and council staff.
- Representatives from protected characteristic groups.
- Any agencies with whom we work in partnership.

## **STEP 2 - Consider Existing Information and What This Tells You**

When completing this section, you need to consider if you have sufficient information with which to complete your EIA, or whether you need to undertake a period of engagement/consultation before continuing. The legislation relating to the EIA process requires you to **engage and involve people who represent the interests of those who share one or more of the protected characteristics and with those who have an interest in the way you carry out your functions.** This needs to be proportionate to the policy or practice being Equality Impact Assessed. You may have already recently undertaken consultation specifically on this policy or practice. Other officers within CCBC may have carried out engagement work which will be relevant to this EIA and you can review the Corporate Consultation Database to find out

what engagement activities have taken place in Conwy and establish if this is relevant. If you have very little or no information from previous engagement that is relevant to this EIA, you should consider undertaking some engagement work with you stakeholders and with relevant representative groups to ensure that you do not unwittingly overlook the needs of each protected group.

5. What do you already know about the impact on each protected characteristic from your experience of current service delivery or previous engagement or consultation? You could refer to the Initial Equality Impact Assessment Screening Form and the Community Involvement Database.

Protected Group	Relevance of the policy / practice by protected characteristic
Race	<ul style="list-style-type: none"> <li>○ Closure of this library could mean a loss of access to the range of diverse reading material, offered by a static library.</li> <li>○ Closure of this library could mean the loss of free internet usage allowing customers to access a wide range of information in other languages.</li> <li>○ Closure of this library could also mean a loss of <i>“The Big Word”</i> translation and interpretation Service which is available to customers on request (though we are not aware this has ever been requested at this library).</li> </ul> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>○ According to the 2012 <i>Adult PLUS User Survey</i>, adult users of Deganwy Library were: 100% <i>White British or Irish</i>, while according to the 2011 Census Data for Conwy County Borough, 96% of the population are White British or Irish. Therefore, it is unlikely there will be an impact on this group.</li> <li>○ We are not aware, from our phone records, that <i>“The Big Word”</i> service has ever been requested by people using Deganwy Library.</li> <li>○ The new area library (and all other area libraries in the Conwy County) will be able to offer a far greater diversity of stock than is currently available in Deganwy Library.</li> <li>○ Access to the stock in all libraries is available by ordering through an electronic catalogue (24/7) and picked up at the nearest library.</li> <li>○ Access to a range of reading material and the ability to request additional material via the</li> </ul>

	<p>Mobile library, once new Mobile stops are in place.</p> <ul style="list-style-type: none"> <li>○ Groups such as NWREN were made aware of the <i>Modernising Libraries</i> Consultation 2011 but we did not receive any feedback to show there were any specific issues affecting people from different races in this community.</li> <li>○ The Library Service website has a link to the <i>iBawb</i> site, which enables people to access information about Conwy Library Service in 12 different languages, which has been promoted via NWREN.</li> </ul>
Disability	<p>According to the <i>Adult PLUS User Survey (2012)</i>:</p> <ul style="list-style-type: none"> <li>○ 44% of the adults using Deganwy Library recorded having one or more disabilities; of these users 15% had mobility impairments and 9% hearing impairments.</li> </ul> <p>According to the 2011 Census data for Conwy County Borough, 24.2% of the population have some sort of limiting long term illness (12.2% have their “day to day activities limited a lot”; 12.2% have their “day to day activities limited a little”).</p> <p><u>Loss of access to information</u></p> <ul style="list-style-type: none"> <li>○ Loss of the opportunity to signpost users to relevant information about health and well-being services, e.g. local support groups for health conditions or relevant social services information.</li> </ul> <p><u>Loss of access to a service for those with Mental Health issues</u></p> <ul style="list-style-type: none"> <li>○ The library currently offers access to the “<i>Books on Prescription</i>” scheme for those with mild to moderate emotional and psychological problems. Access to this service would be lost if this library were closed, though the service will be available in the new area library and via the Mobile Library.</li> </ul> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>○ We will ensure that this group can still access the above services from the Mobile library by ensuring Mobile stops are in place in areas of the community where they are most needed.</li> <li>○ We will need to ensure that anyone with severe mobility impairments is transferred to the Home Library Service when this library closes.</li> <li>○ The new area library will be open longer and have a much greater choice of book-stock, including access to the <i>Books on Prescription Scheme</i> and other books and information on health and well-being. These books can also be ordered electronically from home using our</li> </ul>

	<p>Online Catalogue (or requested via the Mobile Library) to be collected at a library of choice or via the Mobile Library.</p> <ul style="list-style-type: none"> <li>○ The current accessibility of Deganwy library is questionable, as although there is a ramp up to the front door, the building has: <ul style="list-style-type: none"> <li>○ no automatic/ assisted power doors;</li> <li>○ no public or disabled toilets;</li> <li>○ limited turning space to manoeuvre wheelchairs/ mobility scooters;</li> <li>○ no “hearing loop”.</li> </ul> </li> <li>○ The area library will be a new accessible facility for the community to use.</li> <li>○ Conwy Access Group, Disability Wales, the Physical Disability Action Group based in Llandudno, North Wales MIND, HAFAL, North Wales Deaf and NW Blind Association were all made aware of the Modernising Libraries Consultation; they were also asked to promote it specifically to their members and were invited to stakeholder group meetings.</li> <li>○ The stakeholder workshops that took place for each community, looked specifically at the impact on vulnerable groups and access to services.</li> </ul>
<p>Sex</p>	<p>The 2011 Census for Conwy County Borough showed that 51.6% of the population were female. The 2012 <i>Adult PLUS User Survey</i>, showed that 64% of adults using Deganwy library were female. Closure of this library could, therefore, have an indirect differential impact on women in this area.</p> <p><u>Mitigating Factors:</u></p> <ul style="list-style-type: none"> <li>○ We will ensure that this group can still access library services via the Mobile library by providing Mobile library stops in specific areas within the community where the need is greatest.</li> <li>○ The new area library (and all the other area libraries) will offer a much greater choice of book-stock and information which will be of relevance to women; this can either be accessed directly or ordered via our Online Catalogue to be collected at a library of their choice.</li> <li>○ The new area library is likely to be more accessible for women with prams.</li> <li>○ The new area library is likely to offer more activities for families, including mothers with children.</li> </ul>
<p>Age</p>	<p>Conwy County Borough has the largest proportion of post-retirement age (aged 65 years and older) in Wales (Census 2011) at 24.7% of the population. The Ward of Deganwy has a very high proportion of the population aged 65 years or over 34.6% (ward statistics, Census 2011).</p>

In 2013/14, Deganwy Library had 136 registered “active borrowers” (as per CIPFA definition of active borrowers) which is broken down into 104 adults; 32 children.

According to the *Adult PLUS User Survey (2012)* 56% of adult users were aged 65 years or over. The Library Service (2013-14) in-service statistics showed that the ratio of adults to children (aged under 16 years) using the library was: 98% adults to 2% children.

#### Access to Services

- If Deganwy library were closed, this could particularly impact on older people, especially those with mobility impairments who could lose access to services such as free internet access, purchase of green garden sacks and useful signposting information to relevant support and health & well-being services.

#### Social Isolation.

- According to the *Conwy Older People’s Strategy (2012)* their well-being is very much dependent on social support and having an “engaged lifestyle”. If Deganwy Library closes, this could mean the loss of a community meeting place for older people with a possible associated loss of social networks and increased social isolation.

#### Increased Travel Time

- Deganwy Library is 1.5 miles from Conwy Library, 1.5 miles from Llandudno Junction Library, and 3 miles from Llandudno Library. If this library closes, it will mean a greater distance to travel on public transport for those who need to access other libraries.
- In the Deganwy ward, 14.8% of the population do not have a car (Census 2011) so this could impact on older people in terms of further travel. Although pensioners in Conwy are eligible for free bus passes (so would not lose out financially), some of them may not be able to use or access public transport.

#### Impact on Children and Young People

- The closure of this library could particularly impact on younger children who would be unable to travel alone to another library, as according to the *Children’s PLUS User Survey (2011)* all the children using this library were under 10 years of age.
- It could also impact on young children by loss of access to the Summer Reading Challenge (SRC), children’s activities, free internet access and homework resources.

	<p><u>Mitigating Factors</u></p> <p>As part of the <i>Modernising Libraries</i> Consultation stakeholder workshops were undertaken with children and young people who represented a number of different libraries across the County. Findings from this workshop showed that the most important issues to children in terms of their needs is as follows (listed in priority order)</p> <ol style="list-style-type: none"> <li>1. Having good books to borrow</li> <li>2. Having library staff to help me</li> <li>3. Having a library near my home</li> <li>4. Having a library that looks nice and welcoming</li> <li>5. Having a library that is open after school and at weekends</li> <li>6. Having activities and events in the libraries that I can take part in</li> <li>7. Having access to up to date computers and the internet.</li> </ol> <p>The new area library will specifically help to met points 1,2, 4-7 as listed above.</p> <ul style="list-style-type: none"> <li>○ Children from Deganwy will continue to have access to the SRC via either the new area library or the Mobile Library.</li> <li>○ For older people who do not wish to travel to the new area library, it will be possible to set up new Mobile Library stops in this community, including stops at central locations and areas of sheltered accommodation.</li> <li>○ There will be more activities for children and young people held at the new area library</li> <li>○ For those children who are too young to travel to the new area library, it may be possible to set up a new Mobile Library stop near the school, to encourage children to use library services.</li> <li>○ Women with pushchairs and buggies will find it easier to access the new area library.</li> </ul>
<p>Religion &amp; Belief</p>	<p>The <i>Adult PLUS User Survey</i> (2012) showed that 0% of adult users were from a minority religious group, while the Census data for Conwy County Borough (2011) showed that 0.5% of the population were Muslim and less than 0.5% were Buddhist, Hindu, Jewish or Sikh.</p> <p>However, people within this group could suffer loss of access to the diverse range of stock offered by a static library.</p>

	<p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>○ A large range of stock is also available on (and can be ordered) from the Mobile library. We will ensure this group can still access stock from the Mobile by introducing mobile stops in this community.</li> <li>○ An even larger, more diverse collection of stock will be available in the new area library, and is also available in Llandudno library.</li> <li>○ Relevant stock can also be requested electronically via our Online Catalogue to be picked up at either the new area library, the Mobile library or any other library in Conwy.</li> <li>○ We did not receive any feedback from the <i>Modernising Libraries</i> public consultation (2011) to show that there were any specific issues affecting people from different races.</li> <li>○ The Conwy IMAN Centre in Llandudno Junction was contacted and asked to specifically contribute to the Consultation.</li> </ul>
Sexual Orientation	<p>According to the <i>Adult PLUS User Survey (2012)</i></p> <ul style="list-style-type: none"> <li>○ 3% of adult users of Deganwy Library are gay or lesbian</li> </ul> <p>We are not aware that this group would specifically be affected by closure of this library.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>● We did not receive any specific feedback from the <i>Modernising Libraries</i> public consultation in 2011 to show that there are any specific issues affecting people from this group.</li> <li>● The North Wales LGBT Foundation (Lesbian, Gay, Bisexual, Transgender focus) were specifically asked to contribute to the Consultation.</li> </ul>
Gender Reassignment	<p>We are not aware that this group would specifically be affected by closure of this library, and the “Unique Transgender Network” which covers North Wales was specifically asked to contribute to the consultation.</p>
Marriage & Civil Partnership	<p>We are not aware that this group would specifically be affected by closure of this library.</p>
Pregnancy & Maternity	<p>We are not aware that this group would specifically be affected by closure of this library.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>● Baby changing and breast feeding facilities will be provided in the area library.</li> </ul>

<p>Welsh Language</p>	<p>Census data (2011) show that 27.4% of the population of Conwy County is Welsh speaking, while Ward statistics (Deganwy 2011) showed that 22.8% of the population of Deganwy speaks Welsh. Deganwy Library currently has Welsh speaking staff and offers bilingual &amp; Welsh language book-stock; there is also access to bilingual council information and other “official” information. Therefore closure of this library could reduce access to a bilingual facility for Welsh speakers.</p> <p><u>Mitigating Factors</u></p> <ul style="list-style-type: none"> <li>○ We will ensure that there is still access to these services for Welsh speakers by providing either a service to this community via the Mobile Library, which adheres to the Welsh Language Scheme or through access to the new area library which will also adhere to the Welsh Language Scheme.</li> <li>○ Welsh language stock can also be ordered online (24/7) and picked up at any library of choice.</li> </ul>
<p>Other (please state)</p>	<p>There may be some loss of links with the local school. However, the school has not used the library in recent years.</p> <p>Loss of a neutral local community facility where the police could engage with local residents, which took place occasionally, will have a limited impact [<i>North Wales police are aware of these changes</i>].</p> <p><u>Mitigating factors</u></p> <ul style="list-style-type: none"> <li>○ Staff in the new Area library will work in partnership with this community to ensure adequate promotion and marketing of the new library.</li> <li>○ We will work with the local community to promote any new Mobile Library stops.</li> <li>○ Local Police and schools were specifically involved in stakeholder workshops as part of the Consultation.</li> </ul>

6. Summarise the additional relevant data, research and performance management information you already have:

<b>Data / Information</b>	<b>Examples</b>
<p>The initial EIA screening document suggested that the main protected characteristic groups affected by the closure of Deganwy library would be: older people (including those with mobility impairments), disabled people, women and young children.</p> <p>According to the 2011 Census data for Conwy County Borough:</p> <ul style="list-style-type: none"> <li>○ 96.1% of the population is of White British or Irish origin</li> <li>○ 51.6% are female</li> <li>○ 24.7% of the population are aged 65 years or older</li> <li>○ 24.2% of the population have a <i>limiting long terms illness (LLL)</i></li> <li>○ 17.1% are pensioners living alone</li> <li>○ 0.5% of the population are Muslim, &lt; 0.5% are Buddhist, Hindu, Jewish or Sikh.</li> </ul> <p><b>Accessibility Audit – Deganwy Library (2013)</b></p> <p>The current accessibility of Deganwy library is questionable, as although there is a ramp up to the front door, the building has: no automatic/ assisted power doors; no public or disabled toilets; limited turning space to manoeuvre wheelchairs/ mobility scooters; no disabled parking; there are problems with the current ramp/ step up to the library and no “hearing loop”.</p> <p>The <i>Adult PLUS Public Library Users Survey</i> (2012) provided specific data from adult users of Deganwy library, which showed that 73% of adult users rated it as “good” or “very good” overall, though only 29% rated the “opening hours” as good or very good. Additional qualitative data from this survey showed there were positive comments about the library staff, although some users said the library needed to be open for more hours.</p> <p>This survey also provided us with useful <b>Equality Monitoring Data</b>, which has been outlined in <u>question 5</u> above.</p>	<p>Initial EIA Screening Complaints Compliments Service User data Service User Feedback Inspections or Audits</p>

<p>Feedback from the <i>Modernising Libraries Consultation</i> (2011) showed that those using Deganwy Library were appreciative of the service and many users of library said they would like to see it stay open. However, the stakeholder workshop for this area showed that although many thought closure of this library would lead to increased travel, some said the new library may increase accessibility for vulnerable groups, and that it could also improve access to and quality of services provided. There was also some support for the a new area library for these three communities, with some users saying that they realised that it is not financially viable to keep open a very small library like Deganwy. It is mainly those with mobility impairments who said they would find accessing the area library difficult – mitigating factors have been discussed in <a href="#">section 5</a> above.</p> <p>Feedback from this consultation was considered towards our decision to proceed with the closure of Deganwy Library.</p>	
<p><b>Research or Comparative Information</b></p>	<p><b>Examples</b></p>
<p>There is currently inconsistency in different towns and villages in Conwy County Borough in terms of the size and location of its libraries, which is due to historical reasons or building and financial constraints.</p> <p>In 2011, Conwy Library Service undertook a review of its' Service and carried out widespread Public Consultation with both library users and non users in the <i>Modernisation of Libraries Consultation</i>. Results from this feedback (as discussed above) together with the requirements of the Welsh Public Libraries Standards (WPLS), are the key drivers for the Library Modernisation programme, which is being undertaken after it was shown that retaining the library service in its current form was not sustainable without significant investment.</p> <p><i>Twelfth Man</i> (2006) undertook research on the use of public libraries by the general public (users and non users). This report also informed the <i>Modernising Libraries Strategy</i>, as it recommended that without major changes and sufficient promotion of library services, non-users would continue not to be attracted to libraries. The recommendations from the report suggested that in order to move forward, libraries need to build partnerships with other services by becoming “centres of learning” and “community builders” if they are to retain relevance.</p> <p>The <i>Welsh Index of Multiple Deprivation</i> (WIMD 2011) is the official measure of deprivation in Wales, part of which is based on “access to a range of services considered necessary for day-to-day living” (including access to public libraries). Currently, six areas within Conwy County Borough feature in the 10% most deprived areas in Wales with regard to “access to services”; these are: <i>Uwch Conwy</i>,</p>	<p>Service User Surveys Studies by Government departments or professional bodies Census data Service based projects and research How Fair Is Wales (EHRC data)</p>

*Eglwysbach, Llangernyw, Uchwaled, Llansannan, Betws yn Rhos.* Deganwy is in any of these areas. However isolation of older people is not limited to rural communities, as one in five households is occupied by a single pensioner in Conwy (Census 2011), a significant number of whom may not have local family support, having moved to the area to retire. According to ward statistics for Deganwy (Census 2011) the number of one person households (aged 65+) was 20.7%, so this needs to be taken into consideration when planning services.

The *Public Library User Survey PLUS* – is a national model for surveying users of public libraries concerning various aspects of the service. It offers a uniform methodology in its approach giving it validity for national, regional and local comparisons. Relevant Equalities data from the last *Adult PLUS User Survey* (2012) also gathered for Deganwy Library, has been used to help inform this assessment.

See section 5 for further information on protected group and mitigating factors.

7. Have you complied with the duty to Engage as described at the start of this section and are you sufficiently informed to proceed?

Yes  No  **(please cross as appropriate X)** If Yes, please proceed to Step 3

If No, you may wish to consider pausing at this point while you undertake engagement activities (which you should add to your action plan – Step 6). Please incorporate any information you have obtained from this additional activity in the box below and state what the key findings were:

A public consultation on the *Modernising Libraries Strategy* was undertaken in 2011, including separate stakeholder workshops. Organisations representing protected characteristic groups were contacted about the consultation and asked to specifically promote it to their members. Feedback from this consultation has helped inform our decision to proceed with the closure of Deganwy Library.

### **STEP 3 - Procurement and Partnerships**

The public sector General Duty means all public authorities need to consider the needs of different groups when designing and delivering public services. This duty also applies to private sector organisations who deliver a public function on our behalf and we need to ensure that those organisations exercise those functions by ensuring our procurement and monitoring of those services complies with the General Duty.

8. Is this policy or practice to be carried out wholly or partly by contractors or in partnership with another organisation(s)?

Yes  No  **(please cross as appropriate X)** If No, please proceed to Step 4

9. If yes, how will you comply with Equality, Human Rights and Welsh Language Legislation? Think about :

#### **Procurement**

- Setting out clear equality expectations in Tendering and Specification documentation
- On what you based your decisions in the award process
- That contract clauses cover legislative equality requirements
- Performance and Monitoring measures are included to monitor compliance

#### **Partnerships**

Who is responsible for :

- Equality Monitoring relevant data
- Equality Impact Assessment
- Delivering the actions from the EIA
- Ensuring that equality, human rights and Welsh Language legislation is complied with by all partners

## **STEP 4 - Assessing the Impact**

10. Is there any evidence of higher or lower take-up or satisfaction by any group(s), and if so, how is this explained?

Yes, the “community response” from the *Modernisation Libraries* Consultation suggests that it is mainly older people, especially those with restricted mobility, who have mentioned the impact that the closure of this library would have on them.

The 2012 *Adult PLUS User Survey* showed that the majority of adult users (64%) of Deganwy library were female and that 56% of all adult users were over 65 years or over, while 44% of adult users classed themselves as having some sort of disability. It is mostly older people, women and those with a disability who would be affected.

This survey also showed there were very few non White British adult users or users from minority religions.

The *Children’s Plus Survey (2011)* for Deganwy Library showed the average age of children using this library was 10 years of age or under; though according to our service statistics, 2% of library users are children. Usage statistics for 2013/14 showed, that of the 136 “active users” at this library (as CIPFA definition of active borrowers) 32 of these were children.

11. Does the geography or demography of any groups reveal anything?

The statistics for the Deganwy Ward showed that there were 22.8% Welsh speakers, 14.8% of households have no car (Census 2011). 2.7% were unemployed (Nomis 2013), though as this is a coastal area, the buses run every 10-15 minutes to the Llandudno, Llandudno Junction and Conwy.

The greatest concentration of older people in Conwy County Borough [*in terms of both numbers and proportion of the total population*] is in the Deganwy ward with 34.6% being aged 65 years or over (Census 2011).

The general demographic for Conwy County Borough shows that there are a small percentage of both non White/Irish people and minority religious groups living in Conwy. However, there was consultation with members of the general public in Conwy County Borough in the *Modernising Libraries* Consultation (2011) and groups that represent people of ethnic minority origin and religions were specifically targeted. There was no feedback to indicate any particular adverse affect on these two groups.

### Mitigating Factors

Section 5 – above – has set out ways that we will mitigate any adverse affects that could affect any of these groups.

12. Do any rules or requirements or the way the policy or practice is delivered prevent or reduce the likelihood of any groups from use or access or are any other barriers created for them?

Eg: due to limited income, location, times of availability, access to buildings, information or language, eligibility rules, dress code, cultural issues.

This library currently opens for one morning and one afternoon per week (6 hours in total), which means that access to library services in this library is very limited, especially for those who are working during the day.

Deganwy library is not fully accessible (see section 5). The location of Deganwy library means that there can also be parking issues. The community of Deganwy is quite geographically spread out, so people with mobility impairments may find it difficult to walk from where they live to this library.

#### Mitigating Factors

- Any new area library that is established will be fully accessible, which would improve access for disabled people.
- A new area library will have parking spaces for disabled people.
- If Deganwy Library is closed and new Mobile library stops provided e.g. Mobile library stops in areas of sheltered accommodation or close to the primary school, older people with mobility impairments and very young children can be targeted, which will benefit both these groups.
- Different areas will also be targeted through new Mobile library stops in this “geographically spread out” community, which may help the service reach a wider range of people; this may be particularly useful for those with limited mobility.
- Current users of Deganwy library with severe mobility impairments will be identified and offered a transfer to the Home Library Service, which will visit them in their own home.

13. Can any of these limitations be justified on the grounds of advancing equality of opportunity or fostering good relations between those who share a protected characteristic and those who do not?

Yes. By providing a new area library for the Conwy/ Llandudno Junction/ Deganwy communities, we will be able to provide existing and potential customers with a more consistent and better quality library experience.

This will include access to an improved library building with better stock, better opening hours and a building which is fit for purpose. The new library will also provide better access for disabled people. There is also potential to offer all those using the new library access to added-value services and improved facilities.

We will provide access to the Home Library Service for those with severe mobility problems.

We will provide new Mobile Library stops in targeted areas within this community, which will be located where the need is greatest.

14. Do any of these limitations amount to unlawful discrimination?

Yes  No  Not Sure   
**(please cross as appropriate X)**

If you answered Yes or Not Sure, please state on the table below, which protected group(s) it applies to and if possible explain why (including likely impact or effects of this proposed change):

Race See sections 5 and 13 above.	Black Minority Ethnic groups Gypsies / Travellers Language
Disability See sections 5 and 13 above.	Mobility Dexterity Blind or Visually impaired Deaf or Hearing impaired Mental Health Learning Disabilities
Sex See sections 5 and 13 above.	Men Women
Age See sections 5 and 13 above.	Older People Children Young People
Religion & Belief See sections 5 and 13 above.	Faith communities
Sexual Orientation See sections 5 and 13 above.	Gay Lesbian Bi-sexual Heterosexual
Gender Reassignment See sections 5 and 13 above.	A person who proposes to, starts or has changed his or her gender
Marriage & Civil Partnership See sections 5 and 13 above.	
Pregnancy & Maternity See sections 5 and 13 above.	

Human Rights See sections 5 and 13 above.	Right to Education, Private and Family Life, Protection of property, etc
Welsh Speaking Communities See sections 5 and 13 above	
Other socially excluded groups or communities (please state) See sections 5 and 13 above.	

15. If you answered No to Question 13, do the barriers and limitations amount to a differential impact for certain groups?

Yes  No  Not Sure

**(please cross as appropriate X)**

16. If you answered Yes or Not Sure to Question 14, please give details in the box below and explain why

We have had an indication of the potential impact of our proposals from the Modernising Libraries consultation feedback in 2011. The potential for differential impact to these groups has also been highlighted in sections 5 and 13 along with proposals to mitigate this impact.

17. Do you have enough information to make an informed judgement?

Yes  No  **(please cross as appropriate X)**

If you answered Yes, please justify:

Yes. We have had an indication of the potential impact of our proposals from the Modernising Libraries consultation feedback in 2011 and believe we have enough information to make an informed judgement. See also “mitigating factors” in sections 5 and 13.

If you answered No, what information do you require about protected groups?

18. Is it possible to get the information needed quickly and easily, or should data collection be included in the action plan? Please give details below:

Consultation has been carried out and we will continue to consult with users of the new Area Library as part of our ongoing evaluation and monitoring procedures.

## **STEP 5 – Dealing with Adverse or Unlawful Impact and Strengthening the Policy or Practice**

In this section, you will consider whether there are any measures to reduce or remove any adverse impact. You should also explore other ways of achieving the same goal and / or alternative means of delivering a service to meet the needs of different groups.

19. What measures can you introduce to the policy or practice which could reduce or remove any unlawful impact or disadvantage?

- Establishing a new / refurbished area library for the communities of Llandudno Junction/ Deganwy/ Conwy which will be fully accessible and offer better opening hours; it will also offer value-added services, giving a better quality and more consistent service.
- Give current users notice of the closing date and explain how/where similar services can be accessed within existing libraries / library provision.
- Ensure the Mobile Library offer stops in some central areas within Deganwy if the library is closed, e.g. near the school/ central community locations/ sheltered accommodation; ensure any new stops are properly promoted.
- Promote the Home Library Service to those with mobility impairments in this community who may be eligible to receive it.
- Ensuring the services offered by the new area library are well promoted to people in this community.

20. What measures could be included to strengthen the policy/practice and foster good relations and advance equality of opportunity?

- Increased partnership working with local community groups to ensure we make them aware of any new services we are offering.
- Give people in the community (including any community groups that use the library) adequate notice of closure.
- Liaise with the local community, to ensure that any new Mobile Library stops introduced, are at locations where they are most needed.
- Ensure marketing and promotion of the new area library so all those in this community are aware of what is available to them at the new library.

21. What actions could you take to achieve the same goal by an alternative means?

Usage of the library has declined to such an extent that there is no other viable alternative.

**STEP 6 – Action Plan**

Please outline below the actions you will take to progress your proposal. These might involve carrying out additional Engagement/Involvement activities, collecting Equality data where this was not readily available to help with this EIA, undertake data analysis from future data obtained to monitor the impact of this policy/practice on an ongoing basis, any actions you need to take to ensure procurement complies with the General Duty, any arrangements you need to put in place to monitor and review the impact of this policy/practice in future, and so on.

Action	Measure of Success	Timeframe	Lead Responsibility	Add to Service Plan (✓)
<b>Actions to be taken before EIA and policy/practice can be signed off</b>				
Submit committee reports on a preferred location for the area library and to gain approval for a phased programme of closure	Report to Joint Customers and Communities Scrutiny Committee and Cabinet	Scrutiny Committee: 28 August 2014 and Cabinet: 9 September 2014	Head of Community Development Service: Marianne Jackson	
Timescale for library closure to be agreed	Committee approval for closure	Decision at Cabinet: 9 September 2014 for closure on 12 December 2014	Head of Community Development Service: Marianne Jackson	

<b>Actions after EIA and policy/practice signed off</b>				
Inform customers of this date as soon as possible and explain how/where similar services can be accessed within existing libraries / library provision.	Posters and press releases	9 September 2014	Section Head: Culture and Information	
Identify locations in the Deganwy community where additional Mobile Library stops can be provided.	New Mobile timetable to be in place once library closed	December 2014	Library Service Manager: Reading and Inclusion	
Identify any current customers who may be eligible for the Home Library Service	Transfer to Home Library Service	September 2014	Library Service Manager: Literacy and Learning	
Apply for funding for new area library	Funding package in place	September 2014-June 2015	Section Head: Culture and Information	
Promotion of new Mobile library stops within the Deganwy community	Start to look at possible new Mobile stops August 2014	A month before the new timetable is ready	Library Service Manager / Senior Library Assistant, Mobile Library	
Opening/ Launch of the new area library	Area library open	tbc	Head of Community Development Service: Marianne Jackson	
Promotion of services and activities at the new area library to the local community including the Black, Asian and ethnic minority communities.	Action plan to network and market services to the local community, including the Deganwy area	Ongoing	Library Managers/ Librarian - Conwy	
Librarian at the new area library to do outreach sessions, including groups working in the community, including the Deganwy area.	Librarian and staff at Conwy library to work with groups in the	Ongoing	Librarian - Conwy	

	local area, including Deganwy			
Ongoing monitoring and evaluation of any new services, especially in terms of Equalities Data, e.g. PLUS Survey data.	As part of our usual monitoring and evaluation procedures	Ongoing	Library Managers/ Librarian - Conwy	

## **STEP 7 – Decision To Proceed**

22. Using the information you have gathered in steps 1 – 5 above, please state on the table below whether you are able to proceed with the policy or practice and if so, on what basis?

*(please cross as appropriate X)*

<b>Decision</b>		<b>Action</b>
<input type="checkbox"/>	Continue with policy or practice in its current form	Complete the Monitoring and Review section (Step 8) to ensure the outcomes are monitored and regularly reviewed
<input type="checkbox"/>	Continue with policy or practice but with amendments for improvement	Complete Action Plan and Monitor and Review sections (Steps 6 & 8) to continually assess impact
<input checked="" type="checkbox"/>	Continue with policy or practice but with amendments to remove any areas of adverse impact as identified in Step 5	Complete Action Plan (Step 6) to address any areas of adverse impact and Monitor and Review (Section 8) to continually assess impact
<input type="checkbox"/>	Abandon this policy or practice as it is not possible	Complete Action Plan to address any issues

	to address the adverse impact, and consider alternative ways of addressing the issues	resulting from abandoning policy and to deal with the adverse impact identified
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## **STEP 8 – Arrangements for Monitoring and Review**

The EIA process is an ongoing one that doesn't end when the policy/practice and EIA is agreed and implemented. There is a specific legal duty to monitor the impact of policies/practices on equality on an ongoing basis.

23. Please outline below what arrangements you will make to monitor and review the ongoing impact of this policy or practice:

<b>Monitoring and Review arrangements</b> (including where outcomes will be recorded)	<b>Timeframe &amp; Frequency</b>	<b>Lead Responsibility</b>	<b>Add to Service Plan (✓)</b>
<ul style="list-style-type: none"> <li>○ review usage of any new mobile stops introduced in this community</li> <li>○ review postcode of area library users from this community</li> <li>○ analyse equalities data from the PLUS Survey of users at the new area library and the Mobile Library</li> </ul>	Annual	Librarian/ Service Manager	

## **STEP 9 – Publishing the Equality Impact Assessment**

**Please arrange for this completed EIA to be agreed by your Head of Service, refer to the EIA Policy regarding publishing arrangements and return a copy to the HR and Equality Officer.**