

## SSA EQUALITY IMPACT AND NEEDS ANALYSIS

<b>Directorate</b>	<b>ECS</b>
<b>Service Area</b>	<b>LIBRARIES</b>
<b>Service/policy/function being assessed</b>	<b>NEW LIBRARY STRATEGY</b>
<b>Which borough (s) does the service/policy apply to</b>	Wandsworth
<b>Staff involved</b>	Amanda Stirrup
<b>Date approved by Directorate Equality Group (if applicable)</b>	
<b>Date approved by Policy and Review Manager</b> All EINAs must be signed off by the Policy and Review Manager	2019
<b>Date submitted to Directors' Board</b>	

### SUMMARY

**Please summarise the key findings of the EINA.**

This EINA is a result of the draft Wandsworth Libraries strategy, which has been created following an evidenced based service review and public engagement activities. On the basis of the findings, the new strategy has been developed and will run from 2020 -2025.

Wandsworth Library service has been outsourced to Greenwich Leisure Limited (GLL) since 2013 and the contract is due to be retendered in 2021.

Wandsworth Library service does not have a current strategy, although this is a key service document which should be used to guide future development, communicate future plans to residents and ensures the service meets the needs of Wandsworth's communities.

Some of the issues this EINA raises includes:

- Lower than expected membership of children at Putney and Battersea libraries, and lower than expected membership of 0-4 age group at Battersea Park and Roehampton libraries.
- Lower than expected membership of 60+ age group at York Gardens, Roehampton and Tooting libraries.
- Very low take up by the 16-59 age group overall, despite nearly 70% of the Wandsworth population falling into this group.
- In Furzedown and Tooting wards there is a low uptake of library membership by black people.
- Males are under-represented amongst library users, with 61% of library users being female.
- Current membership statistics indicate that the number of active library users with a disability is lower than expected.

The EINA has identified the following ways in which Wandsworth library service can advance equality and meet the identified gaps in library use going forward.

- Improve the collection of monitoring data at the point of membership and ensure data quality
- Engage in targeted outreach to the identified age groups (children, 60+ and 16 -59) within the community to increase their use of library services
- Engage in partnership work with other agencies to increase the use made of libraries by those with disabilities

The library strategy has the stated intention of developing a library service that is shaped by local people, reflecting their individual needs and enriching their lives. It has the following strategic principles to guide this development:

- Building partnerships
- Developing great spaces to be in
- Shaping our services to meet the needs of local communities
- Providing excellent services for children and young people
- Engaging with our communities.
- Making sure that everyone knows what Wandsworth Libraries have to offer
- Reflecting local and national priorities

## 1. Background

### **Briefly describe the service/policy or function:**

The Council is proposing to launch a new Wandsworth Library Service strategy to set out the key challenges, how the library service will address them and which reflects the results of a public consultation and engagement exercise, current trends in usage and the DCMS national outcomes for libraries to deliver against. The next five years are an important period for Wandsworth, with four new libraries scheduled to open and the expiration of the current delivery contract with GLL in 2021 and consequent retendering of the service. The priorities and commitments set out in this strategy will guide Wandsworth's libraries through this critical period, enabling further service development and innovation to take place.

In order to devise the strategy, significant data analysis and public engagement was undertaken by RedQuadrant on behalf of Wandsworth Council. The resulting information has enabled us to create a strategy which will enable the Library Service to deliver a range of opportunities that respond effectively and efficiently to the diverse needs of the local communities.

Libraries are a universal service and are provided for all who live, work or study in the borough. However, libraries are also a means to tackle inequality, whether it be economic, educational or health related.

The EINA aims to:

- Help the Library Service identify and meet the diverse needs of local communities,
- Help to improve access to the full range of library services and promote equality of opportunity,

- Help the Library Service foster good relations in the community and promote participation in public life.
- Help to identify areas where participation from protected groups is disproportionately low and suggest ways of improving this,
- Help to prevent institutional discrimination and both direct and indirect discrimination,
- Ensure transparency, fairness and accountability in the way the library service runs and develops in the future.

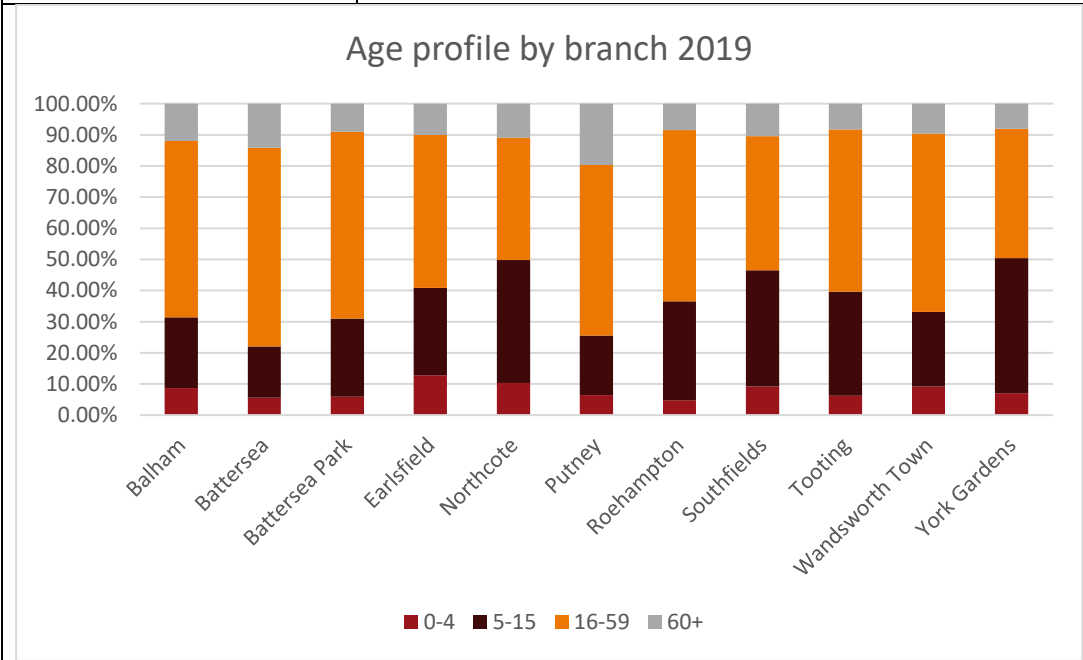
## 2. Analysis of need and impact

The following sources of data were used to assist with this EINA:

<b>Information source</b>	<b>Description and outline of the information source</b>
CIPFA stats	This is information relating to the number and make-up of library service users and is compiled nationally on an annual basis.
GLL user surveys	GLL carry out their own annual service survey with library users. It includes questions about the staff, the stock and the building, and it asks about user satisfaction as well as some questions about the individuals themselves. Survey data reveals high levels of customer satisfaction.
Active Borrowers report	The monthly Registered and Active Borrowers report supplied by the library management system (LMS) provides a breakdown of customers by age, disability, gender and race / ethnicity. The quality of this data is not robust, as the collection of this personal data is not mandatory, for example only 40% of active members have provided their ethnicity.
LMS Active Users report	The annual Active Users report supplied on the LMS provides a breakdown of customers by age, disability, gender and race / ethnicity. The quality of this data is not robust, as the collection of this personal data is not mandatory, for example only 40% of active members have provided their ethnicity.
Engagement focus groups	Engagement was held with library users and non-users, stakeholders and staff during July and August 2019

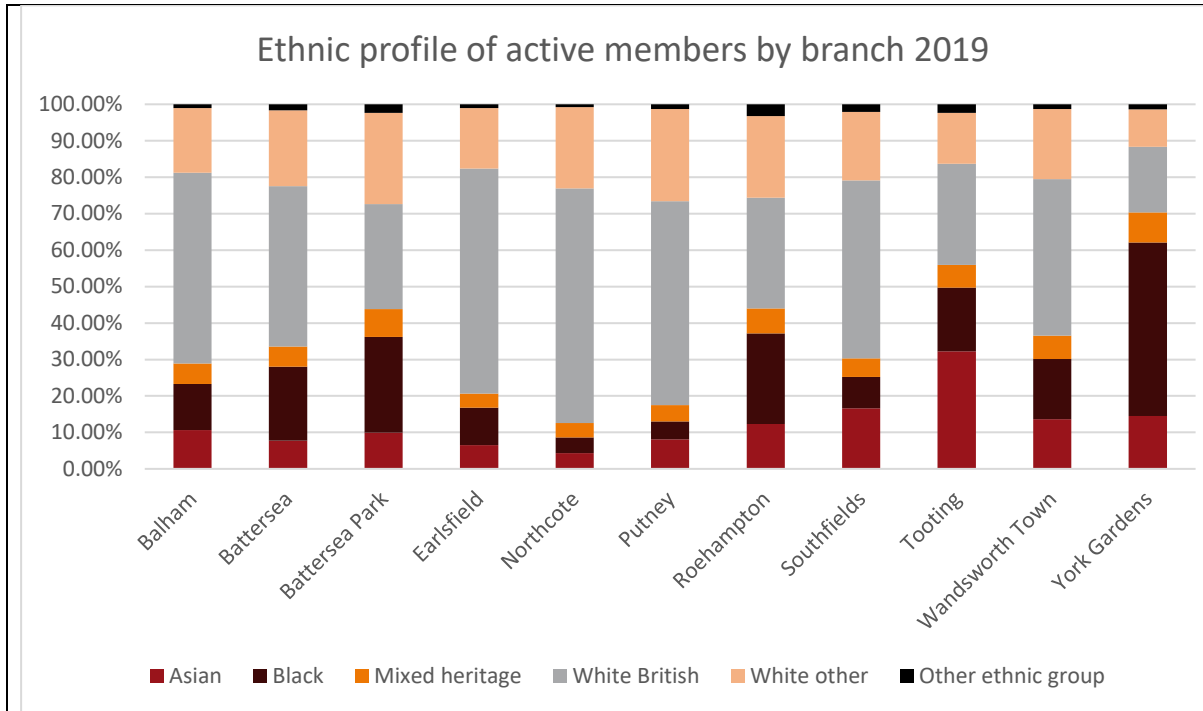
<b>Protected group</b>	<b>Findings</b>
<b>Age</b>	<ol style="list-style-type: none"> <li>1. Over a third of active library members are children, considerably more than the proportion of children within the borough population. York Gardens, Northfields and Southfields libraries (Latchmere, Northcote and West Hill wards) have a high number of child users, but Putney and Battersea libraries (Thamesfield and Shaftesbury wards) have lower active membership. Active membership is low for 0-4 yrs in Battersea Park and Roehampton libraries (Queenstown and Roehampton wards).</li> </ol>

	<p>2. 13.4% of residents aged over 60+ are active members. The highest proportion of the 60+ user age range is at Putney library, but there are low proportions at York Gardens, Roehampton and Tooting libraries.</p> <p>3. The age group least likely to use a library is the most numerous, 16-59, as nearly 70% of the Wandsworth population falls into this group, with the greatest proportion living in Fairfield and Shaftesbury wards and the lowest in West Putney. By contrast, this 16-59 group is most numerous at Battersea, Battersea Park and Wandsworth Town libraries (Shaftesbury, Queenstown and Fairfield wards), which is likely to reflect patterns of places of employment rather than residence.</p>
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<p><b>Disability</b></p>	<p>The data available relating to library users with disabilities is incomplete and unreliable as it is frequently undeclared at the point of membership/renewal. However, current membership statistics do indicate that the number of active users with a disability is low</p> <p>Figures show a slightly higher than average proportion of the population receive a library service at home (270 housebound users in a population of 323,300), with the majority of these users having a disability that prevents them from visiting a library.</p>
<p><b>Gender (sex)</b></p>	<p>Data on gender is held for only 56% of active library users. For those that data is held, 39% were male and 61% were female. 48% of the population in Wandsworth are male but only 39% of active library users are male. Highest proportion of male active library users are at Battersea Park, Roehampton and</p>

	<p>Tooting libraries (Latchmere, Roehampton and Graveney wards) which are closest to areas of deprivation, however males are under-represented amongst library users.</p>																								
<p style="text-align: center;"><b>Male active users as a proportion of all active users by branch 2019</b></p> <table border="1"> <caption>Male active users as a proportion of all active users by branch 2019</caption> <thead> <tr> <th>Branch</th> <th>Proportion (%)</th> </tr> </thead> <tbody> <tr> <td>Balham</td> <td>39.5</td> </tr> <tr> <td>Battersea</td> <td>39.0</td> </tr> <tr> <td>Battersea Park</td> <td>42.8</td> </tr> <tr> <td>Earlsfield</td> <td>36.8</td> </tr> <tr> <td>Northcote</td> <td>36.7</td> </tr> <tr> <td>Putney</td> <td>38.0</td> </tr> <tr> <td>Roehampton</td> <td>40.5</td> </tr> <tr> <td>Southfields</td> <td>37.5</td> </tr> <tr> <td>Tooting</td> <td>40.8</td> </tr> <tr> <td>Wandsworth Town</td> <td>38.5</td> </tr> <tr> <td>York Gardens</td> <td>38.1</td> </tr> </tbody> </table>		Branch	Proportion (%)	Balham	39.5	Battersea	39.0	Battersea Park	42.8	Earlsfield	36.8	Northcote	36.7	Putney	38.0	Roehampton	40.5	Southfields	37.5	Tooting	40.8	Wandsworth Town	38.5	York Gardens	38.1
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<p><b>Gender reassignment</b></p>	<p>No data on service take-up is available for gender reassignment</p>																								
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<p><b>Pregnancy and maternity</b></p>	<p>No data on service take-up is available for pregnancy and maternity</p>																								



**Race/ethnicity**

1. Because of the limited data that we have on the ethnicity of library members and the fact that demographic data in relation to ethnicity is now eight years old, we must be careful when drawing conclusions.
2. There appears to be a low uptake amongst white British people who represent around half of the population and also from people in the any other ethnicity category. This is particularly true in the relatively deprived areas of Roehampton and Putney Heath, and Queenstown wards, and also in St Mary’s Park wards.
3. Asian people are generally well represented in the library service and the likelihood of being an active borrower is close to the average for the service.
4. Black people are the most likely of any ethnic group to be active members, but much less likely to borrow. However, in Furzedown and Tooting wards in particular there is a low uptake of library membership by black people.
5. People of mixed heritage were also well represented and are slightly less likely to borrow than the service average.
6. People from a white other background, though generally well represented, were less likely to be members in Furzedown, Graveney, West Hill and Latchmere wards. This group were slightly less likely than the borough average to borrow.

<b>Religion and belief, including non belief</b>	No data on service take-up is available for religion and belief
<b>Sexual orientation</b>	No data on service take-up is available for sexual orientation
<b>Across groups i.e older LGBT service users or bme young men</b>	No specifics are available

**Data gaps.**

<b>Data gap(s)</b>	<b>How will this be addressed?</b>
All protected characteristics	Data clean up as part of any new outsourcing contract.  Survey of non-users as part of a Marketing Strategy.
Disability	Stock survey to demonstrate that the library service has books and other materials of interest to people with disabilities.  Targeted outreach to engage with local disability groups.  Review data collected at the point of sign up to library services to ensure more robust statistics going forward
Religion and belief	Stock survey to demonstrate that the library service has books and other materials covering all religions and beliefs
Gender reassignment	Stock survey to demonstrate that the library service has books and other materials of interest to transgendered people.  Targeted outreach to engage with local transgender groups.
Marriage and civil partnership	Stock survey to demonstrate that the library has books and other materials of interest to people who want to get married or enter a civil partnership.
Pregnancy and maternity	Targeted outreach as part of the Bookstart programme.

Sexual orientation	<p>Stock survey to demonstrate that the library service has books and other materials of interest to gay, lesbian and bisexual customers.</p> <p>Targeted outreach to engage with local lesbian and gay groups.</p>
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### 3. Impact

There are no findings to indicate unlawful discrimination.

The *Creating a Vibrant Community Asset Library Strategy 2020-2025* will not have an adverse or negative impact on anyone with any of the protected characteristics. The Strategy has the stated intention of developing a library service that is shaped by local people, reflecting their needs and enriching their lives. It has the following strategic principles to guide this development:

- Building partnerships
- Developing great spaces to be in
- Shaping our services to meet the needs of local communities
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The difference in the age, gender and ethnic profiles of the wards can help determine the way that local libraries can be tailored to meet the needs of nearby residents and this will be especially relevant in relation to the 5 new build libraries appearing during the lifetime of the new strategy.

This EINA has identified the following ways of advancing equality and meeting diverse needs:

- Improve data quality and fill identified gaps, where possible, by improving the collection of monitoring data at the point of membership.
- Carry out a survey of people who do not currently use the library service
- Engage in targeted outreach to identified groups where there is low library service use across the community
- Carry out stock and resource surveys.
- Ensure local communities are consulted on the new library builds in Northcote, York Gardens, Battersea Park and Roehampton.



Protected group	Positive	Negative
<b>Age</b>	<p>The 7 strategic principles that will underpin the development of the libraries could have a positive impact on all age groups and Younger and older users may benefit from targeted services, events and activities.</p> <p>In particular:</p> <ul style="list-style-type: none"> <li>• Libraries will be key partners in the Council’s joined up approach to services to children and young people, thus reaching more of this target group. This will enable new contacts to be made with parents and carers of 0-4 yrs group in the Roehampton and Queenstown wards in particular.</li> <li>• There will be a focus on increasing the use of Battersea and Putney libraries by children, by working in partnership with local schools and community groups.</li> <li>• There will be a focus on increasing the library membership of 60+ yrs in Tooting, Roehampton and York Gardens, with regular library events and targeted outreach.</li> <li>• Data shows that the 16-59 age group is least likely to use a library, therefore significant targeted marketing can be carried out aimed at this group, outlining the services and online resources that are available.</li> </ul>	<p>There is no identified negative impact</p>
<b>Disability</b>	<p>The 7 strategic principles that will underpin the development of the libraries could have a positive impact on those with a disability, in particular:</p>	<p>There is no identified negative impact</p>

	<ul style="list-style-type: none"> <li>• The new libraries will be designed to be easily accessible, dementia-friendly buildings. The children’s areas will benefit from sensory areas and will be autism-friendly.</li> <li>• People with a disability will be able to access targeted library services, activities and events</li> <li>• Libraries will work with health and well-being agencies to raise awareness of the benefits of libraries with this currently under-represented group</li> <li>• A slightly higher than average proportion of the population receive a library service at home</li> </ul>	
<b>Gender (sex)</b>	<p>The 7 strategic principles that will underpin the development of the libraries could have a positive impact on all genders, in particular:</p> <ul style="list-style-type: none"> <li>• More events and activities will be scheduled that may be of interest to men, with additional marketing being undertaken at Earlsfield and Northcote libraries as they have the lowest percentage of male active users.</li> </ul>	<p>There is no identified negative impact</p>
<b>Gender reassignment</b>	<p>The 7 strategic principles that will underpin the development of the libraries could have an indirect positive impact on those undergoing gender reassignment.</p>	<p>There is no identified negative impact.</p> <p>Data relating to gender reassignment is not collected across library services and there are currently no plans to collect this in the near future</p>
<b>Marriage and civil partnership</b>	<p>The 7 strategic principles that will underpin the development of the libraries may have an indirect positive impact on those within this protected characteristic.</p>	<p>There is no identified negative impact.</p>

<b>Pregnancy and maternity</b>	Parents with young children may experience positive benefits from a more targeted service offer, in particular from libraries being key partners in the Council's joined up approach to services to children and young people.	There is no identified negative impact
<b>Race/ethnicity</b>	The 7 strategic principles that will underpin the development of the libraries could have a positive impact on race and ethnicity group, in particular: <ul style="list-style-type: none"> <li>• Work with local community groups and targeted marketing in the Furzedown and Tooting wards to increase the number of black people accessing library services</li> <li>• Ensure all events and activities are accessible to all</li> </ul>	There is no identified negative impact.
<b>Religion and belief, including non belief</b>	The 7 strategic principles that will underpin the development of the libraries may have an indirect positive impact on those within this protected characteristic.	There is no identified negative impact.
<b>Sexual orientation</b>	The 7 strategic principles that will underpin the development of the libraries may have an indirect positive impact on those within this protected characteristic.	There is no identified negative impact.

#### 4. Actions

<b>Action</b>	<b>Lead Officer</b>	<b>Deadline</b>
Further survey of non -users	GLL	2021
Ongoing targeted outreach to groups and communities	GLL	2021
Carry out stock surveys on a regular basis	GLL	2020 and annually
Data clean up	New contractor	2021 at the point of new contract

Quarterly review of membership	GLL	Jan 2020 onwards
Review and refresh of monitoring data collected at point of membership and membership renewal	GLL	Jan 2020 onwards

The above actions, whilst the responsibility of the library contractor GLL, will be monitored by the SSA Libraries Management team at the quarterly review meetings and the annual service review report.

**5. Consultation. (optional section– as appropriate)**

Where a significant change is proposed to a service or where a new policy/service/service specification is being developed it is best practice to consult on the draft findings of an ENIA in order to identify if any impact or need has been missed.

Put in here who you consulted, what they said and what you changed as a result.