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Equality Impact Assessment: Template

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

Name of the proposed change	**Croydon Library Services Review : Remodelling of the library service for residents in vicinity of Selsdon, Purley and Sanderstead (Selsdon, Purley and Sanderstead Libraries), including:** – Extending staffed opening hours at Selsdon Library – Extending staffed opening hours and developing the offer at Purley Library though work with Croydon Adult Learning & Training (CALAT) and the Voluntary, Community and Faith Sector (VCFS) – Closing Sanderstead Library – Introducing an outreach offer to mitigate the impact of library closures and engage non library users See Cabinet paper document pack 25th September 2024 for full details. This EQIA should be read in tandem with the Cabinet Paper and Appendices
Purpose of proposed change	Improvement of library services for people who live, work and study in Croydon
Is this a change to a policy, practice or service?	Change to Croydon's library services
Who has senior level responsibility for the proposed change?	Nick Hibberd, Corporate Director of Sustainable Communities, Regeneration & Economic Recovery
Who is completing this assessment?	Joan Redding, Library & Archives Services Manager/Stephanie Wilson, head of Culture, Leisure & Libraries
Indicate where your EQIA will be submitted to including date where known:	Cabinet, 25 September 2024

Stage 2: Deciding what relevance the proposed change has for equality

Is the proposed change likely to impact on any of the following?	☒ Communities ☐ Employees

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If there is no equality relevance for either go to Stage 7 and get sign off	This form considers the impact of the proposed changes for Croydon communities.
Is the impact on equality low, medium or high?	The Libraries Review has been undertaken to consider the impact of the last change to the library service model in 2022 and to consider how the service could be improved to reach more residents. From the analysis of the data and responses to the consultation on libraries we have found that there are negative equalities impacts from the current service model which provides part time opening hours over thirteen buildings. Whilst the model retains a wider geographic spread of library buildings, the limited opening hours prevent many people being able to access services, particularly children & young people in local schools, working age people and families. The limited resource for marketing, engagement and outreach also prevents the service reaching more people in the local area and only a small proportion of the population use the library service. Consultation feedback indicates the current service with parttime hours is having a negative impact on Sanderstead, Purley and Selsdon Library users with the same protected characteristics, especially age, disability, and sex outlined in this EQIA. The negative impact is also evident through reduced usage outlined in the other reports prepared for Cabinet on 25 September. In assessing the impact of the proposals we have considered: - Data on library users to assess the most direct impact - Responses from the public consultation from library users - Census data (Local Lower Super Output Area – LSOA) on the local community around Bradmore Green Library to assess the wider impact of the loss of the facility - Demographic data on the Sanderstead, Selsdon and Purley areas overall **The equalities impact of the proposed model is mixed:** **Potential negative impact of proposal locally** High: Age, Disability and Sex

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	Medium: Pregnancy & Maternity and Race Low/No Impact indicated: Gender reassignment, Sexual Orientation, Marriage or Civil Partnership, Religion **Potential positive impact for geographic region** (see maps at end of document): High: Age, Disability and Sex Medium: Pregnancy & Maternity and Race Low/No Impact indicated: Gender reassignment, Sexual Orientation, Marriage or Civil Partnership, Religion Proposals without mitigations in place would have a potential negative/high impact on Sanderstead active library users*, particularly on the 240 Sanderstead Library survey respondents who said “I would not be able to use another library service.” The impact on this group and the reasons they cannot access another library service are analysed in detail by each protected characteristic in order to identify mitigation actions. The proposals are designed to have a potential positive/high impact for the wider area served by Selsdon and Purley libraries, for active users, non-members and nonusers, through additional opening hours at Purley Library including Saturdays, which would make services more accessible, especially to working residents, at a time convenient to them; and additional staffed hours at Selsdon which will make the library more accessible to young people under 16. Staff would be able to offer a more regular programme of events and activities from a reduced number of libraries. The proposals include a new outreach programme provided by dedicated outreach staff team, to be provided from a range of local venues. This could act as a mitigation in Sanderstead, and have a potential positive impact on the wider area, allowing the library service more flexibility to engage nonusers, especially those from underserved and marginalised communities identified in the Equalities Impact Assessment.

	* **Active Library Users** The EQIA reports have used Active Library User data as a metric to understand the demographic characteristics of library users. Most Croydon library members are Croydon residents, and those who are not residents work or study in Croydon. Inactive users are deleted from the system after 2 years of inactivity. Active users are library members who have used their membership cards to interact with the library system within the last 12 months, either through book loans or PC use, and this data is reviewed monthly. The library service looks for regular growth in this figure to measure the effectiveness of the service to reach different groups. In order to more comprehensively measure the demographic and equalities impacts of the proposals, this report looks at 2 years of active users from the date of the last significant changes in opening hours (April 2022 – May 2024). It should be noted that Active User data does not capture library usage which does not involve a card – such as study space, wifi or events attendance. However, it does give a good indication of library usage and the potential impact of changes to the service as the library service does not routinely collect demographic data for users of services which do not involve a library card. An analysis of the full set of library performance indicators has been undertaken in the Appendix C – Review of Closure Options report.
Summary of EQIA outcome:	**The Proposals** The 2022 reduction in opening hours has had a negative equalities impact based on the consultation feedback, and is evident in the poor service performance, and there needs to be improvements. In order to make improvements to the library service overall without any spending increase on libraries, the review proposes closing 4 library buildings to enable building and staff costs from those sites to be reinvested in improving the rest of

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	the service. The 4 library buildings proposed to close are Bradmore Green, Broad Green, Sanderstead and Shirley. The closure criteria is detailed in **Appendix C – Review of Closure Options,** and includes service performance including usage, location, building suitability and adaptability, impact of change, including population serviced, extent of deprivation, and other public facilities and existing community group use. The new model is proposed to provide an increase in the staffed opening hours, operating the remaining 9 libraries at least 5 days a week. This would enable the service to operate sustainably and for staff teams to deliver a more responsive local service. All sites are proposed to be open with staff on Saturdays and the overall opening hours are proposed to increase through further use of self-service access and co-location with other services. The proposals are designed to enable the Council to meet its statutory obligations to deliver a comprehensive and efficient library service through: • Maintaining nine library buildings open full time across the borough with three libraries in each geographic area (North, Central, South) • Creating the capacity for a more targeted, localised approach to better respond to local areas of need • Increasing the library opening hours overall and the number of days of library opening, especially Saturday openings • Improving the service to enable residents to access more services through their local library, in line with the Universal Offers • Developing the libraries as cultural venues to deliver the legacy of the London Borough of Culture • Making more efficient use of library buildings Whilst the decision to close libraries is a difficult one, the findings of the review indicate that Croydon residents can be better served overall by a full-time service and a wider offer delivered from fewer buildings with a balance of universal and targeted services to reach those with greatest need. Ongoing engagement with the community will shape and develop the mitigation actions.

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This Equality Impact Assessment reviews the impact of the proposals for Sanderstead, Selsdon and Purley Libraries. The proposals would close Sanderstead Library, which will release funds to invest in additional staffed hours, including Saturday openings at Purley, and provide a local outreach offer for the wider area, including Sanderstead.

This Equalities Impact Assessment focuses in more detail on the community around Sanderstead, Selsdon and Purley Libraries, reviewing the library active users data, and the findings and feedback from local engagement and public consultation between 8 February – 19 April 2024.

Through the data research and consultation process, we have identified residents with the following protected characteristics who are experiencing a negative impact due to 2022 introduction of the parttime service hours, and could experience either potential positive or negative impact of the proposals based on their location:

Potential High Impact:
Age:
Young children and parents who attend regular under 5 activities
Young people who require quiet study space after school and in the holidays
Working adults who cannot use libraries because of current opening hours.
Older residents who would benefit from additional opening hours locally; in Sanderstead some have issues with travel which require local mitigations including outreach

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

Disability: those with mobility disabilities who use Sanderstead Library and cannot travel easily to alternative libraries in other areas/those with physical and hidden disabilities who have said they want their libraries open more hours

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	Potential Medium Impact: **Pregnancy and Maternity:** Parents with babies and young children who attend regular library events and establish local connections in the library **Race:** In Sanderstead, Purley and Selsdon active users generally match the area profiles, and the impact on residents by race is considered in more detail below. The EQIAs produced for each area form part of a wider report and assessment of the service with recommendations for the proposed new service model and should be read as part of that document set for Cabinet 25 September 2024. The mitigation actions will be further updated and reviewed as opportunities emerge and develop. Sanderstead Library is currently open 24 hours (3 days) a week and ranks 8/13 for visits, but 4/13 for book loans, and 12/13 for PC usage. The library is lacking in accessible toilet facilities and would require significant investment to expand in size. Mapping of library user data suggests that many local residents also use Selsdon and Purley libraries (see maps at end of document). Local residents and service users are strongly opposed to closure. **See full profile in Appendix C: Review of Closure Options** Sanderstead's Active library users, residents who have used their library card in the last year, make up 2.9% of all library users in Croydon, and 3% of the wider Sanderstead population of 40,542 residents in LSOAs within 1.6k radius of the library. This figure does not include people who visit the library without using their card, for example for study space or to attend an event, but the low visitor figures overall also indicate that the library service is not currently serving the residents in this wider area. The proposals to improve the library service would widen the offer geographically, and include areas whose residents are under-represented in library usage figures. This would be achieved through remodelling the offer locally, away from three

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	days per week service in a fixed building to provision of community book collections and outreach events in other community spaces suggested by local residents and community groups. Current usage across libraries is poor and many of these residents are currently unable to use libraries due to parttime opening and limited late/weekend opening hours. The proposals would increase staffed opening hours to 5 days a week at Purley and additional staffed days at Selsdon Libraries, two larger libraries in densely populated district centres. Purley Library, ranked 9/13 for visits and 8/13 for books issues, is currently open 2 days a week, and the proposals would increase opening hours to 5 days a week, to include Saturdays. Further open days are possible if Purley could share the premises with a community partner, co-sited to deliver a wider public offer from the building which is large enough to accommodate a wider service offer. Current usage is poor and residents say they are unable to use their library due to current parttime opening and no weekend hours. Consultation feedback from Purley library users suggests the limited opening hours have prevented access and full-time hours would bring them back to the libraries: • '*I used to visit the library twice a week with my son in Purley for Rhyme time and to read books. However, there isn't much activities going on anymore and the opening times are awful.'* • *'I never know when it is going to be open - it is rarely open and times seem to change frequently.'* • *'I work full time and libraries are closed at weekends and after 5pm.'* • *"Saturday opening is crucial".* • *"People don't know when libraries are open or what activities are going on".* Selsdon Library is based within the local Sainsburys complex and is ranked 2/13 for visits and book loans, after Central Library. It is currently open six days a week, including Saturdays, with 3 days staffed and 3 days available to registered Open+ users. The proposals offer additional staffed hours, with the potential for extending late hours with open+ technology.

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- Selsdon: "*It's nice here – quiet place to study is important, the school library is busy". [during Open+ hours]*

If a decision is taken to close Sanderstead Library in September, the increase in open hours would take place in two phases, from January 2025 Purley Library would open an additional day and Selsdon Library would offer two late evenings; and from April 2025 Selsdon Library would add an additional staffed day and Purley Library will open 5 days, including Saturday. The outreach programme would be in place, establishing contact with community organisations and schools, and delivering regular activities in other local venues.

Mitigations:
Proposals for closure of Sanderstead library without mitigation actions in place could have a potential high/negative impact on local active library users, particularly on the young people, young families, disabled and older residents who visit frequently and take part in regular activities at the library. After scoping the extent of the impact on each of the protected characteristics, we have designed the following range of mitigation actions which would be mobilised in phases from the date of the decision:

1 **Current services on offer from date of closure and enhanced from January 2025:**

1.1 Access to nearby libraries:
Access to Selsdon Library (1.4m), Purley Library (2.1m), Central Library (2.4m); Sanderstead respondents also visit The Phoenix Centre in Wallington (3.7m). There is a significant overlap of library users at Selsdon Library, and even Purley Library (please see maps at end of document).

- Selsdon Library is open 6 days a week, staffed 3 days including Saturday, and 3 days for registered Open+ self-service users. There would be an additional staffed day and extended evening Open+ hours
- Purley is open 2 days a week and would be open 5 days from January 2025 and 4 days including Saturday from April 2025.

	• Central Library is open 5 days a week but would be open 6 days under these proposals from April 2025. Consultation survey responses indicate the viability of this mitigation in response to: "If four libraries were to close, which other libraries would you visit": Sanderstead Library users responded: Selsdon (40%), Purley (12%), Central (11%), out of Croydon (5%). We have focussed additional mitigation actions on 43% (240 respondents) said "I would not be able to use another library service," and this EQIA focuses the protected characteristics of age, disability, and sex, in order to determine mitigation actions. 1.2 Home Library Service provision (free of charge), available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Residents in the areas served by the 4 libraries proposed to close already access this service, including those in sheltered accommodation and care homes, and we would extend this free service to anyone of any age who cannot visit their local library. ***Currently providing and extending*** 1.3 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. ***Currently providing*** Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web. We will seek to deliver digital support sessions to access these services, and partner with local charities to support residents to access devices. ***Developing and Extending*** 1.4 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition

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	of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer. ***Available following decision on future model*** 1.5. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library ***Developing the offer to be available from proposed closure date; transport is arranged but requires local engagement to finalise detailed offer which must follow decision on future model*** **Local outreach – *currently in development*** The proposed new model will create capacity for outreach, including a dedicated staff team, so that the library service can have a regular presence and engage communities at other well used local centres. An outreach offer includes community book collections, regular events and digital support sessions, aligned to existing community activities. During the transition, the activities will be piloted, and delivered first monthly from January 2025, and then weekly from April 2025 onwards. Sanderstead respondents suggested "we should explore other opportunities to provide access to books and library services for their children at venues including Sanderstead United Reform church." Sanderstead United Reform Church is next door to the library and offers regular activities for older and younger local residents, and we have identified potential outreach opportunities to investigate there. Other suggestions from the survey: School/Nursery 131 (30.8%) Local Café 126 (29.6%) Family Hub 59 (13.9%). It is the intention of the service to move existing library activities at Sanderstead Library to nearby local venues which have been suggested through the consultation, and researched to confirm the library offer would align with existing programmes and local partners. Once there is a continuity of regular activities

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	established, library staff would begin setting up a community collection based on local requirements. This collection will be maintained by the outreach team, once it is in place (expected April 2025), Library staff would also have an increased library presence at events, health settings, schools and education settings to promote the library offer and support with digital access. There will be further engagement with local schools and nurseries, sheltered accommodation, care homes and community groups as the service develops. **Alternative use of the building** If the decision is taken to close the Sanderstead Library building, the Council will seek alternative operators within the Volunteer & Community Frontline Sector (VCFS) to take on the building for alternative community benefit using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site. Through the consultation, there was an expression of interest from the community: • *"How can we come together to share and work on a joint proposal?* • *"We at Sanderstead have a team of people ready to help maximise the functionality and use of the buildings at Sanderstead and we have the resources of the neighbourhood behind us. We can make a success of it here with minimum cost and maximum benefit to the Council. We don't want to lose this opportunity in Sanderstead. Once lost, gone forever."* Ongoing engagement with the community will shape and develop the mitigation actions.

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Stage 3: Describe how the proposed change might impact on the council's ability to undertake the Public Sector Equality Duty and commitment to anti-racism (N.B. this can be both positive or negative):

Eliminating discrimination, harassment, victimisation	Libraries are universal community spaces where users report feeling welcomed without any need to purchase anything or hold any particular faith or other characteristic. The library service seeks to provide local safe spaces and deliver a service offer which supports all users people to develop confidence, social connections and live healthier, independent lives. The parttime library service hours have limited the capacity of the service to provide the cultural programmes that highlight diverse cultures and information campaigns that work to eliminate discrimination and victimisation. The closure of Sanderstead library building would allow additional staff days at both Selsdon and Purley Libraries in district centres nearby, allowing a more extensive programme at both sites, and hours including Saturdays that would be inclusive to working families. An outreach programme would be provided across the area and locally in Sanderstead. Closure of the Sanderstead library building will potentially remove this local facility from use, and this report has reviewed the impact on those within each protected characteristic in order to develop local mitigation actions, to ensure the Sanderstead residents have an alternative safe space and continuity of activities to make those social connections and feel safe from discrimination, harassment or victimisation.
Advancing equality of opportunity	Public libraries originated from movements to advance equality of opportunity and this remains at the core of their mission including through provision of free access to books and information, events and programmes to encourage reading, literacy and learning and support for health and wellbeing. The proposals would reinvest funds from the library closure at Sanderstead to improve the offer at Selsdon and Purley libraries and improve marketing and engagement to reach more residents with the wider library offer. The closure of the Sanderstead library building will reduce the range of services available in this local area, and this report has reviewed the impact on those within each protected characteristic in order to ensure opportunities available through library services continue to be available through local mitigations. The library service will develop a local library outreach offer from local community venues in the area, including Sanderstead, in response to local need, including activities for adults, children and families. In Sanderstead this

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	will particularly focus on engaging local families, schools, residents with a disability, and older residents at risk of isolation, including engaging with local sheltered accommodation and care homes.
Fostering good relations	Library buildings are important focal points for their communities, as places where people of different ages and backgrounds share the same space, where people can find local information and connect with others and where everyone is welcome. Local residents tell us that library activities such as Rhymetimes bring young children and their parents into a social community setting, sometimes for the first time, and knitting groups value the social and wellbeing benefits of meeting others in their communities. In Purley, local residents have urged the Council to increase opening hours including Saturdays, because working people and their families cannot access their local library. At Selsdon, residents have asked for more staff days to provide more activities and access for young people aged under 16 who cannot use Open+. These proposals would improve the offer for these areas and foster good relations locally with nonusers of the library. We heard during the consultation that local library users value Sanderstead library as a community resource, connecting the community in Sanderstead, and closure of the library building could remove this function and facility. If there is a decision to close the Sanderstead library building, the council will first initiate a process to seek alternative operators to retain and manage the building for community use. If an alternative use can be found, it is the intention of the library service to engage with the new operator to maintain some form of library offer at the site, although this would depend on the operator. The library service will continue to engage with the local Sanderstead community to develop other outreach opportunities, especially to provide access to books and regular activities at local venues suggested by residents to ensure there is continuity of service locally.
Embedding anti-racism	Maintaining a local library building ensures that there is a local Council building, operated on principles of anti-racism. Closure of this facility could limit the awareness and scope for proactive anti-racism in the locality. Current opening hours of three days a week for Sanderstead Library and 2 days a week at Purley already limits the scope and scale of service development. Reducing the number of library buildings by four across the borough, including the closure of Sanderstead library building, will allow the service to deliver a more effective and impactful service from fewer buildings, as well as a localised programme of outreach and engagement. The proposed outreach programme can better embed the Council's anti-racism principles across the borough by delivering cultural programmes and a range of books and materials which promote learning and embed anti-racism.

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

Data collection	The following sources of data have been collected and reviewed to consider the impact of the proposals: Ordnance Survey (HMSO 2023) – see maps at end of template LSOA data 2021- local and 1-mile radius CIPFA data for 2022-23 – included in Cabinet paper Croydon Observatory data using ONS Census 2021 Croydon Borough Profile June 2024 DPH Research 2022 Library usage and membership data - The Libraries Consortium (TLC) library management system (23 boroughs): Active Users demographics data x 2 years to May 2024. Library Performance data for visits, event attendance, issues, use of PCs, new members, active users (1 year) reported monthly by branch Health and Wellbeing Strategy and Adult Social Care and Health Strategy Mayor's Business Plan 2022-2026 Chief Executives London Committee's (CELC) Tackling Racial Inequality Standard The service also engaged consultants Activist to undertake additional research and needs analysis in developing the proposals, as detailed in the following papers from Croydon's Cabinet on 31st Jan 24: https://democracy.croydon.gov.uk/documents/s53446/Final%20Cabinet%20paper%20-%20Libraries%20Service%20Review.pdf This included: • Primary research: Staff engagement and workshop sessions, external partner meetings held with active groups from the last libraries consultation, internal Council colleague meetings including education, health, communities, adults and assets • Secondary research – Analysis of libraries usage and membership data, demographic data and need, health inequalities, educational attainment, deprivation, case studies from other library services, insight from previous staff engagement, formal consultation responses and equality impact assessments from the last change process in 2021

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The data has been used to understand the current reach and impact of the library service locally in Sanderstead, Selsdon and Purley: the needs and demographics of the local population, the impact of the proposed closure and the opportunity through a remodelled service to better respond to local need.

For reference: comparative summary of demographic data reviewed from Libraries Consultation, Library database, Observatory (ONS 2021): For Sanderstead Library, whose users are more likely to experience a higher negative impact:

Data Category by percentage	Consultation respondents "I would not be able to use another library service" 42.5%	Consultation respondents - Sanderstead Library is their main library	Sanderstead Library Active Users - 2 years	1 mile area LSOA level around Sanderstead library (all usual residents)	Croydon Borough
Total Count: Residents	**240***	**565****	**1218*****	**40,542**	**390665**
0 to 19	1.5	0.6	44.7	22.90%	25.1
20 to 64	81.1	74.3	37.5	57.90%	61.4
65+	17.3	25.1	17.7	19.20%	13.6
Female	67.3	71.7	62.6	51.9	51.2
Male	32.7	28.3	37.3	48.1	48.8
Other	0	0	0.1		
White%	73.8	77	71.2	64.00%	48.4
Asian, Asian British or Welsh %	14.2	12.9	17.6	16.50%	17.5
Black, Black British, Black Welsh,	2.7	3.5	3.7	10.30%	22.6

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	Caribbean or African					
	Mixed or Multiple ethnic groups	8.2	5.7	6.1	6.80%	7.6
	Other ethnic group	1.1	0.9	1.3	2.40%	3.9
	Disability	15.6	11.6		18	17.2

**240 (42.5%) consultation respondents, of 565 who said Sanderstead Library is my primary library, said "I would not be able to use another library service." Of these 240 respondents, 196 (81.7%) provided age range information, 205 (85.4%) provided gender information, 183 (76.3%) provided ethnicity information, and 180 (75%) provided disability information.*

***565 respondents said Sanderstead Library was their primary library, but only 483 (85.5%) provided age range information, 506 (89.6%) provided gender information, 457 (80.9%) provided ethnicity information, and 467 (82.7%) provided disability data.*

****Active Users have borrowed a book or logged into a PC/online resource during the last 2 years. Please note Croydon usually reports Active Users over 1 year; in this case we have chosen 2 years over the period of change to opening hours and post-COVID, to be more representative of residents locally who could experience an impact as a result of the proposals to close Bradmore Green Library. Please note that this figure may not capture all visitors. Visitors can attend library events without registering for a library card and will therefore not be counted as an Active user. Only 49% active users provided ethnicity information.*

Consultation

Formal public consultation must take place in advance of implementing proposals which make significant changes to how local services are delivered. Furthermore, the provision of a 'comprehensive and efficient' public library service is a statutory requirement under the 1964 Public Libraries Act. Councils must also ensure that proposals are consistent with equalities duties.

Please refer to **Appendix B - Library Service Review Phase 3 consultation findings report** which analyses the consultation findings from Phases 1-2 as well as Phase 3 feedback in detail.

Online consultation survey 8 February – 19 April 2024 completed by 3,614 respondents, including 200 who completed paper forms. Respondents included 565 (16%) who stated that Sanderstead was the library they visited most often

Petition: "Save Sanderstead Library 240417: 1,411 signatories

In person engagement in Sanderstead:
20/02/2024 Public Meeting at Sanderstead United Reform Church (evening): (attended by 100)
21/02/2024 Drop In at Library: (attended by 25)

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08/04/2024 Drop In at Library: (attended by 35)
Sanderstead residents attended meetings at other locations in person, and also online webinars introducing the proposals (7 February 2024) and introducing community run libraries (26 March 2024)

In Person Engagement in Selsdon:
20/03/2024 Drop in at Selsdon Library during Open+ hours (6)

In Person Engagement in Purley:
07/03/2024 Drop in at Purley Library (attended by 26)
27/03/2024 Workshop with local stakeholders (attended by 6 led by Activist)
09/04/2024 Drop in at Purley Library (attended by 46)

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

There is a widely-held view among both individuals but also community partners that the reduced opening hours are preventing many people from accessing the library service, particularly working families and children and young people, as well as an awareness that the library service currently isn't reaching many vulnerable people in the community who could benefit.

Among those living in the catchment area of the four libraries proposed for closure who took part in the consultation, there was almost universal opposition to closures and a number of key concerns expressed about using other libraries, including accessibility without a car, parking, safety in Central Croydon and Coulsdon, and the impact on particular groups who would not be able to travel.

The main groups cited were: older people; children and young families; disabled people; those facing mental health or physical health challenges, and global majority communities. For each library these were the groups most identified as at risk from the closure proposals:

Respondents from Sanderstead Library expressed concern for impacts on "Older people, families with young children, disabled people," including the following which are being reviewed in this EQIA:

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- "According to the council's EQIA document, has the highest percentage of people over 50, over 60 and over 70 of all the wards listed in your report on Croydon. It is age discrimination to plan to close Sanderstead library and negatively impact all the older people who use it.
- "Just had a young girl leave here after sitting here studying all day – so many students sitting around the tables".
- "Opening hours are not mitigating the situation – the chance of working people getting here is remote – needs to be borne in mind".
- "More children are coming in – what else would we do in the holidays if the library closes?".

Feedback from Sanderstead residents on Mitigations:

Alternative libraries: If four libraries were to close, which other libraries would you visit, and those who identified Sanderstead as their main library responded: Selsdon (40%), Purley (12%), Central (11%), out of Croydon (5%), and 43% (240 respondents) said "I would not be able to use another library service. Purley is also an alternative for 8% of all four libraries proposed to close.

Of those 240 who could not use another library service,195 are also frequent or regular users, visiting at least once a month and 123 don't use any other Croydon libraries.

Of these the majority 48.7% (92 residents) are aged 35-54 and white. 171 borrow books/108 take children to an activity; 176 are motivated by convenient location/109 by good range of physical materials to borrow. If there were new activities in other libraries, the top three activities preferred by respondents were children & young people activities (78), family activities (74) and also Information & Advice from Staff (37) and Arts & culture events (37).
.
A number of people shared their thoughts about the possible ideas that could be put in place to mitigate the effects of the proposed closures, which have all been considered in the context of mitigating the impact on those with protected characteristics. These included

- Identifying new partners to take over the building or a community managed model; more use of self-service access with support for users to become more comfortable with it; exploring alternative opening hours; the use of volunteers; providing toilet facilities elsewhere
- A large number of participants shared ideas about reaching more people not currently using the library service. These included transport and travel support; provide replacement services, and or opening hours, elsewhere; better service promotion and marketing; improving safety.

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NB: Alternative proposals for service improvements have been analysed in section 7 of the Cabinet report 25th Sept.

Purley comments from consultation regarding developing the library as a community hub:

- *Purley:* "By bringing services together we could extend opening hours/days. Esp if there are other services in the space".
- *Purley:* "good to share spaces for public events and activities".
- *Purley:* "Safe space – I see myself represented – kind people without expectations. Can sit on my own. All global majorities welcome, LGBTQ+ safe. People feel comfortable".
- *Purley:* "Major psychological rebrand – one space with libraries, training & education, and all the other groups – call it hub. Or ask the community to name it. Shift idea – equal partners that co-exist in the same space".
- "Link with other hub initiatives, share strategic funding with One Croydon , family hubs etc."
- Purley: "Could a Toddler Group or Coffee morning, computer training, run by Purley Cross (Baptist Church) currently next door where there is no space, be hosted in Purley Library".
- Purley: "Debt support and more holistic support would be good. People aren't taught that at school. We need a money management course".

Selsdon: Consultation comments and review of Open+

- Selsdon: "More events and book clubs".
- *Selsdon*: "How do I find out about events in the libraries?".
- *Selsdon*: "council workers should be there in person – people storm out because they can't get any help".

Survey responses in relation to self service access:

Survey response	Total responses	Norbury	Selsdon

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I've already used self-service access and really liked it	17%	35%	37%
I've used self-service access and didn't' like it	7%	7%	8%
I've not used self-service access but would give it a try if it means I can visit at a convenient time	28%	28%	27%
I'd think about using self-service access but want to know more about how it works	15%	12%	10%
I'd think about using self-service access but am concerned about safety	10%	13%	5%
I would never visit a library outside of staffed hours	21%	5%	12%
Number of responses	3,551	126	230

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

Guidance on Impact Scores: *Consider the impact of your proposal by giving a numerical score to both the likelihood of an impact and the severity of an impact against each characteristic. This should draw upon the evidence you cited at Stage 3.*

Use the key below to **score** the **likelihood** of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group.	**1 = Unlikely to impact** **2 = Likely to impact** **3 = Certain to impact**
Use the key below to **score** the **severity** of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group.	**1 = Low** **2 = Medium** **3 = High**

The score for likelihood and severity are then multiplied.	**e.g. Unlikely to impact =1, Low impact =1, total score =1**

<table>
<tr><th colspan="2">Characteristics</th><th>Likelihood of impact</th><th>Severity of impact</th><th>Impact score</th><th>Summary of impact (positive, negative, no impact or unknown)*</th><th>If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**</th></tr>
<tr><td>Protected Characteristics (Equality Act 2010)</td><td>Age</td><td>3</td><td>2</td><td>6</td><td>Scoring is for both positive and negative impact

Scoping extent of potential negative impact:
Active users (2 years data) registered at Sanderstead Library detailed by age range, indicating by numbers the potential impact on children in particular:

<table>
<tr><th>Sanderstead Age Range</th><th>Active Users x 2 years</th><th>%</th></tr>
<tr><td><5</td><td>100</td><td>8.2%</td></tr>
<tr><td>5 to 9</td><td>245</td><td>20.1%</td></tr>
<tr><td>10 to 14</td><td>159</td><td>13.1%</td></tr>
<tr><td>15 to 19</td><td>41</td><td>3.4%</td></tr>
<tr><td>20 to 24</td><td>12</td><td>1.0%</td></tr>
<tr><td>25 to 29</td><td>24</td><td>2.0%</td></tr>
<tr><td>30 to 34</td><td>47</td><td>3.9%</td></tr>
<tr><td>35 to 39</td><td>84</td><td>6.9%</td></tr>
<tr><td>40 to 44</td><td>79</td><td>6.5%</td></tr>
<tr><td>45 to 49</td><td>75</td><td>6.2%</td></tr>
<tr><td>50 to 54</td><td>46</td><td>3.8%</td></tr>
<tr><td>55 to 59</td><td>44</td><td>3.6%</td></tr>
<tr><td>60 to 64</td><td>46</td><td>3.8%</td></tr>
</table>
</td><td>Mitigation Actions: See more details in summary above

Current services on offer from date of closure and enhanced from January 2025:
1.1 Access to alternative library nearby:
Access to Selsdon Library (1.4m), Purley Library (2.1m), Central Library (2.4m); increasing opening hours in a phased approach from January and April and offering</td></tr>
</table>

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<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><td>65 to 69</td><td>47</td><td>3.9%</td></tr>
<tr><td>70 to 74</td><td>51</td><td>4.2%</td></tr>
<tr><td>75 to 79</td><td>62</td><td>5.1%</td></tr>
<tr><td>80 to 84</td><td>36</td><td>3.0%</td></tr>
<tr><td>85 to 89</td><td>15</td><td>1.2%</td></tr>
<tr><td>90 to 94</td><td>5</td><td>0.4%</td></tr>
<tr><td>Total</td><td>1218</td><td></td></tr>
</table>
Not all library visitors are registered

Age characteristic of active users compared to local area and consultation respondents:
<table>
<tr><th>Sanderstead Library</th><th>Library Active Users%</th><th>Sanderstead LSOA Area</th></tr>
<tr><td>% by age</td><td>1218</td><td>40,542</td></tr>
<tr><td>Ages 0 - 19</td><td>44.8</td><td>22.9%</td></tr>
<tr><td>Ages 20 - 64</td><td>37.5</td><td>57.9%</td></tr>
<tr><td>Ages 65 +</td><td>17.7</td><td>19.2%</td></tr>
</table>
0-19
Active users: 44.8% are under 20, (41.1% are under 16), the largest user group, higher than 22.9% in local area profile

Consultation: Feedback from younger children was captured in drop-in sessions, especially during visits to rhymetime sessions
</td><td>additional activities in nearest libraries to serve additional demand such as rhymetimes

1.2 Home Library Service provision (free of charge), available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Some residents in Broad Green already access this service Currently providing and extending

1.3 Free 24/7 digital library of 60,000</td></tr>
</table>

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					and through feedback from parents. The survey was not designed for young children and cannot be used in a comparative way with the feedback from adults and older residents in the consultation survey. Young people aged 16-19 participated minimally in the survey (0.6%). **20-64** **Active users:** 37.5% adults 20-64, much less than 57.9% local area profile. Consultation feedback from local residents suggests the 3 day per week opening hours and closure in evenings and on Saturdays prevents working adults from using the library. **Consultation:** this group provided 74.3% of Sanderstead Library consultation responses, and represent 81.1% of those who said they would not be able to use another library service, with the largest group aged 35-44 (33.8%). The consultation findings suggest many are parents who bring their children to library events. **65+** **Active Users:** 17.7% are older adults 65+, lower than 19.2% local area profile, which was unexpected, because there is an assumption that a larger percentage of older residents use the library. **Consultation:** this group provided 25.1% of consultation responses, and represent 17.3% of those who said they would not be able to use another library service, and some disclosed a	ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				disability which would prevent them travelling to an alternative library. **Regular Library Activities specific to age groups** Last year there were 116 regular activities and events at Sanderstead Library including 58 rhymetimes for under 5s, Summer Reading Challenge, and 130 school children came on class visits Adults attend regular craft activities, a knitting group, and a monthly reading group and commented on the wellbeing benefits in the consultation feedback. Of the 240 survey respondents who said "I would not be able to use another library service" – the most important services, after borrowing books: • 50% take children to an activity in the library • 22.5% attend learning activities at the library The activities most requested: • 62.5% Children's & young people's activities • 45.8% Family activities • 39.6% Arts & Culture events. **Negative impact of current service** The consultation respondents from Sanderstead, Selsdon and Purley libraries all said the staffed opening hours, especially the lack of late openings and Saturdays, did not meet their needs. The current part time opening hours, lack of capacity for	service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web. **Currently Providing & developing training** 1.4 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative

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<table>
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<tr><td></td><td></td><td></td><td></td><td></td><td>promotion, local programmes or outreach, has had a negative impact on the success of these libraries and of their active users of all age groups, especially children, illustrated here:
<table>
<tr><th>Age range</th><th>% Sanderstead</th><th>% Selsdon</th><th>% Purley</th></tr>
<tr><td>Age Totals</td><td>1218</td><td>3017</td><td>1696</td></tr>
<tr><td><5</td><td>8.2%</td><td>4.6%</td><td>5.7%</td></tr>
<tr><td>5 to 9</td><td>20.1%</td><td>15.6%</td><td>23.2%</td></tr>
<tr><td>10 to 14</td><td>13.1%</td><td>11.2%</td><td>12.4%</td></tr>
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<tr><td>60 to 69</td><td>7.6%</td><td>10.6%</td><td>8.0%</td></tr>
</table></td><td>venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer

1.5. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library ***Developing the offer to be available***</td></tr>
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<tr><td>80 to 84</td><td>3.0%</td><td>3.8%</td><td>1.9%</td></tr>
<tr><td>85+</td><td>1.6%</td><td>3.2%</td><td>1.8%</td></tr>
</table>

Consultation feedback suggests the impact is felt most by working parents and their children, school children who only have access to their local library 2 or 3 days a week. This negative impact necessitates the changes outlined in the proposal. Closing the smallest library in the area is necessary to realise improvements to the wider area.

Positive impact by age characteristic:
Additional opening hours and marketing:
Purley Library is currently closed on Saturday, so reopening on that day will have a high positive impact on all ages, but especially the working parents, school children and young children who cannot easily access the library now, reflected in the profile below which demonstrates Purley Library active users represent less than 10% of residents in the area.
<table>
<tr><td>Purley Library</td><td>Library Active Users</td><td>Purley LSOA Area</td></tr>
<tr><td>% by age</td><td>1696</td><td>40,752</td></tr>
</table>
</td><td>from proposed closure date; requires local engagement to finalise offer which must follow decision on future model

2. Library outreach – currently in development

2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries</td></tr>
</table>

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<table>
<tr><td>Ages 0 – 19</td><td>46.7%</td><td>23.9%</td></tr>
<tr><td>Ages 20 – 64</td><td>37.7%</td><td>59.7%</td></tr>
<tr><td>Ages 65 +</td><td>15.6%</td><td>16.4%</td></tr>
</table>

By contrast, Selsdon Library, open 6 days a week, 3 days staffed including Saturday, serves 13.6% of the area, and busiest day is Saturday with over 300 visitors every week.
<table>
<tr><th>Selsdon Library</th><th>Library Active Users</th><th>Selsdon LSOA Area</th></tr>
<tr><td>% by age</td><td>3071</td><td>36,749</td></tr>
<tr><td>Ages 0 – 19</td><td>36.2%</td><td>22.8%</td></tr>
<tr><td>Ages 20 – 64</td><td>39.2%</td><td>55.5%</td></tr>
<tr><td>Ages 65 +</td><td>24.6%</td><td>21.7%</td></tr>
</table>

The combination of better marketing, capacity for outreach, and longer opening hours plus Saturday openings would improve the offer to all ages, especially for parents with young children, students of all ages, and older adults.
12% of Sanderstead residents said that if their library closed they would travel to Purley library, and 40% of Sanderstead Library users said they could use Selsdon Library, and an outreach</td><td>proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue.

2.2 Take into account consultation survey feedback on alternative venues suggested by local Sanderstead residents:</td></tr>
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<tr><td></td><td></td><td></td><td></td><td></td><td>programme would still be on offer locally, so overall the proposals could have a high positive net benefit to the wider community of 68,500 and potentially increase the existing active user base outlined below.

Comparative age ranges:
<table>
<tr><th>Age range</th><th>% Sanderstead</th><th>% Selsdon</th><th>% Purley</th></tr>
<tr><td>Users</td><td>1218</td><td>3017</td><td>1696</td></tr>
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<tr><td>25 to 34</td><td>5.8%</td><td>6.3%</td><td>7.0%</td></tr>
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<tr><td>55 to 59</td><td>3.6%</td><td>4.0%</td><td>3.3%</td></tr>
</table></td><td>• School/ Nursery 131 (30.8%)
• Local Café 126 (29.6%)
• Family Hub 59 (13.9%)

2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.

2.4 The Council will seek alternative operators within the</td></tr>
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</table>

Local outreach: Sanderstead residents who cannot access other libraries will need local outreach and other mitigations for continuity of service, but capacity for outreach will also benefit the wider area, with staff visiting nurseries, schools, care homes, community centres, etc, ensuring library services are promoted and accessible to a much wider population of residents of all ages.

Additional Activities:
Additional staffed opening hours will allow more activities to take place, especially on Saturdays, which will have a high positive impact for all ages and increase attendance.

It is the intention of the library service to rehome current regular Sanderstead activities, especially rhymetimes, providing continuity locally, and in addition, the proposals would allow capacity to run more activities at Selsdon during the week, and Purley on Saturdays.</td><td>voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.

3. Further Engagement

3.1 Develop library forums of local residents and community partners</td></tr>
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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				Last year Selsdon, during the 3 weekly staffed days, held 240 activities with 2659 attending, including 96 Rhymetimes and 15 class visits (381 children) and 116 regular adult groups including reading group, knitting group, health groups and author events. Last year, open just 2 days a week, Purley offered 182 activities with 1906 attending, including 78 Rhymetimes and 17 class visits (371 children) and 61 regular adult groups including reading group and fitness class. The additional Saturday could double the offer for children, and provide capacity for more adult activities, which would have a high positive impact on all ages, and for intergenerational activities pointed out by a Purley library user during the consultation: "A grandma comes to the session with her granddaughter - there is an intergenerational factor".	to act as a reference group and inform future development and improvement of the library service 3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model: • Children & families who attend regular library events • Schools, nurseries, children's centres and other local

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					groups that cater for parents and babies • Health & wellbeing organisations • Voluntary, Community & Faith groups attended by both women and men, especially to engage with those who do not use the library service • Local Community Partnerships network engagement

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						The mitigation actions will be further updated and reviewed as opportunities emerge and develop.
	Disability	**3**	**2**	**6**	**Potential negative impact:** The local area data suggests 13.2% of Sanderstead residents have a disability of some kind, which is slightly higher than the overall Croydon average. **Active Library Users:** There is no meaningful data from the library service database, which collects information on disability only if it is volunteered. As it is not mandatory, it is not held in statistically meaningful quantities. Libraries usually provide Equality Act compliant spaces in most libraries, and although the books are fully accessible, the toilet facilities are not accessible at Sanderstead Library, and might deter residents with physical disability from using the library. Consultation survey data for 565 survey respondents who use Sanderstead Library indicates that 11.6% reported a disability, and local residents highlighted disability and local access to library	**Mitigation Actions: See more details in summary above** **Current services on offer from date of closure and enhanced from January 2025:** 1.1 **Access to alternative library nearby:** Access to Selsdon Library (1.4m), Purley Library (2.1m), Central Library (2.4m); increasing opening

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				services as an equalities issue during face to face meetings and discussions with local residents. Of the 180 Sanderstead Library users who said "I would not be able to use another library service" and provided Disability information, 15.6% have a disability, the majority have mobility disability, others have hearing or visual impairment, and the rest asthma, learning disability and hidden disabilities. **Potential positive impact:** **Consultation survey:** Purley: (154 respondents): 19.5% have a disability (esp mobility). Selsdon: (197 respondents): 13.2% consider themselves to have a disability Most are frequent visitors (55%), and over 57% stated "it would make it much easier to visit a library at a time convenient for me" Both Selsdon and Purley Libraries are fully accessible spaces, and disabled residents at both libraries have asked for additional opening hours during face to face meetings, suggesting these proposals would have a high positive impact.	hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes 1.2 Home Library Service provision (free of charge), available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Some residents in Broad Green already access this service

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					Currently providing and extending 1.3 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web. **Currently Providing & developing training** 1.4 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer 1.5. Provision of a scheduled weekly accessible bus shuttle service for residents with

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					access needs to visit their nearest library ***Developing the offer to be available from proposed closure date; requires local engagement to finalise offer which must follow decision on future model*** 2. Library outreach – ***currently in development*** 2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue. 2.2 Take into account consultation survey feedback on alternative venues

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					suggested by local Sanderstead residents: • School/ Nursery 131 (30.8%) • Local Café 126 (29.6%) • Family Hub 59 (13.9%) 2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April.

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site. 3. Further Engagement

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service 3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model: • Children and families who attend regular library events, who might not

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					be able to travel to another library because of a disability • Schools, nurseries, children's centres and other local groups that support children with disabilities • Adults who attend regular library events who might have physical or hidden disabilities • Health & wellbeing organisations

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					• Voluntary, Community & Faith groups who provide services for those with a disability, especially to engage with those who do not use the library service • Local Community Partnerships network engagement The mitigation actions will be further updated and reviewed as opportunities emerge and develop.

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
Gender Reassignment	**1**	**1**	**1**	**No/Low Impact:** ONS Census Data from 2021 suggests Croydon's transgender population is 1% of the overall population, and the consultation and engagement did not reveal the extent to which the proposed changes to libraries would have a positive or negative impact on this group. The Library service does not collect information regarding gender reassignment because it is not required for the service and would exceed GDPR limits for collecting data.	There is no indication from the feedback that a specific mitigation is required for this protected characteristic, but the library service would continue to engage with local community groups, cultural groups, public health and mental health charities to ensure the service development and programming will continue to provide activities, information and a welcoming space for underserved or marginalised groups, including

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						transgender residents, and those proposing to undergo, or in the process of undergoing the process of reassigning their gender.
	Marriage or Civil Partnership	**1**	**1**	**1**	**No Impact indicated/Low Impact** The Library service does not collect information regarding marriage and civil partnership because it is not required for the service and would exceed GDPR limits for collecting data. Reviewing the survey data, we note that half pf respondents are married or in a civil partnerships: 54.5% Sanderstead, 54% Purley, 49.6% Selsdon. There was no specific feedback during the consultation process that indicates that the library service proposals would have an impact on those in a marriage or civil partnership based on the characteristic.	There is no indication from the feedback that a mitigation is required for this protected characteristic, but the library service would work in partnership with all groups to improve access to the library service offer and ensure the service was inclusive to all.

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
Pregnancy and Maternity	**2**	**2**	**4**	**Potential negative and positive impact:** **Active Users:** The Library service does not collect information regarding pregnancy and maternity because it is not required for the service and would exceed GDPR limits for collecting data. However all libraries host free weekly rhymetime activities, babies can have a library card, and parents can borrow books for their babies as well as books on pregnancy and parenting from all libraries. Sanderstead Library staff provided 58 Rhymetimes last year attended by 656 attendees last year, and they have provided feedback during the consultation. **Consultation:** Of the 240 respondents to the consultation survey who said they could not use any other libraries, 12 (5.2%) had a baby in the last 12 months; but more importantly, 50% of these respondents said one their top three library services was to "take children to an activity in the library (50%). Many respondents referred to the health and wellbeing benefits they derived from library activities, that gave them community connection and reduced isolation, and of the socialisation benefits for their babies. Without mitigations, any reduction of these current services could have a negative impact on the protected characteristic of Pregnancy and Maternity.	**Mitigation Actions: See more details in summary above** **Current services on offer from date of closure and enhanced from January 2025:** 1.1 **Access to alternative library nearby:** Access to Selsdon Library (1.4m), Purley Library (2.1m), Central Library (2.4m); increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				Positive Impact Unlike libraries in other boroughs, Croydon libraries does not provide full time open hours to families of young children in Croydon, and many libraries in district centres are not open on Saturdays, traditionally the busiest days. This has had a high negative impact on working parents who cannot take their children to a library for free children's activities and access to books on a Saturday. Both Sanderstead and Purley libraries are currently closed on Saturdays. By closing the Sanderstead Library building, the service could staff Purley for additional hours, including Saturdays. Purley staff already provide 78 Rhymetimes for 686 attendees, and a Saturday opening would greatly increase engagement with young families in this area. Most Sanderstead residents could visit Purley or Selsdon Libraries. Selsdon library nearby has free parking and last year staff provided 96 Rhymetimes for 1279 attendees. For local Sanderstead residents who could not travel, there would continue to be weekly outreach activities for families, including rhymetimes, along with a community book collection. Saturday openings in Purley and outreach in Sanderstead would have a high positive impact on the protected characteristic of Pregnancy and Maternity.	demand such as rhymetimes 1.2 Home Library Service provision (free of charge), available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Some residents in Broad Green already access this service ***Currently providing and extending*** 1.3 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					programme in partnership with voluntary partner Clear Community Web. **Currently Providing & developing training** 1.4 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer 1.5. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library ***Developing the offer to be available from proposed closure date; requires local***

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					engagement to finalise offer which must follow decision on future model 2. Library outreach – ***currently in development*** 2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue. 2.2 Take into account consultation survey feedback on alternative venues suggested by local Sanderstead residents: • School/ Nursery 131 (30.8%)

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					• Local Café 126 (29.6%) • Family Hub 59 (13.9%) 2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April. 2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site. 3. Further Engagement 3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					and improvement of the library service 3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model: • Children and families who attend regular library events, who might not be able to travel to another library • Schools, nurseries, children's centres and

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						other local groups that support families • Adults who attend regular library events • Health & wellbeing organisations • Voluntary, Community & Faith groups who provide services, especially to engage with those who do not use the library service • Local Community Partnerships

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					network engagement The mitigation actions will be further updated and reviewed as opportunities emerge and develop.
Race	**2**	**2**	**4**	**Potential negative or positive impact**: Croydon is an ethnically diverse borough with 51.6% of the population from a global majority background with the largest groups being people of Black ethnicities (22.6%) and people of Asian ethnicities (17.5%). Croydon overall has seen a shift in ethnic profile over the last 10 years with an increase in global majority populations and decrease in white population. Sanderstead Lower Layer Super Output Areas have a higher proportion of white residents than the borough population, reflected in the library active users ethnicity breakdown and consultation engagement.	**Mitigation Actions: See more details in summary above** **Current services on offer from date of closure and enhanced from January 2025:** 1.1 **Access to alternative library nearby:** Access to Selsdon Library (1.4m), Purley Library

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<table>
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<tr><td></td><td></td><td></td><td></td><td></td><td>

Active Users by Ethnicity:

<table>
<tr><th>Ethnicity %</th><th>Sanderstead Library</th><th>Sanderstead Area</th><th>Croydon</th></tr>
<tr><td>White</td><td>71.2%</td><td>64%</td><td>48.4%</td></tr>
<tr><td>Asian</td><td>17.6%</td><td>16.5%</td><td>17.5%</td></tr>
<tr><td>Black</td><td>3.7%</td><td>10.4%</td><td>22.6%</td></tr>
<tr><td>Mixed</td><td>6.1%</td><td>6.8%</td><td>7.6%</td></tr>
<tr><td>Other</td><td>1.3%</td><td>2.4%</td><td>3.9%</td></tr>
</table>

Only 51% provided information

From this data, the active users are broadly representative of the community with the Black communities slightly under represented relative to the local population. Of the 240 consultation respondents who said I would not be able to use another library service" the majority are white (53.4%) and Asian (11.7%) with Black (2.1%) in the minority. At least 21% preferred not to provide this information.

The consultation feedback did not include any references to race, but the data suggests a potential negative impact on the communities of all ethnicities who currently access library services, and a programme of outreach would be needed to continue services.

</td><td>(2.1m), Central Library (2.4m); increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes

1.2 Home Library Service provision (free of charge), available now, especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Some</td></tr>
</table>

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
				Potential positive impact: The data suggests the current library service is not reaching the black community in Sanderstead area, and the proposed outreach programme could have a positive impact to serve these communities in a more targeted way. Purley community would greatly benefit from increasing opening hours, including Saturdays, and Purley library staff would offer additional programmes accessible to all ethnicities, especially as it is proposed to be a community hub and work more closely with community partners: In reviewing the group who might have the greatest impact, we looked at the question *How positive or negative do you feel about the proposal to develop New Addington, Purley, and South* Norwood *libraries as new community hubs, run in partnership with other council services and community organisations?* We analysed Positive and Negative responses for insights: Purley – majority positive: White: 57.8% Positive, 19.2% Neither, 23.17% Negative Asian: 79.2% Positive, 4.2% Neither, 16.7% Negative Black: 87.5% Positive, 0% Neither, 12.5% Negative **Here is a % breakdown of current library users compared to the area:**	residents in Broad Green already access this service ***Currently providing and extending*** 1.3 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3 services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and

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<tr><td colspan="2"></td><td></td><td></td><td></td><td>
<table>
<tr><th>Purley: Ethnicity</th><th>Purley Library Active Users</th><th>Purley Area</th><th>Croydon</th></tr>
<tr><td>White</td><td>54.6%</td><td>57.1%</td><td>48.4%</td></tr>
<tr><td>Asian</td><td>26.6%</td><td>19.1%</td><td>17.5%</td></tr>
<tr><td>Black</td><td>11.9%</td><td>13.4%</td><td>22.6%</td></tr>
<tr><td>Mixed</td><td>4.6%</td><td>7.4%</td><td>7.6%</td></tr>
<tr><td>Other</td><td>2.3%</td><td>3.1%</td><td>3.9%</td></tr>
</table>
Only 41% provided data

Purley: Activities preferred by race
White: Adult Education, Arts & Culture
Asian: Children’s Education Classes, Arts & Culture, Leisure & Family Activities
Black: Health & Wellbeing Advice, Children’s Education Classes

Selsdon Library has a good proportionate representation by ethnicity based on the data available, and this is an alternative library for Sanderstead.
<table>
<tr><th>Ethnicity</th><th>Selsdon Library Active Users</th><th>Selsdon Area</th><th>Croydon</th></tr>
<tr><td>White</td><td>63.9%</td><td>67.9%</td><td>48.4%</td></tr>
</table>
</td><td>skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web. Currently Providing & developing training

1.4 Communicate alternative routes to access library services with local residents and groups to support residents</td></tr>
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<table>
<tr><th colspan="2">Characteristics</th><th>Likelihood of impact</th><th>Severity of impact</th><th>Impact score</th><th>Summary of impact (positive, negative, no impact or unknown)*</th><th>If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><td>Asian</td><td>17.9%</td><td>14.6%</td><td>17.5%</td></tr>
<tr><td>Black</td><td>10.6%</td><td>9.4%</td><td>22.6%</td></tr>
<tr><td>Mixed</td><td>5.2%</td><td>6%</td><td>7.6%</td></tr>
<tr><td>Other</td><td>2.3%</td><td>2.1%</td><td>3.9%</td></tr>
</table>
Only 43% provided Ethnicity data
This could have a potential high positive impact on the wider area in respect to the protected characteristic of race.
</td><td>of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer

1.5. Provision of a scheduled weekly</td></tr>
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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					accessible bus shuttle service for residents with access needs to visit their nearest library ***Developing the offer to be available from proposed closure date; requires local engagement to finalise offer which must follow decision on future model*** 2. Library outreach – ***currently in development*** 2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue. 2.2 Take into account consultation

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					survey feedback on alternative venues suggested by local Sanderstead residents: • School/ Nursery 131 (30.8%) • Local Café 126 (29.6%) • Family Hub 59 (13.9%) 2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						schedule launched in April. 2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site.

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						3. Further Engagement 3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service 3.2 Ongoing review of library services with community groups and library users to ensure all ages are represented and served by new model: • Focussed engagement

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					with partners representing impacted ethnic communities • Children & families who attend regular library events • Schools, nurseries, children's centres and other local groups • Health & wellbeing organisations • Voluntary, Community & Faith groups attended by diverse communities,

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						especially to engage with those who do not use the library service • Local Community Partnerships network engagement The mitigation actions will be further updated and reviewed as opportunities emerge and develop.
	Religion or Belief	**1**	**1**	**1**	**No Impact indicated/Low impact:** **Croydon Borough Profile 2023:** Just under half (48.9%) of Croydon respondents for the Census 2021 stated they were "Christian" compared to 56.4% for the Census 2011. About 1 in 4 (25.9%) stated that they had no	**Mitigation Actions:** Engagement to continue with local community groups, including faith

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<table>
<tr><th colspan="2">Characteristics</th><th>Likelihood of impact</th><th>Severity of impact</th><th>Impact score</th><th>Summary of impact (positive, negative, no impact or unknown)*</th><th>If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>religion compared to 1 in 5 (20.0%) for Census 2011. Croydon people following the Muslim religion are the second biggest religious group, after Christians, increasing from 8.1% to 10.4% over the 10 years to March 2021

Active Users: The Library service does not collect information regarding Religion & Belief because it is not required for the service and would exceed GDPR limits for collecting data. Libraries do provide books on world religions and space for information displays.

Consultation: The survey respondents from Sanderstead, Purley and Selsdon reflect the Borough Profile, majority Christian with slight variation regarding other religions:
<table>
<tr><th>Consultation Profile %</th><th>Sanderstead</th><th>Purley</th><th>Selsdon</th></tr>
<tr><td>Christian</td><td>39.8%</td><td>47.3%</td><td>50%</td></tr>
<tr><td>Hindu</td><td>5.7%</td><td>4.2%</td><td>2.7%</td></tr>
<tr><td>Muslim</td><td>2.8%</td><td>3%</td><td>2.7%</td></tr>
<tr><td>Other</td><td>2.4%</td><td>3.7%</td><td>0.4%</td></tr>
<tr><td>No religion</td><td>24.1%</td><td>23.6%</td><td>23.9%</td></tr>
</table>
The data from 240 Sanderstead Library members who said “I would not be able to use another library service” is still majority Christian but with a higher percentage of Hindu respondents:</td><td>groups, to ensure the service development and programming will engage with underserved or marginalised groups, seeking to ensure the library services are welcoming to all.

In developing an outreach plan, there have been opportunities identified with faith organisations, as well as other community groups, to identify a local venue to establish library outreach activities for all ages. The outreach proposals are key to reaching a wider community, not just a</td></tr>
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<table>
<tr><th colspan="2">Characteristics</th><th>Likelihood of impact</th><th>Severity of impact</th><th>Impact score</th><th>Summary of impact (positive, negative, no impact or unknown)*</th><th>If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><td>Sanderstead (240)</td><td>%</td></tr>
<tr><td>Christian</td><td>37%</td></tr>
<tr><td>Hindu</td><td>7%</td></tr>
<tr><td>Muslim</td><td>3%</td></tr>
<tr><td>Other</td><td>6%</td></tr>
<tr><td>No religion</td><td>21%</td></tr>
<tr><td>Prefer not to say</td><td>31%</td></tr>
</table>

There was no feedback from the consultation to suggest a negative or positive impact of the proposals on the basis of the protected characteristic of Religion and Belief.</td><td>mitigation for closure, and faither organisations offer universal community support and activities across Croydon. We would seek to work in partnership to deliver library services alongside an existing offer, providing a community book collection and library activities.</td></tr>
<tr><td></td><td>Sex</td><td>3</td><td>2</td><td>6</td><td>Potential negative impact:

Active Users: Based on the Active user data for Sanderstead Library, the proposed closure could have a disproportionately higher negative impact on women:

Sex breakdown:
<table>
<tr><td>Sex</td><td>Library</td><td>Sanderstead</td><td>Croydon</td></tr>
</table></td><td>Mitigation Actions: See more details in summary above

Current services on offer from date of closure and</td></tr>
</table>

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<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><td>%</td><td>1218</td><td>40,542</td><td>390,727</td></tr>
<tr><td>Female</td><td>62%</td><td>52%</td><td>48%</td></tr>
<tr><td>Male</td><td>37%</td><td>48%</td><td>52%</td></tr>
<tr><td>Other</td><td>1%</td><td>0%</td><td>0%</td></tr>
</table>

There are 10% more women who use the library, as a proportion of Sanderstead’s population, and 10% fewer men, which is in line with traditional library use. Women are more likely to attend library events, and mothers are more likely to bring small children to library activities.

Consultation: Of the 240 Sanderstead library users who said “I would not be able to use another library service,” 205 provided information on Sex: 67.3% were female and 32.7% male. Women who are active users of Sanderstead Library are statistically more likely to experience a negative impact from the closure of Sanderstead Library.

Potential positive impact:
Additional opening hours will have a high positive impact on women of all ages who are the majority user group, but also for men and all sexes by providing improved access through improved opening hours, making it possible for working people to visit the library. There will also be a positive impact from other services in the proposal such as Outreach and Home Library Service.</td><td>enhanced from January 2025:
1.1 Access to alternative library nearby:
Access to Selsdon Library (1.4m), Purley Library (2.1m), Central Library (2.4m); increasing opening hours in a phased approach from January and April and offering additional activities in nearest libraries to serve additional demand such as rhymetimes

1.2 Home Library Service provision (free of charge), available now,</td></tr>
</table>

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<table>
<tr><th colspan="2">Characteristics</th><th>Likelihood of impact</th><th>Severity of impact</th><th>Impact score</th><th>Summary of impact (positive, negative, no impact or unknown)*</th><th>If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><th>Selsdon</th><th>Numbers</th><th>Percentages</th></tr>
<tr><td>Female</td><td>1944</td><td>63.3%</td></tr>
<tr><td>Male</td><td>1104</td><td>35.9%</td></tr>
<tr><td>Other</td><td>3</td><td>0.1%</td></tr>
<tr><td>Unknown</td><td>20</td><td>0.7%</td></tr>
<tr><td>Total</td><td>3071</td><td>100.0%</td></tr>
</table>
<table>
<tr><th>Purley</th><th>Numbers</th><th>Percentages</th></tr>
<tr><td>Female</td><td>1015</td><td>59.8%</td></tr>
<tr><td>Male</td><td>671</td><td>39.6%</td></tr>
<tr><td>Other</td><td>5</td><td>0.3%</td></tr>
<tr><td>Unknown</td><td>5</td><td>0.3%</td></tr>
<tr><td>Total</td><td>1696</td><td>100.0%</td></tr>
</table>
</td><td>especially for older residents or those with a disability, who cannot travel to another location and would like a regular delivery of books to their home. Some residents in Broad Green already access this service Currently providing and extending

1.3 Free 24/7 digital library of 60,000 ebooks/eaudiobooks, hundreds of online magazines, and thousands of newspapers. In the consultation feedback, nearly 15% said it was one of their top 3</td></tr>
</table>

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						services, and some survey respondents from the 4 libraries proposed to close said they would use this service as an alternative. Because digital access and skills are often a barrier to accessing the digital services, a programme of promotion and training would be required, and the service is already delivering a grant funded digital skills programme in partnership with voluntary partner Clear Community Web. **Currently**

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						Providing & developing training 1.4 Communicate alternative routes to access library services with local residents and groups to support residents of all ages with their choices during the transition of the service, including publicity and information regarding changes, alternative venues for existing activities and groups, change of registered local library, potential use of Home Library Service, support using the digital library. Engagement

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					to be undertaken with existing groups running in libraries proposed to close to make alternative arrangements for their offer 1.5. Provision of a scheduled weekly accessible bus shuttle service for residents with access needs to visit their nearest library ***Developing the offer to be available from proposed closure date; requires local engagement to finalise offer which must follow decision on future model***

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						2. Library outreach – ***currently in development*** 2.1 Establish library outreach activities in local venues. This is a key element of the overall library review proposals, not just a mitigation for closure, but essential to reach a wider community with library services. For those 4 libraries proposed to close, staff would facilitate moving existing community activities to local venues to ensure continuity. From April the outreach offer will

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					include a number of venues with community book collections and regular outreach activities that align with the offer at the local venue. 2.2 Take into account consultation survey feedback on alternative venues suggested by local Sanderstead residents: • School/ Nursery 131 (30.8%) • Local Café 126 (29.6%) • Family Hub 59 (13.9%)

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					2.3 The library service will pilot regular outreach activity in communities impacted by closures during the transitional phase between November and March with a full schedule launched in April. 2.4 The Council will seek alternative operators within the voluntary, community and faith sectors for any buildings no longer managed by the library service using a Community Asset Transfer process. Should

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						viable options be forthcoming, the library service will seek to work with any new operators to offer outreach activities from the site. 3. Further Engagement 3.1 Develop library forums of local residents and community partners to act as a reference group and inform future development and improvement of the library service 3.2 Ongoing review of library services

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Characteristics	Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					with community groups and library users to ensure all ages are represented and served by new model: • Children & families who attend regular library events, including women and mothers in particular • Schools, nurseries, children's centres and other local groups that cater for parents and babies

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					• Health & wellbeing organisations • Voluntary, Community & Faith groups attended by both women and men, especially to engage with those who do not use the library service • Local Community Partnerships network engagement The mitigation actions will be further updated and reviewed as

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
						opportunities emerge and develop.
	Sexual Orientation	**1**	**1**	**1**	**No/Low Impact:** ONS Census Data from 2021 indicates Croydon's heterosexual population is 87.8% with 1.51% gay/lesbian and 1.18% bisexual overall. **Active Users:** The Library service does not collect information regarding sexual orientation because it is not required for the service and would exceed GDPR limits for collecting data. **Consultation:** Consultation survey responses by primary library, from those who provided details, suggest the majority are heterosexual **Sanderstead Library:** 71.4% Heterosexual, 0.9% Gay/Lesbian, 0.9% Bisexual, 1.3% Other, 25.5% Prefer not to say **Selsdon Library:** 77.5% Heterosexual, 0.5% Gay/Lesbian, 2.3% Bisexual, 1.8% Other, 17.9% Prefer not to say **Purley Library:** 79.1% Heterosexual, 1.2% Gay/Lesbian, 3.1% Bisexual, 1.8% Other, 14.7% Prefer not to say	There is no indication from the statistical data and consultation feedback that a specific mitigation is required for this protected characteristic, but the library service would continue to engage with local community groups to ensure the service development and programming planned will engage with all groups regardless of their sexual orientation, The service will identify underserved or marginalised

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Characteristics		Likelihood of impact	Severity of impact	Impact score	Summary of impact (positive, negative, no impact or unknown)*	If negative or unknown, what can be or has been done to mitigate this? Please provide clear actions and timelines.**
					The consultation process did not suggest there would be an impact, either positive or negative, on the basis of this protected characteristic. The survey feedback, and engagement with groups such as the Queer Arts Network, did not return evidence that these proposals would have a significant impact on this community.	groups, to ensure libraries serve all communities and increase activities and resources that are inclusive of LGBTQ+ communities.

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

Decision	Definition	Conclusion - Mark 'X' below
No major change	Our analysis demonstrates that the proposed change is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. **If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision**.	
Adjust the proposed change	We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. **If you reach this conclusion, ensure you have completed Section 5 above.**	
Continue the proposed change despite potential for adverse impact	We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, there are justifiable reasons to continue as planned. **If you reach this conclusion, ensure you have completed Section 4 above, clearly setting out your justifications.**	**X**
Stop or amend the proposed change	Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.	

Stage 7: EQIA Monitoring and Sign Off

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

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Sanderstead Library

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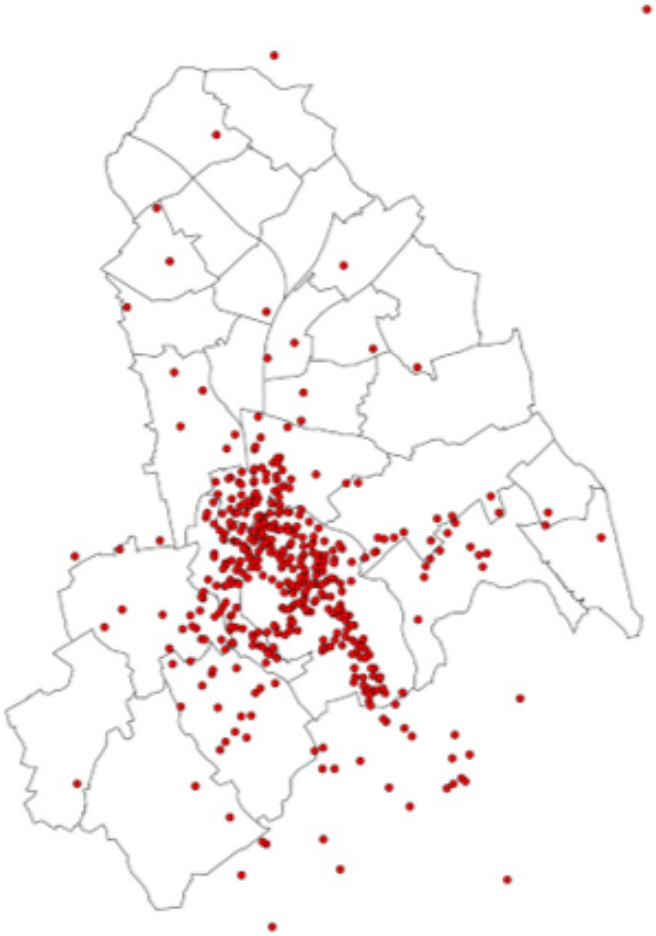
Active users



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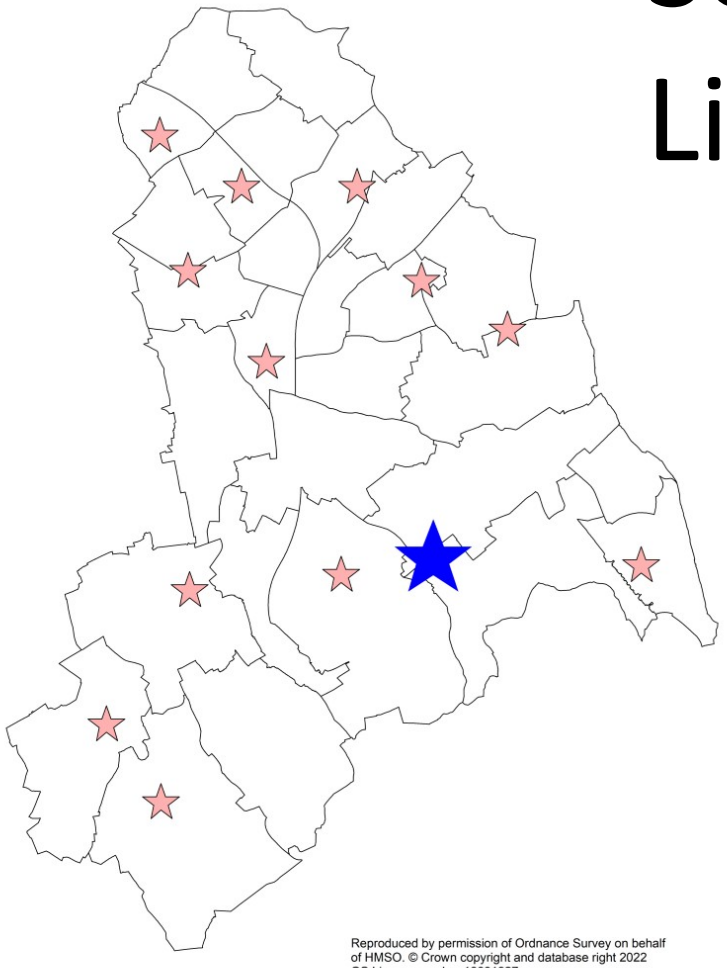
Selsdon Library



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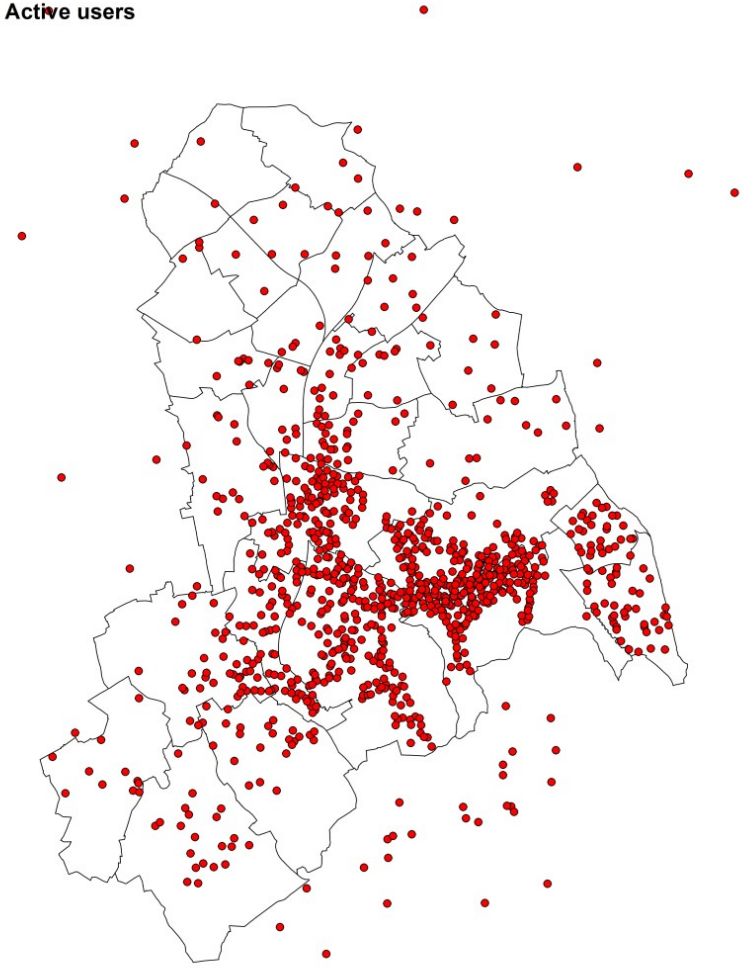

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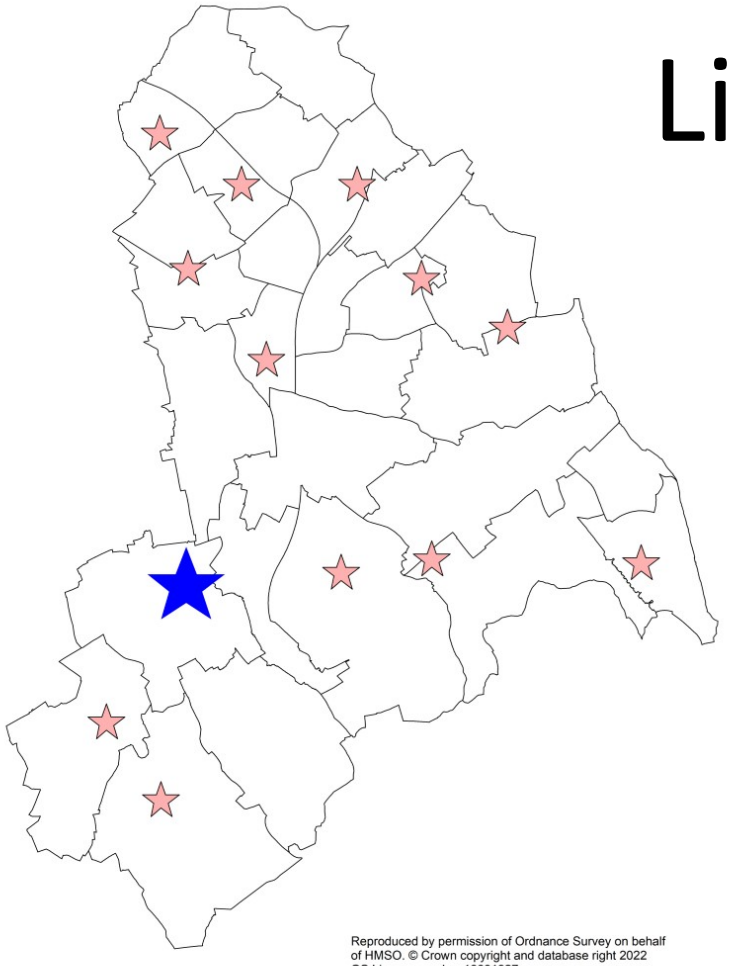
Purley Library



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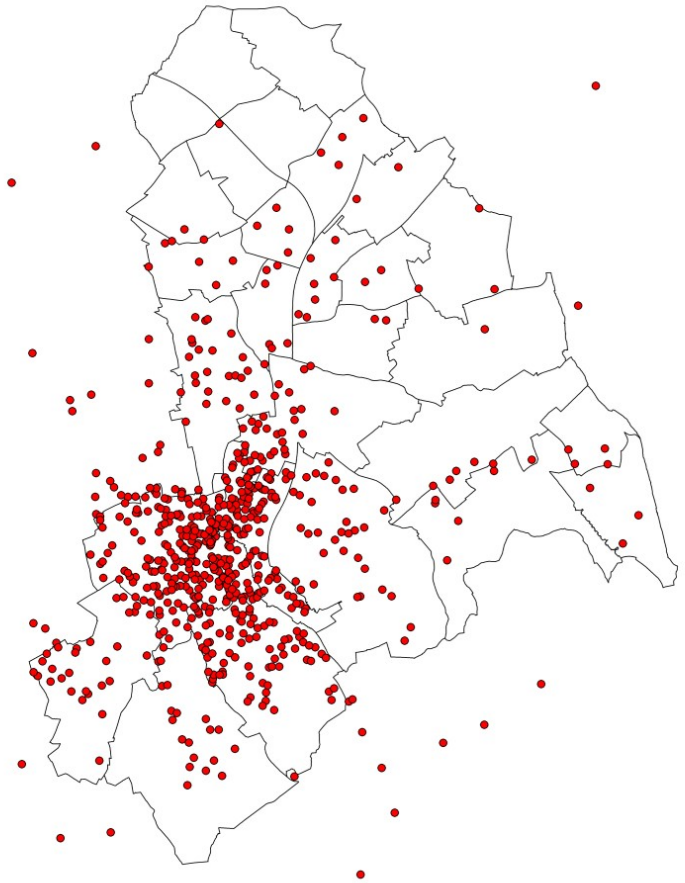
Active users



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