Provisional Equality Analysis
Waltham Forest Library Service Review – May 2011
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Part 1 Background

Introduction
This analysis reviews the equalities implications of the proposals recommended to Cabinet for public and staff consultation arising from the review of the Council’s Library and Information Service in June 2011.

The Council agreed in its budget for 2011-12 and its Medium Term Financial Strategy to make savings of £64.5 million over the next 3 years to address reductions in central government funding. A phased programme of savings, including proposals savings from the library service, was agreed.

This provisional equality analysis has been carried out to provide Cabinet decision-makers with a provisional assessment of the potential effect of these proposals on the Council’s public sector equality duty under section 149 of the Equality Act 2010 ahead of the consultation process. A separate analysis of the equalities implications of the consultation process is also before Cabinet.

For evidence the analysis draws on the Needs Assessment including the survey of library users and non-users. The analysis is provisional at this stage due to the draft nature of the proposals and because they are subject to consultation. The analysis will be reviewed and informed by the findings of the consultation. The results of the consultation and the final analysis will inform the final decision.

The Public Sector Equality Duty

Cabinet must comply with its public sector equality duty under section 149 when making decisions, which might affect people with a “protected characteristic” (see below). This Equality Analysis (EA) is the means by which the Council demonstrates that it has considered this impact and demonstrates compliance with its duty.

The protected characteristics are race, gender, disability, religion or belief, age, sexual orientation, gender reassignment and pregnancy and maternity. With regard to the elimination of unlawful discrimination, marriage and civil partnership is also a protected characteristic.

The duty is to have ‘due regard’ to the need to:

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

- Removing or minimising disadvantages suffered by people due to their protected characteristic
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people including steps to take account of disabled people’s disabilities
- Encouraging people from protected groups to participate in public life or in other activities where their participation in disproportionately low

Fostering good relations involves tackling prejudice and promoting understanding between people.

Sometimes this may involve positive discrimination for disabled persons to “level the playing field” with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

The duty does not, however, require the Council to achieve the equality for people with the protected characteristics. The Council must have due regard to the need to achieve this and it is entitled to balance its equalities duties against any objective countervailing factors in deciding what action to take.

Financial Context
The Council needs to make savings of £64.5 million over the next 3 years to achieve a balanced budget. The Council aims to achieve this in a way that protects the delivery of services to the customers and residents of the Council, particularly the most vulnerable. The Council’s budget has been set and is in alignment with the priorities that were agreed in July 2010 in the delivery of services and functions. The Council’s aim in making savings and achieving a balanced budget is to improve value for money and to minimise frontline service cuts and so protect services to the most vulnerable, where possible.

A large proportion of the financial savings are being made through a series of phased headcount reductions and service changes. However, back office savings alone will not achieve all the savings required and a phased programme of savings, including proposed changes to the delivery of the library service, is underway to deliver the savings necessary over the next 3 years. The libraries budget needs to be reduced by £1 million over the next 2 years as part of the Council’s plans to make £65 million savings in the next four years. This takes into account that the Library and Information Service has also been overspending by over £250,000 per annum for a number of years despite a range of measures being put in place.

Focus and Methodology
This analysis has been carried out to specifically identify the potential effect including any disproportionate effect of the proposals on:
• People with different protected characteristics
• Levels of community cohesion

It also identifies the potential for dual or multiple disadvantages arising from the impact of decisions on those with more than one protected characteristic e.g. older women.

Where a disproportionate adverse impact is identified, the EA also identifies the potential mitigating action which may reduce or even eliminate the negative implications of a decision.

This analysis is based on a range of key data sources as follows:

• A survey of library users and non-users carried out in November and December 2010
• A Needs Assessment prepared in April 2011
• Individual library profiles prepared using the data sources above
• 2009 Mayhew Harper population count
• 2001 Census for information on religion in the population
• 2009 ONS mid-year population estimates

To identify any disproportionate effects the assessors looked for and considered the following;

• Evidence of an over-representation amongst library users of people from an equality group when compared with the local population.

• Evidence that people from an equality group could find it more difficult to travel to another library and/or would face barriers to accessing the reconfigured service regardless of their actual number.

**Part 2 Outline of the Development Plan Proposal**

The library and information service in Waltham Forest is a universal service and is offered to those who wish to access it but specifically there is a statutory duty to provide the service to people who live, work and study in the borough under section 7 of the Public Libraries & Museums Act 1964.

The survey of 1200 library users and non-users carried out in November and December 2011 found that the profile of people using the Library and Information Service reflects the general demographic and ethnic profile of the borough.

The Development Plan sets out a proposed model for the delivery of library services based on the findings of the Needs Assessment and the vision and objectives of the strategic review.
The service will be provided centred around three areas or neighbourhoods; the north, centre and south. However, these areas are not exclusive and people will be able to use any library that suits their needs.

Each neighbourhood will have a Library Plus service open seven days per week. The south neighbourhood will have two - in Leyton and Leytonstone - due to the needs of communities in those areas and the accessibility of the libraries in the area.

The three neighbourhoods will have at least one Library Local service open 30 hours per week. The central neighbourhood will have two, once again on the basis of accessibility and need.

The neighbourhood model aims to provide a level of service in each area that matches local needs and a comprehensive library network across the borough. Users in each area are free to and encouraged to use libraries from across the borough and this reflects the Needs Assessment, where users indicated that they use other libraries or are prepared to do so.

The result of the proposed model set out above will be as follows:

- The four town centre libraries designated as Library Plus services will be open seven days a week
- Opening hours in Library Plus services will be increased
- There will be four Library Locals located at Hale End, Lea Bridge, Higham Hill and Wood Street
- Opening hours at Library Locals will be reduced
- Improvements to customer care and greater access to Council services;
- Improvements to stock and IT facilities
- Better efficiency and performance, offering value for money to the taxpayer and a service that lives within its means
- Two libraries – South Chingford and Harrow Green – will close.
- The commitment is to ensure every resident is within 1.5 miles of their nearest library and 2 miles of their nearest Library Plus.

The key elements of the proposed model which are particularly relevant to equalities follow.

**Proposed closure of Harrow Green and South Chingford Libraries**

The proposal is to close Harrow Green and South Chingford libraries, including the provision of the accessible toilet facilities as part of the community toilet scheme and to ensure that every resident is within 2 miles of a “Library Plus” and 1.5 miles of any library.
Proposed changes to opening hours
The proposal is to reduce the opening hours of the “Library Local” facilities and to increase the opening hours of the “Library Plus” facilities. Local users will be consulted on the opening times and efforts made to co-ordinate the opening hours of “Library Locals”.

The proposed “Library Local” facilities are Wood Street, Hale End and Lea Bridge.

The proposed “Library Plus” facilities are Walthamstow Central, North Chingford, Leyton and Leytonstone.

The survey of users and non-users identified that 67% of people have no preference on the opening hours of their primary library of use. There is no detailed equalities breakdown of this figure.

Proposals for self-service and Online Services
The proposal is to make self-service standard for routine library service tasks in all libraries e.g. taking out and returning books, reserving books etc. Self-service is currently in place in 6 of the 8 libraries that are proposed to remain open under this proposal. It is important to note that, to date, no issues have been raised by any equality group regarding the access to the self-service facility.

The Development Plan also proposes the promotion and expansion of online services to the public. For example, access to the London Libraries Consortium catalogue of 6 million items. It is clear that no services will only be available online but this analysis will consider if there are any equalities implications in these proposals.

Other Proposals
The Development Plan contains proposals for future reviews of book stock, PC and internet access and to newspapers and magazines. At this stage, there are no firm proposals and so it is only noted that an equalities analysis should be done on the outcome of any review.

Community toilet provision
It is noted that an indirect effect of the proposals to close Harrow Green and South Chingford libraries is that the community toilet facilities in those buildings will no longer be available for public use. Further, where there are such toilets in Library Locals, the reduced opening hours will reduce access. Conversely, 7 days per week opening in the Library Plus services will increase access.

Unsurprisingly, as it is a sensitive issue, there is no monitoring information as to which groups use the toilet facilities but common sense says that there is likely to be significant use by older people, young children and those with disabilities. The way forward is that the service responsible for the community toilet scheme are informed of the draft proposals so that they can consider appropriate arrangements in the future.
### Part 3 Race Equality

#### General Background

<table>
<thead>
<tr>
<th>Ethnic Background</th>
<th>% library users</th>
<th>% general population</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>56%</td>
<td>58%</td>
</tr>
<tr>
<td>Asian/Asian British including Pakistani, Indian and Bangladeshi</td>
<td>25%</td>
<td>18%</td>
</tr>
<tr>
<td>Black African and Black Caribbean</td>
<td>11%</td>
<td>20%</td>
</tr>
<tr>
<td>Mixed and other BAME groups</td>
<td>8%</td>
<td>4%</td>
</tr>
</tbody>
</table>

- Asian people from different backgrounds are using library services in greater numbers than the general population.
- People from a range of other smaller BAME group are using the library in greater numbers than the general population.

However, as set out below in this analysis, this is subject to local variation within the borough and use of specific libraries.

There is no definitive dataset on the variety of languages spoken in Waltham Forest although two sources provide useful guides.

The first is the Pupil Level Annual Schools Census (PLASC) that records the first language spoken by pupils in the borough. According to the 2010 school census, over:

- 3,500 pupils had Urdu as their first language followed by around 1,000 pupils speaking Turkish
- 950 pupils speaking Somali
- 850 pupils speaking Punjabi
- 650 pupils speaking Polish
- 600 pupils speaking Bengali
- 570 pupils speaking French
- 500 pupils each speaking Arabic or Tamil

The other source for languages spoken in the borough is from data supplied by the translation support services that Waltham Forest uses. This gives a rough proxy for where support is needed but should not be viewed as a robust indicator. It suggests a broadly similar mix to the PLASC data and the top ten requests (in order) are for translations to:

- Urdu
- Polish
- Bulgarian
- Turkish
- Portuguese
Economic deprivation is an issue for BAME communities in Waltham Forest. The unemployment rate in the borough as a whole is almost 3 times higher for ethnic minorities than for white working age people (18.2% compared to 7%). The Black/Black British group stands out with the very high levels of unemployment (22.6%).

**Proposed closure of Harrow Green Library**

Harrow Green library is located in an ethnically diverse area in the south of the borough. The library is situated in Cathall ward, the majority of which has significant deprivation. Population density is also higher in this area than in the north of the borough.

The library has 1440 active borrowers and is located in area which is surrounded by Council housing stock and is in close proximity to a children’s centre and a Worknet office. There is also a higher than average number of people in receipt of benefits living in the area. In Cann Hall and Cathall ward, where the library users are drawn from, those receiving Jobseekers Allowance are 10.1% and 11.9% respectively.

84% of users travel less than a mile to reach the library. In terms of reasons for visiting the library:

- 26% of users visit the library in connection with studies and
- 14% in connection with finding employment.

In terms of services used when visiting the library

- 62% of Harrow Green users state that they use the internet service that is offered
- 22% borrow books
- 16% use the study and homework facilities.

Harrow Green library scored highest in the Needs Assessment for use in connection with finding employment and the second highest score for use of the internet. Once there, 62% visit for an hour or more with 26% visiting for more than 2 hours. 67% of Harrow Green borrowers currently use other libraries.

2.8% of book stock is in community languages (Adult Fiction, Adult Non-Fiction, Children Fiction, Children Non-Fiction and Large Print combined). The languages stocked in Adult and Children’s book stock are:

- Bengali
- Punjabi
- Gujarati
- Hindi
- Polish
An ethnic profile of library users compared to the profile of Cann Hall and Cathall wards combined are as follows:

<table>
<thead>
<tr>
<th>% of population</th>
<th>Cann Hall</th>
<th>Cathall</th>
<th>Library Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>35.2%</td>
<td>31.4%</td>
<td>51%</td>
</tr>
<tr>
<td>Asian/Asian British</td>
<td>18.8%</td>
<td>20.6%</td>
<td>31%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British</td>
<td>21.0%</td>
<td>22.9%</td>
<td>4%</td>
</tr>
<tr>
<td>Mixed/ Multiple ethnic group</td>
<td>8.3%</td>
<td>8.6%</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>3.6%</td>
<td>3.7%</td>
<td>5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>13.0%</td>
<td>12.8%</td>
<td></td>
</tr>
<tr>
<td>Total BAME</td>
<td>48.1%</td>
<td>52.1%</td>
<td>49%</td>
</tr>
</tbody>
</table>

- White people and Asian/Asian British are using Harrow Green library in much larger numbers than their proportion in the general population and so may be disproportionately affected adversely by the closure.

- Black/African/Caribbean/Black British people are using Harrow Green library in smaller numbers than their level in the population and so are less likely to be affected by its closure. (However, the Service may wish to address as part of the delivery of its Development Plan why this community is not using the library service).

As already stated the unemployment rate in the borough as a whole is almost 3 times higher for ethnic minorities than for white working age people (18.2% compared to 7%). The Black/Black British group unemployment rate is 22.6% and so decisions which impact adversely on the unemployed will disproportionately impact on this ethnic group. Just over 10% of people living in the area where the library is located are receiving job seekers allowance.

14% of those surveyed used the library in connection with finding employment. A detailed ethnic breakdown of this type of use at Harrow Green is not available. A general ethnic breakdown of all library users is as follows:

<table>
<thead>
<tr>
<th>Using the library in connection with finding employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
</tr>
<tr>
<td>Asian/ Asian British</td>
</tr>
<tr>
<td>Black/ African/ Caribbean/ Black</td>
</tr>
</tbody>
</table>
• In general people from different Black groups use libraries considerably more than others in connection with finding employment.

**Potential Effect of the Proposed Closure and Mitigation**

For the reasons set out above:

• Closure of the library may have a disproportionate impact on White and Asian and Asian British users.

• People from different Black groups use libraries considerably more than others in connection with finding employment and so may be disproportionately affected by the closure.

The mitigation for the closure is as follows:

• Library users and others may use other libraries in the neighbourhood and borough. In particular, both Leyton and Leytonstone are within 0.7 miles and are proposed to be Library Plus facilities. Further, Stratford Library in Newham is within a reasonable distance and is free for use by Waltham Forest residents. The user / non-user survey shows that currently people already use this library and 67% of users of Harrow Green Library currently do use another Library.

• Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  
  o Travel information
  o Information about facilities
  o Information about online facilities

• Both alternatives are within a reasonable walking distance and any additional public transport costs may be mitigated by ticket concessions available. TfL provide travel concessions, as set out in appendix 1.

• On-going ethnic monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the Harrow Green area should take place and consideration of any necessary additional action.

**Proposed closure of South Chingford Library**

South Chingford library is located in the north of the borough with a lower population density than the middle and the south and is less ethnically diverse. The library is surrounded by low levels of Council housing stock and has 1932 active borrowers from a combination of Valley ward (where the library is located) and from neighbouring Larkswood and Endlebury wards. An ethnic breakdown of South Chingford library users compared to the population in Endlebury, Valley and Larkswood wards is as follows;
Both Asian/Asian British and Black/African/Caribbean/Black British people are using South Chingford library in larger numbers than their level in the general population.

0.6% of stock is in Urdu that will almost exclusively be used by Asian library users and so provision will need to be made for its transfer to ensure that this group is not disproportionately affected by the closure of the library.

The percentage of people receiving Job Seekers Allowance ranges from 7.2% in Valley ward to 4.9% in Endlebury ward with Larkswood in the middle at 6.2%. The majority of users are situated in areas rated as least deprived but with elements of deprivation in the south of Valley ward/north of Higham Hill.

The library has the second highest score for satisfaction with the service and is third highest for the number of users who have been visiting the branch for over 10 years. 90% of users travel less than a mile to reach the library and 48% visit for an hour or more with 28% visiting for more than 2 hours. Only 32% of South Chingford users use other libraries against an average of 53%.

52% of those surveyed about the reason they use the library reported that it was to “follow up interests” and 43% for “pleasure apart from following up interests”. In both cases these are the second highest scores in relation to these reasons for visiting the library. 17% of those surveyed visited the library in connection with studies. At 7%, this library also scored joint highest for visiting the library to find out information about other Council or public services.

In terms of services used:

- 62% of users at South Chingford borrowed books,
- 37% read magazines or newspapers
- 25% used the internet.

This library scored second highest in relation to visiting the library to read magazines or newspapers.
Potential Effect of the Proposed Closure and Mitigation

- The proposed closure is likely to have a disproportionate adverse impact on Asian/Asian British and Black/African/Caribbean/Black British.
- There may be some impact on Asian users due to the Urdu language books in the library.

The mitigation for the closure is as follows:

- The Development Plan sets out alternative provision in the north neighbourhood at North Chingford and Hale End and North Chingford. Both are reasonably accessible by public and private transport and Hale End is 1.1 miles and North Chingford is 1.4 miles away. In the central neighbourhood, Higham Hill and Walthamstow Central are reasonably accessible. Higham Hill is 0.8 miles distance from South Chingford Library and whilst Walthamstow Central is over 2 miles away it is on direct bus routes.

- Alternative provision should be actively promoted during any transition phase and also on the Council’s website. Regard should be had to the fact that only 32% of South Chingford borrowers say they currently use other libraries and the very long term patterns of use at this Library and so the transition to another library any require additional activity (note: there is no evidence, however, that this is different between different racial / ethnic groups but this is a point of general relevance).

- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities

- The Development Plan indicates that book stock will be transferred to other libraries. Consideration should be given to ensuring that current South Chingford users are aware of alternative sources of Urdu language materials.

- Additional travel costs may be mitigated by ticket concession from TFL.

- On-going ethnic monitoring and a review of monitoring information relating to the take up of services in Hale End, North Chingford and Higham Hill by borrowers in the South Chingford area will be needed. Remedial action may need to be taken where necessary.

Changes to opening hours
The proposal is to reduce the opening hours of the “Library Local” facilities to 30 hours per week and to increase the opening hours of the “Library Plus” facilities including Sunday opening in all four facilities. Local users will be consulted on the
opening times and efforts will be made to co-ordinate the opening hours of “Library Locals”.

The proposed “Library Local” facilities are Wood Street, Hale End and Lea Bridge and Higham Hill.

The proposed “Library Plus” facilities are Walthamstow Central, North Chingford, Leyton and Leytonstone.

The survey of users and non-users identified that 67% of people have no preference on the opening hours of their primary library of use. There is no detailed equalities breakdown of this figure.

At this point, there are no firm proposals about the reduced opening times in the Library Local facilities but it is clear that there will be disproportionate impact on those racial / ethnic groups that use those libraries greater than their representation in the general population.

Proposals will be mitigated by the availability of other library facilities, particularly the Library Plus facilities in each neighbourhood and beyond.

It is therefore recommended that:

a. consultation on future opening hours in individual Library Local ensures that it reaches the various racial and ethnic groups in the area it serves

b. an equalities analysis is undertaken of final proposals to identify and address any disproportionate impact.

c. reduced hours are publicised across the local population and monitored for impact.

**Self-service and Online Services**

The proposal is to make self-service standard for routine library service tasks in all libraries e.g. taking out and returning books, reserving books etc. Self-service is currently in place in 6 of the 8 libraries that are proposed to remain open under this proposal. To date, no adverse equalities impact or barriers to using self-service have been identified in libraries where the service is in place. The obvious barrier for race is potential language difficulties in using the service.

The Development Plan proposes that staff will actively encourage the use of self-service. Staff will demonstrate the benefits to library users and support and guide them in using the self-service.

In terms of mitigation, library staff will deliver on-going support to users to help them learn how to use the system. On the positive side, greater use of self-service will free up staff to dedicate time to providing better support to customers, including those who need additional support due to any language barriers.

The Development Plan promotes the promotion and use of online library services, such as the London Library Consortium services. To fully access this service,
people will require access to computers, the internet and an email address. In the 2010 survey, 30% of library users overall stated that they did not have access to a personal computer, the internet or an email address. In addition unemployed residents are less likely than residents in employment to have access to PC, internet and an email address and this raises the potential for indirect exclusion of Black groups, who are overrepresented in the unemployed (see above).

This is mitigated as follows:

a. No service is provided exclusively online and libraries provide free internet access.

b. Alternative provision via telephone and support from library staff.

**Part 4 Gender Equality including pregnancy and maternity**

Maternity refers to the period after the birth and is linked to maternity leave in the employment context. It may extend beyond this to cover mothers with young children and is considered in this way.

**General Background**

Females (of any age) make up 51% of the population in Waltham Forest and males (of any age) 49%. There are a slightly higher number of boys than girls in younger age groups and more women than men among the older population. Females make up 59% of active borrowers overall and males 39% with 2% not known.

- **Overall females are using libraries in greater numbers than their level in the general population and may be more affected by the proposals as a result.**

**Proposed closure of Harrow Green Library**

A gender profile of library users compared to the profile Cann Hall and Cathall wards combined are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Cann Hall</th>
<th>Cathall</th>
<th>Library Users</th>
<th>Not known</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>51%</td>
<td>50%</td>
<td>58%</td>
<td>1%</td>
</tr>
<tr>
<td>Male</td>
<td>49%</td>
<td>50%</td>
<td>41%</td>
<td>As above</td>
</tr>
</tbody>
</table>

- **Females are using Harrow Green library in greater numbers than their level in the local (Cann Hall and Cathall wards) and the borough population.**

In Harrow Green, children and young people aged 0-15 make up 52% of users which is higher than for the libraries overall. In addition, 25 to 44 year olds make up 25% of users at this library. It is reasonable to conclude from these statistics that there are
There is some evidence that males and females use the libraries’ services disproportionately. For example, male users are more likely to use the library for study and accessing the internet.

**Potential effect of the proposed closure and possible mitigation**

- The proposed closure is likely to have a disproportionate adverse impact on the female population.
- There may be additional barriers for mothers with young children due to the fact that travel by public and private transport is more difficult.

The mitigation for the closure is as follows:

- The effect could be mitigated by the active promotion of alternative provision in Leyton and Leytonstone and beyond. For full details, see above under Part 3 “Race”.
- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities
- Travel concessions are available from TfL (see appendix 1).
- It is recommended that special consideration is given to the transition of mothers with young children and babies, if this proposal is agreed.
- On-going gender monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the Harrow Green area should take place. Remedial action may need to be taken where necessary.

**Proposed closure of South Chingford Library**

Females make up 63% of South Chingford Library users, males make up 36% and for 1% of users the information is not known. A gender profile of library users compared to the profile for Endlebury, Valley and Larkswood wards combined are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Endlebury</th>
<th>Valley</th>
<th>Larkswood</th>
<th>Library Users</th>
<th>Not known</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>51%</td>
<td>51%</td>
<td>52%</td>
<td>63%</td>
<td>1%</td>
</tr>
<tr>
<td>Male</td>
<td>49%</td>
<td>49%</td>
<td>48%</td>
<td>36%</td>
<td>As above</td>
</tr>
</tbody>
</table>
• Females are using South Chingford library in greater numbers than their proportion in the general population and may be more affected by the closure as a result.

Given that 47% of the current library users are also children and young people aged 0-15 years of age, a proportion of the female users could also be parents/carers.

There is some evidence that males and females use the libraries’ different services to differing degrees. For example, male users are more likely to use the library for reading newspapers and magazines and accessing the internet whereas female users are more likely to borrow books.

**Potential effect of the proposed closure and possible mitigation**

• The proposed closure is likely to have a disproportionate adverse impact on the female population.

• There may be additional barriers for mothers with young children due to the fact that travel by public and private transport is more difficult.

The mitigation for the closure is as follows:

• The closure may be mitigated by alternative library provision, for full details see Part 3 “Race” above.

• Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities

• Travel concessions are available from TfL (see appendix 1).

• It is recommended that special consideration is given to the transition of mothers with young children and babies, if this proposal is agreed.

• On-going gender monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the Harrow Green area should take place. Remedial action may need to be taken where necessary.

**Changes to opening hours**

See Part 3 “Race” above. The consultation exercise on opening hours and proposals should consider the impact on gender and those covered by pregnancy and maternity.
Self-service and Online Services

See Part 3 “Race” above. There is no current evidence to suggest that the proposals for self service or online services will have any disproportionate impact on either gender or those covered by the pregnancy or maternity characteristic.

Part 5 Disability Equality

General Background

Residents

There are difficulties in identifying an absolute number of disabled people as the definitions and concepts of disability vary significantly across the different sources.

However, according to the 2001 Census there were about 35,000 people living in Waltham Forest who reported to have a limiting long-term illness involving any long-term illness, health-problem or disability that limits daily activities or work. This comprises 16% of the total population at the time. It is known that health deteriorates with age. Among the over 50s as many as 40% of people recorded to have a limiting long-term illness.

There 1603 disabled people registered as library users of which 360 are blind. Of these 259 disabled people are active users and 53 are blind. Overall, disabled people including blind people make up 0.8% of all active library users. It is clear from the census data that the number of registered and active users is far lower than the proportion of disabled people in the population and so is an unreliable source beyond identifying individuals who may need specific assistance if affected by the proposed changes.

Proposed closure of Harrow Green Library

There is no car park at this library. The library is part of the Community Toilet Scheme and provides toilet provision which features a wheelchair accessible facility to disabled people.

The library is ranked lowest (10 out of 10 -1 being the highest) for the number of active disabled borrowers. Of the 1,440 active borrowers the library has

- 95 registered borrowers who are disabled.
- 8 are active borrowers who are disabled
- 2 active borrowers are blind

A breakdown of the services used by disabled borrowers has not been included here as the numbers of disabled people surveyed are very small and therefore probably unrepresentative.

The analysis as to whether there is a disproportionate effect on disabled people will be judged on whether they could having more difficulty than others in responding to the proposals rather than the numbers of affected.
Potential Effect of the Proposed Closure and Possible Mitigation

- Despite the difficulty in assessing the numbers of disabled people affected by the closure compared to the general population, it is self-evident that the impact of closure is likely to be greater on disabled people than for the rest of the population. This is primarily due to mobility and access difficulties.

The proposal can be mitigated as follows.

- The active promotion of alternative provision and in Leyton and Leytonstone in particular. Both of these are within a 0.6 and 0.7 mile radius of Harrow Green Library and are fully DDA accessible.

- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

- Travel concessions are available from TfL (see appendix 1).

- It is recommended that special consideration is given to the needs of disabled people in taking these steps and particularly registered users at this library.

- It is noted that the Home Delivery Service is to be reviewed and potentially expanded and consideration of disabled people’s needs should be taken into account in this review.

- On-going disability monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the Harrow Green area should take place. Remedial action may need to be taken where necessary.

Proposed closure of South Chingford Library

There is no car park at this library. South Chingford Library is ranked 2nd highest in the borough for the number of active disabled borrowers and 4th highest for the number of active blind borrowers. Of the 1,932 active borrowers the library has;

- 122 registered borrowers who are disabled.
- 27 are active borrowers
- 40 registered borrowers who are blind
- 5 are active borrowers who are blind

A breakdown of the services used by disabled borrowers has not been included here as the numbers are very small. The analysis as to whether there is a
disproportionate effect on disabled people will be judged on whether they could having more difficulty than others in responding to the proposals rather than the numbers of affected.

**Potential Effect of the proposed closure and possible mitigation**

- Despite the difficulty in assessing the numbers of disabled people affected by the closure compared to the general population, it is self-evident that the impact of closure is likely to be greater on disabled people than for the rest of the population. This is primarily due to mobility and access difficulties.

The proposal can be mitigated as follows.

- The active promotion of alternative provision in the north neighbourhood and beyond. See Part 3 “Race” above for full details. Both North Chingford and Hale End are fully accessible and have car parks with disabled parking.

- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities (including specific facilities for disabled users)
  - Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

- Travel concessions are available from TfL (see appendix 1).

- It is recommended that special consideration is given to the needs of disabled people in taking these steps and particularly registered users at this library.

- It is noted that the Home Delivery Service is to be reviewed and potentially expanded and consideration of disabled people’s needs should be taken into account in this review.

- On-going disability monitoring and a review of monitoring information relating to the take up of services in North Chingford and Hale End by borrowers in the South Chingford area should take place. Remedial action may need to be taken where necessary.

**Changes to opening hours**

See Part 3 “Race” above for full details. The consultation exercise on opening hours and proposals should consider the impact on disabled users and ensure that they are involved in the process, including where necessary using voluntary sector and advocacy agencies.
Self-service and Online Services

See Part 3 “Race” above. It is proposed that staff will be available to assist disabled users with self service facilities where they require it (and indeed more so when freed from routine work). Online access may improve accessibility to the service by some disabled users who are otherwise unable to access libraries regularly.

Part 6 Religion and Belief Equality

General Background

Residents

Waltham Forest is a religiously diverse borough. According to the 2001 Census the borough has 57% of its population stating their religion to be Christian, Muslim – 15.1%, Hindu -1.8%, Jewish - 0.7%, Sikh – 0.6%, Buddhist – 0.4% and other - 0.4%. 15% of residents said they had no religion whilst 9% didn’t state an answer.

Library users

The largest proportion of respondents described in the 2010 survey of users and non-users described themselves as Christian (40% of users and 44% of non-users). The second largest group are Muslim (30% of users and 27% of non-users) followed by respondents of no religion (18% of users and 27% of non-users).

- Whilst Muslims and those with no religion use library services in greater numbers than their levels in the general population overall, this varies in usage of individual libraries as set out below.

Proposed closure of Harrow Green Library

A breakdown of library users by religion/belief at Harrow Green compared to the population is as follows:

<table>
<thead>
<tr>
<th></th>
<th>Christian</th>
<th>Sikh</th>
<th>Muslim</th>
<th>Buddhist</th>
<th>Hindu</th>
<th>Jewish</th>
<th>None</th>
<th>Other</th>
<th>Not Stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cann Hall</td>
<td>54.3%</td>
<td>1.0%</td>
<td>16.3%</td>
<td>0.5%</td>
<td>1.8%</td>
<td>0.4%</td>
<td>14.6%</td>
<td>0.4%</td>
<td>10.7%</td>
</tr>
<tr>
<td>Cathall</td>
<td>50.7%</td>
<td>1.1%</td>
<td>18.8%</td>
<td>0.6%</td>
<td>2.1%</td>
<td>0.3%</td>
<td>13.4%</td>
<td>0.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Library users</td>
<td>57%</td>
<td>0%</td>
<td>14%</td>
<td>0%</td>
<td>2%</td>
<td>N/A(^1)</td>
<td>16%</td>
<td>2%</td>
<td>10%</td>
</tr>
</tbody>
</table>

- Christians use Harrow Green library in larger numbers that their level in the general population

There is some evidence that people of different faith (or no faith) use different services in the library to differing degrees. For example, Muslim users use libraries for study more than other groups.

\(^1\) Included in “Other” category
Potential Effect of the Proposed Closure and Possible Mitigation

- Christian users may be disproportionately affected by the closure of the library.

The proposal can be mitigated as follows.

- The active promotion of alternative provision and in particular Leyton and Leytonstone. See Part 3 “Race” above for full details.

- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

- Travel concessions are available from TfL (see appendix 1).

- On-going faith related monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the Harrow Green area will be needed. Remedial action may need to be taken where necessary

Proposed closure of South Chingford Library

The largest proportion of respondents described in the survey of users and non-users described themselves as Christian (40% of users and 44% of non-users). The second largest group are Muslim (30% of users and 27% of non-users) followed by respondents of no religion (18% of users and 27% of non-users).

A breakdown of library users at South Chingford is as follows:

<table>
<thead>
<tr>
<th></th>
<th>Christian</th>
<th>Sikh</th>
<th>Muslim</th>
<th>Buddhist</th>
<th>Hindu</th>
<th>Jewish</th>
<th>None</th>
<th>Other</th>
<th>Not Stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endlebury</td>
<td>72%</td>
<td>0.2%</td>
<td>4.9%</td>
<td>0.2%</td>
<td>1.2%</td>
<td>1.3%</td>
<td>13.4%</td>
<td>0.2%</td>
<td>6.6%</td>
</tr>
<tr>
<td>Larkswood</td>
<td>70%</td>
<td>0.3%</td>
<td>5.6%</td>
<td>0.3%</td>
<td>1.2%</td>
<td>1.2%</td>
<td>13.8%</td>
<td>0.3%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Valley</td>
<td>68.3%</td>
<td>0.1%</td>
<td>7.5%</td>
<td>0.3%</td>
<td>1.1%</td>
<td>0.7%</td>
<td>14.7%</td>
<td>0.2%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Library users</td>
<td>55%</td>
<td>0%</td>
<td>15%</td>
<td>2%</td>
<td>N/A²</td>
<td>22%</td>
<td>3%</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>

- Muslim people use South Chingford library in larger numbers than their representation in the local population.

² Included in “Other” category
• Hindus and Buddhists use South Chingford library in larger numbers than their representation in the local population but care needs to be taken with these figures as they relate to very small actual numbers of users.

There is some evidence that people of different faith (or no faith) use different services in the library to differing degrees. For example, Christian users use libraries more often to use the internet and to read newspapers and magazines.

**Potential effect of the proposed closure and possible mitigation**

• Muslim users may be disproportionately affected by the closure of the library.

The proposal can be mitigated as follows.

• The active promotion of alternative provision and in particular North Chingford and Hale End. See Part 3 “Race” above for full details.

• Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
  - Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

• Travel concessions are available from TfL (see appendix 1).

• Further review of the impact on Buddhists and Hindus.

• On-going faith related monitoring and a review of monitoring information relating to the take up of services in North Chingford and Hale End by borrowers in the South Chingford area will be needed. Remedial action may need to be taken where necessary.

**Changes to opening hours**

See Part 3 “Race” above for full details. The consultation exercise on opening hours and proposals should consider the impact on faith groups and ensure that they are involved in the process, including where necessary using faith forums and organisations. Specific consideration should be given to the impact of opening on holy days.

**Self-service and Online Services**

See Part 3 “Race” above.
Part 7 Age Equality

Background
The Waltham Forest age structure follows a similar pattern to the London average, with a considerably higher number of children and people in prime working age (25-50) present compared to the UK average.

Overall library users compared to the general population:

<table>
<thead>
<tr>
<th>Age Band</th>
<th>% Harrow Green users</th>
<th>% South Chingford users</th>
<th>All Library Users</th>
<th>% in population</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-15</td>
<td>53%</td>
<td>47%</td>
<td>39%</td>
<td>23%</td>
</tr>
<tr>
<td>16-24</td>
<td>9%</td>
<td>9%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>25-49</td>
<td>29%</td>
<td>25%</td>
<td>36%</td>
<td>40%</td>
</tr>
<tr>
<td>50-64</td>
<td>7%</td>
<td>8%</td>
<td>8%</td>
<td>14%</td>
</tr>
<tr>
<td>65 over</td>
<td>3%</td>
<td>10%</td>
<td>4%</td>
<td>11%</td>
</tr>
</tbody>
</table>

This shows:
- Children and young people under 15 are using the library service in a greater numbers than their representation in the population.
- Older people are using the library service in lesser numbers than their representation in the general population.
- The over-representation of under-15s is more marked in both Harrow Green and South Chingford.
- In South Chingford, over 65s have a greater representation than library users overall but this is similar to their representation in the borough population.
- 25 to 49 and 50-64 year olds use libraries far less than their representation in the borough population.

It is possible that these differences reflect working patterns, which may be relevant to opening hours in the future library service.

Proposed closure of Harrow Green Library

The statistics are set out above:
- Children and young people are using Harrow Green library service in a greater proportion to their level in the general population.
- Older people are using the library in lower numbers than their level in the general population.
There is some evidence that different age groups use the library for different purposes to differing degrees. In particular, a high percentage of young age groups use libraries for study. In January 2011 a qualitative study was carried out with 628 young people from 6 schools at key stage 4 (14/16 year olds). 3 of these schools (Connaught Schools for Girls, Lammars School and Sports College, and George Mitchell School) are in the catchment area for Harrow Green Library. Key findings relevant to this assessment, when considering the potential for take-up in other areas are as follows:

- There was limited travel amongst the young people surveyed suggesting that young people of this age stay close to home and have limited experience of other areas or communities
- The majority of the young people who were consulted in the survey also suggested that gang membership was an issue that had created ‘no go’ areas in some parts of the borough (making it difficult to feel proud of the local area)
- Gang members were perceived as the greatest risk to young people as indicated by 70% of participants
- 93% of the young people surveyed indicated they felt safe on the journey to and from school as well as 90% feeling safe within school. However, in terms of perceptions of safety in other areas, they had concerns about walking on their own at night and in other areas of London
- Only 12% stated they felt safe on public bus journeys
- 67% of Harrow Green borrowers currently use other libraries.

**Potential effect of the proposed closure and possible mitigation**

- Children and young people from 0 to 15 years of age will be disproportionately affected by the library’s closure.
- Whilst there are low numbers of older age groups using this library, due to higher levels of limited mobility in this group, the impact of closure is likely to be more severe.

The proposal can be mitigated as follows.

- The active promotion of alternative provision, in particular Leyton and Leytonstone. See Part 3 “Race” above for full details.
- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
- Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

- Travel concessions are available from TfL (see appendix 1).

- Specific consideration to the needs of older age groups if they have to travel further to a library or have limited access to public transport. Given the proximity of Leyton and Leytonstone, this may not be the case for many people. This may include the review of the Home Delivery Service and coordination with the voluntary sector.

- It is noted that the Development Plan includes proposals for greater coordination with schools’ library services.

- The issues raised by the January 2011 survey of young people will need further consideration and mitigating action in coordination with Children and Young People Services.

- On-going age monitoring and a review of monitoring information relating to the take up of services in Leyton and Leytonstone by borrowers in the South Chingford area will be needed. Remedial action may need to be taken where necessary.

**Proposed closure of South Chingford Library**

The age profile of users compared to the local population is set out above.

**Potential effect of the proposed closure and possible mitigation**

- Children and young people from 0 to 15 years of age will be disproportionately affected by the library’s closure.

- Whilst the numbers of older age groups using this library is just below their representation in the general population, due to higher levels of limited mobility in this group, the impact of closure is likely to be more severe.

The proposal can be mitigated as follows.

- The active promotion of alternative provision and, in particular, North Chingford and Hale End both of which have parking facilities. See Part 3 “Race” above for full details.

- Alternative services should be publicised during any transition phase and also on the Council’s website to include:
  - Travel information
  - Information about facilities
- Information about online facilities (which may in fact promote access to services for some disabled users who are only able to attend libraries irregularly)

- Travel concessions are available from TfL (see appendix 1).

- Specific consideration to the needs of older age groups if they have to travel further to a library or have limited access to public transport. This may include the review of the Home Delivery Service and coordination with the voluntary sector.

- So far as they are relevant to the north of the borough, the issues raised by the January 2011 survey of young people will need further consideration and mitigating action in coordination with Children and Young People Services.

- It is noted that the Development Plan includes proposals for greater coordination with schools' library services.

- Ongoing age monitoring and a review of monitoring information relating to the take up of services in North Chingford and Hale End by borrowers in the South Chingford area will be needed. Remedial action may need to be taken where necessary.

Changes to opening hours

See Part 3 “Race” above for full details. The consultation exercise on opening hours and proposals should consider the impact on different age groups including whether work commitments are impacting on library usage amongst some age groups and also school hours.

Self-service and Online Services

See Part 3 “Race” above. Current evidence suggests that young people want more online services whereas older groups are less likely to use online services.

Part 8 Sexual Orientation and Transgender Equality

Background

Residents

Due to a lack of data and the sensitive nature of the information, there is limited information on the proportion of Lesbian Gay Bisexual and Transgendered (LGBT) people in the borough. A 2009/10 local study estimated the borough wide LGBT population to be between 7,000 and 10,000.

The Council’s local study researched perceptions and experiences of Council services and in general found that most respondents felt that the default position was that service users were heterosexual and that this position was reinforced by an
general invisibility of LGBT people and issues and an absence of an active promotion of LGBT equality.

Library Users
The survey of users and non-users asked respondents for information on sexual orientation. High levels of responses of “prefer not say” to this question are common although this makes it difficult to accurately assess LGBT numbers.

94% of library users in the survey of library users and non-users described themselves as heterosexual, 1% described themselves as lesbian or gay and 1% as bisexual. 4% of library users opted not to respond to the sexual orientation question.

97% of non-users described themselves as heterosexual. Within the non-user sample 3% opted not to respond to the sexual orientation question.

Proposed closure of Harrow Green and South Chingford Library
Harrow Green library carries LGBT related stock but it is not a significant segment. There are no specific LGBT reading groups operating from this library. A breakdown for Harrow Green library users by sexual orientation is set out below.

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Heterosexual</th>
<th>Gay or Lesbian</th>
<th>Bisexual</th>
<th>Other</th>
<th>Prefer not to say</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
</tr>
</tbody>
</table>

A breakdown for South Chingford library is as follows

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Heterosexual</th>
<th>Gay or Lesbian</th>
<th>Bisexual</th>
<th>Other</th>
<th>Prefer not to say</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

As already stated although high levels of “prefer not say” responses to this question is common, it does create difficulties in accurately assessing LGBT numbers. It appears that overall at least 2% of library users are LGBT although there were no specific gay, lesbian or bisexual declarations at this library.

Potential Effect of the Proposed Closures and Possible Mitigation
With the lack of data, it is difficult to state whether there is any disproportionate impact on the grounds of sexual orientation or gender reassignment. However, it is considered that there is nothing in the proposal that specifically affects these groups greater than any other section of the population.

For this reason, the general points on mitigation equally apply to this area including:

a. Alternative provision at other libraries
b. Publicity and promotion of information about accessibility, facilities including online facilities.

c. Travel concession to mitigate the impact of having to travel further.

Additionally, the review of book stock should address the relocation of specialist LGBT literature.

**Changes to opening hours**

See Part 3 “Race” above for full details. The consultation exercise on opening hours and proposals should consider the impact on the LGBT community (so far as this is possible) and ensure that they are involved in the process, including where necessary using representative groups.

**Self-service and Online Services**

See Part 3 “Race” above.

**Part 9 Elimination of Discrimination on the Grounds of Marriage and Civil Partnership**

This analysis found no evidence of any differential impact arising from these proposals when considered from the perspective of marriage or civil partnership.

**Part 10 Fostering Good Relations**

This analysis found opportunities to foster good relations by bringing people together through the engagement of the community and library users. Achieving this would involve:

- Developing and implementing an active and targeted recruitment programme in respect of volunteering, participation in user groups and in the audience development arrangements
- Ensuring the provision of flexibility in the time commitment from volunteers particularly for women who are mothers and the provision of aids, adaptations and support for disabled people in particular.
- Developing and implementing an accessible consultation process and an active engagement plan to ensure the involvement of people from all the equality groups in the consultation on opening hours of Library Locals and in the review of book stock and magazines and newspapers.

In addition the analysis found an opportunity to tackle prejudice and promote understanding by

- Reviewing the profile of stock to reflect different equality groups across all libraries regardless of the profile and
Delivering specific events with the aim of tackling prejudice and promoting understanding between people particularly in relation to religion and belief and sexual orientation.

**Part 11 Multiple Disadvantage**

This section seeks to identify areas where people are potentially disadvantaged by the proposals because they have more than one protected characteristic or are impacted adversely by more than one of the proposals. It is possible at this stage to identify some areas that will require further consideration when final proposals are developed. Such disadvantage can still be mitigated.

This analysis found evidence for potential areas of dual/multiple disadvantages in respect of the following;

- Those in older age groups who are also disabled. For this group, the seriousness of the impact of change may be greater due to additional difficulty in accessing alternative or more limited service provision.
- The impact on younger age groups may also impact on women and those falling within the pregnancy/maternity characteristics

**Part 12 Overall Conclusion**

The Council has taken account of Equality and Human Rights Commission guidance on Equality Analysis in carrying out this assessment. This guidance outlines 4 possible outcomes arising from an assessment and suggests that more than one may apply. The 4 options are as follows;

1. **No major change** – Your analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.

2. **Adjust the policy** – This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential effect.

3. **Continue the policy** – This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate. In cases where you believe discrimination is not unlawful because it is objectively justified, it is particularly important that you record what the objective justification is for continuing the policy, and how you reached this decision.

4. **Stop and remove the policy** – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy altogether. If a policy shows unlawful discrimination it **must** be removed or changed.
Findings from the Equality Analysis

As set out in this analysis, the various proposals do have potential adverse disproportionate impact on those with protected characteristics. These are set out in the body of the analysis. There is also evidence of considerable mitigation – most significantly in the evidence of alternative library provision across the borough particularly in the increased services and opening hours in the proposed four Library Plus facilities.

It will be important to consider the consultation responses as part of the preparation of the final analysis but at this stage it is reasonable to say that the provisional overall conclusion is that no major change is required at this stage – the analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination. Appropriate opportunities to advance equality and foster good relations between groups have been identified.
## Appendix 1
### Concessionary Travel Information

The full details of concessionary and full public transport fairs are set out below:

<table>
<thead>
<tr>
<th>Concession Type</th>
<th>Bus &amp; Tram</th>
<th>Tube, DLR and London</th>
<th>National Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5s</td>
<td>Free</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>5 to 10</td>
<td>Free</td>
<td></td>
<td>Free on some services (child rate on most services)</td>
</tr>
<tr>
<td>11 to 15</td>
<td>Free</td>
<td></td>
<td>Child rate</td>
</tr>
<tr>
<td>16 to 19 in full-time education or work-based learning</td>
<td>Free</td>
<td>Half adult-rate Oyster single fares Child-rate Travelcard season tickets</td>
<td>Half adult-rate Oyster single fares Child-rate Travelcard season tickets</td>
</tr>
<tr>
<td>18 to 17</td>
<td>Half adult-rate Oyster single fares and Bus &amp; Tram pass season tickets Child-rate Travelcard season tickets</td>
<td>Half adult-rate Oyster single fares Child-rate Travelcard season tickets</td>
<td>Half adult-rate Oyster single fares Child-rate Travelcard season tickets</td>
</tr>
<tr>
<td>18+ students</td>
<td>30% off Travelcard and Bus &amp; Tram Pass season tickets</td>
<td>30% off Travelcard season tickets</td>
<td>30% off Travelcard season tickets</td>
</tr>
<tr>
<td>Freedom Pass (60+) People on low income</td>
<td>Free at any time</td>
<td></td>
<td>Free, but time restrictions apply n/a</td>
</tr>
<tr>
<td>Freedom Pass (60+) People on low income</td>
<td>Half adult-rate Oyster single fares Half adult-rate Bus &amp; Tram Pass season tickets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unemployed - New Deal</td>
<td>Half adult-rate Oyster single fares Half adult-rate Bus &amp; Tram Pass season ticket</td>
<td></td>
<td>Half adult-rate Oyster single fares Child-rate cash single and return tickets Child-rate Travelcard season tickets</td>
</tr>
</tbody>
</table>