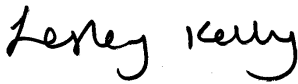


## Equality Analysis Form

The following questions will document the effect of your service or proposed policy, procedure, working practice, strategy or decision (hereafter referred to as 'policy') on equality, and demonstrate that you have paid due regard to the Public Sector Equality Duty.

### 1. RESPONSIBILITY

<b>Department</b>	Arts, Libraries and Adult Learning	
<b>Service</b>	Library Service	
<b>Proposed policy</b>	Equality Analysis in respect of Phase 2 proposals relating to the Plan for Change Library Service Review	
<b>Date</b>		
<b>Officer responsible for the 'policy' and for completing the equality analysis</b>	<b>Name</b>	Lesley Kelly
	<b>Post Title</b>	Libraries and Adult Learning Manager (Central Services and Social Inclusion)
	<b>Contact Number</b>	7579
	<b>Signature</b>	
	<b>Date</b>	27.06.2013
<b>Equality officer consulted</b>	<b>Name</b>	Elizabeth Binns
	<b>Post Title</b>	Principal Libraries and Adult Learning Officer (Social Inclusion)
	<b>Contact Number</b>	5973
	<b>Signature</b>	<b>Elizabeth Binns</b>
	<b>Date</b>	27.06.2013

### 2. AIMS

<b>What is the purpose of the policy/service and what is it intended to achieve?</b>	<p>This equality analysis seeks to identify the potential impacts on users/stakeholders of the Library Service arising from phase 2 proposals developed via the Plan for Change Library Review. The review has included an analysis of information and a stakeholder consultation exercise in 2012, which has enabled a set of key principles to be identified to guide the proposals for Phase 2, which also included a stakeholder consultation exercise in 2013. The report discusses Phase 2 proposals.</p> <p>Phase 1 proposals, as agreed by the council in 2012, are currently being implemented – they focussed primarily, but not solely, on Bury Library with a budget reduction of £240,000 in 2013/14. Reductions included counter and professional/specialist post reductions and agreed future co-location on the existing site as the opportunity arises.</p>
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The review has so far included the following, which have informed Phase 2 proposals:

- Providing the Council with service information to assist in its decision-making process about Plan for Change with respect to the Library Service (implementing budget reductions totalling £810,000 across the 2 phases)
- Highlighting appropriate legislation affecting the service (outlined in the April 2013 Cabinet Report, which is attached as an Appendix to the current Cabinet Report), for example the 1964 Public Libraries and Museums Act, and the Equality Act 2010 - Bury Council's outline of the 'protected characteristics' is defined within this equality analysis form)
- Carrying out a needs analysis across the Borough to assist the Council in its decision-making about changes to the Library Service via Plan for Change
- Establishing the requirements around staff, public and stakeholder consultation and carrying out consultations
- Highlighting the potential impact of service changes, particularly as these might affect the categories of users with protected equality characteristics.

Initial consultation took place in 2012 to collect the general views of staff, public, stakeholders and non-users regarding the Library Service and its future as part of the review, ensuring inclusion of people with protected equality characteristics. The consultation generated a view of what people think about library services in the borough and this informed the development of Phase 2 proposals for change. A second consultation took place 11 April – 24 May 2013 and this has also informed the final Phase 2 proposals. This EA does not deal with the whole of the consultation, it focuses on consultation received relating to EA issues, ie those affecting people with protected characteristics and also vulnerable people.

Bury Library Service has 17 libraries, sited across the borough, with a variety of opening hours. These libraries offer access to a wide range of what are commonly termed 'core' or 'traditional' services, as well as hosting a range of other community activities and sharing their buildings with partners and other agencies (eg two children's centres). A library 'Council Information Point' service is also available at some libraries, which acts as the "face-to-face" first point of contact for other council services and offers payment facilities.

In addition the service also currently provides:

- Housebound Library Service (delivery of library materials to people's homes where they are unable to visit libraries themselves).
- Schools Library Service (delivery of library materials

	<p>to schools across the borough, funded by Children's Services).</p> <ul style="list-style-type: none"> <li>• Sensory Unit at Whitefield Library (which supports visually and/or hearing impaired people with specialist staff and resources).</li> <li>• Archives Service (provides access to local council, business and organisation records).</li> <li>• Access to Adult Learning provision (where libraries' staff provide advice, guidance and administration - e.g. bookings, registers management - for Adult Learning courses).</li> <li>• Space and support for an extensive range of activities e.g. Reading groups and parent and toddler support. Councillor surgeries and meeting spaces are also available.</li> </ul> <p>Libraries in Bury are open to everyone who lives, works, studies in or visits the borough, including the borough's population – currently 185,100 people. The most recent data for 2011-2012 shows that the total registered membership of the libraries was 79,603, of which 30,376 (38.16%) are described as active members (i.e. have borrowed an item within the last 12 months) and 40,473 are described as active members including computer users (50.84%). This does not reflect all use of the service as many users visit or access other services which are not recorded within this definition; this includes access to newspapers, information, library council information point services, adult learning, reading activities, story-times, homework support etc. In 2011/12 for example 17,035 adults attended activities, and there were 266,550 information enquiries. Total stock 2011/12 was 305,514, audio visual stock 36,385, and 958,539 loans were issued. There were 1,049,300 visits. Additionally, there were 813,330 'virtual visits' to the library website for a range of services.</p> <p>The Service regards core service provision as including:</p> <ul style="list-style-type: none"> <li>- free access to books</li> <li>- online access to a range of resources, including access to information, the ability to carry out library transactions such as book renewals and catalogue access, and the loan of books – the service loans e-audio books and has recently introduced e-book loans</li> <li>- information and signposting</li> <li>- expert advice and support</li> <li>- multimedia resources</li> <li>- community outreach services</li> <li>- specialist provision for targeted audiences (for example children and young people, families, older</li> </ul>
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people)

- learning space and support
  - Archives, local and family history resources.
- The Society of Chief Librarians are additionally encouraging a series of universal library offers, for example:
- reading and literacy
  - information
  - digital inclusion (for example the provision of ICT hardware and support to use it – to support issues such as worklessness and the government's 'Digital By Default' agenda)
  - health and well-being

Additionally, the service has developed what it considers core provision around community engagement (working actively with local library communities to understand what they would like their local library to deliver and encouraging local library communities to assist with that provision and increase their use of libraries as community spaces).

These will continue to be supported by the service, although it is expected that overall levels of provision will reduce.

To make the savings still required (£570,000 in 2014/15 for Phase 2), the Council has considered a range of ways to deliver budget reductions via the Review. The proposals have been developed in order to acknowledge as far as possible the results of both the initial consultation in 2012 and the consultation on Phase 2 proposals in April/May 2013. Closing libraries and reducing opening hours were found to be less popular via the 2012 consultation than co-locating services to save money. The council has decided not to close libraries or reduce opening hours at this time. Core services will continue to be offered, but the capacity will be reduced - although the 2012 consultation did not greatly support reduction in staff posts, it is unfortunately not possible to make the required level of savings without significantly reducing staff posts if 17 libraries and existing opening hours are to be retained.

The Phase 2 proposals include:

- proposals for further investigating the development of libraries as community hubs
- reducing the staff establishment, both counter staff and professional/specialist staff
- roll-out of the Bury Library pilot Radio Frequency Identification installation (RFID - a self-service process which enables customers to issue and return their loans themselves without requiring the help of a member of staff) to additional libraries
- progression of voluntary early retirement (VER) and

	<p>voluntary severance (VS) applications; deletion of vacant and temporary posts (including some specifically held against the roll-out of RFID in order to lessen as far as possible the impact on staff in permanent posts)</p> <ul style="list-style-type: none"> <li>- resulting from the significant changes to the service via Phases 1 and 2, the service will need to restructure – this may require a change of base and job descriptions for some staff.</li> </ul> <p>The Council's policies and procedures will be used to lessen the impact on staff in permanent posts wherever possible (eg VER).</p>
<p><b>Who are the main stakeholders?</b></p>	<ul style="list-style-type: none"> <li>- Staff of Libraries and Adult Learning</li> <li>- General public</li> <li>- Particular groups within the general public, for example older people, schools/headteachers, children and young people, people affected by Equality Analysis categories, tenants and residents associations, vulnerable/disadvantaged people</li> <li>- Partners, including other council departments/services, voluntary groups, other organisations external to the Council</li> <li>- Views of non-users are relevant to the Library Review consultation</li> </ul>

### 3. ESTABLISHING RELEVANCE TO EQUALITY

**3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics. If you answer yes to any question, please also explain why and how that group of people will be affected.**

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	No	No	<p>Any change has the potential to affect ethnic groups in particular areas of the borough with significant BAME groups.</p> <p>BOROUGH FIGURES ARE AS FOLLOWS:            The 2001 Census recorded a largely White British population (91%, with White Irish 2%, White Other 1%, Mixed 1%, Asian 4%). The 2009 Chartered Institute of Public Finance and Accountancy (CIPFA) ADULT Library User Survey records respondents as 3% Irish; 3% Pakistani; 1% Chinese; 1% African; 1% Caribbean.</p> <p>In the Phase 1 consultation, Respondents were asked to select their ethnic background and the results indicated that 92% were British White and 5.8% were from a Black or Minority Ethnicity background.</p> <p>In the Phase 2 consultation, Respondents reported as 95.6% White; 0.8% Black; 0.4% Mixed; 2.0% Asian or Asian British; 1.2% Other ethnic group.</p> <p>The service has some targeted resources (eg books and DVDs in Urdu) to which access will still be required if service changes are made.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Disability	No	No	<p>The roll-out of the pilot customer self service RFID technology has the potential to affect people with a disability when using the new equipment. For example, for</p>

		<p>customers in wheelchairs the RFID kiosks need to be at the right height - however the tender process for the supply of the equipment will specify that the systems should be as user-friendly for customers with a disability as possible, and there will be staff on hand to assist around the time of the introduction to train customers in system use.</p> <p>Any change has the potential to affect access for people with a disability, particularly in areas of the borough with a higher proportion of people with a disability.</p> <p>4% of the staffing establishment are known to have a disability, so potentially they could be affected by any changes.</p> <p>BOROUGH DATA suggests that there are potentially significant numbers of people with a disability who could be affected by Service change. The 2009 CIPFA Adult Library User Survey recorded 10% of respondents with a mobility problem; 8% with a hearing impairment; 6% with an eyesight problem, 5% with a mental health condition.</p> <p>The Phase 1 consultation recorded 32.5% of respondents having a physical disability; 19.7% having a hearing disability; 13.1% having a visual disability; 14.7% having a mental health condition; 9.5% having a learning disability.</p> <p>The Phase 2 consultation recorded 24% of respondents having a physical disability; 8% a learning disability; 11% a mental health condition; 2% a head injury or other cognitive impairment; 11% a visual disability; 13% a hearing disability; 6% a musculo-skeletal disability; 2% a cardio-vascular disability; 23% another long-standing illness or health condition.</p> <p>For data and potential effect for</p>
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			individual libraries, please see section 5.
Gender	No	No	<p>THE BOROUGH POPULATION DATA records 93,700 females and 90,100 males. However, despite the roughly even split, any changes to library services are potentially likely to affect women more than men, as shown by the following Service and other data which shows the percentage of female/male use.</p> <p>The 2009 CIPFA Adult Library User Survey respondents were 62% female, 38% male, whilst the 2010 CIPFA Junior Library User Survey respondents were 58% girls and 42% boys. The Plan for Change Phase 1 consultation respondents reported as 61.9% female and 38.1% male. The Plan for Change Phase 2 consultation questionnaire respondents reported as 62% female and 38% male.</p> <p>Active members are recorded by the Library Management System – active borrowers are 62.1% female, 37.9% male. Registered members are 57.8% female and 42.2% male.</p> <p>74% of the staffing establishment are female, so more female staff could potentially be affected than male staff.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Gender reassignment	No	No	The service has no data on this group of people. However it is anticipated that the Phase 2 Library Service proposals will not detrimentally impact on this group
Age	No	Yes	<p>Any change may potentially affect access for some age groups, for example older people and younger children.</p> <p>BOROUGH DATA includes the 2010 CIPFA Children’s Library User Survey which showed that 71% of respondents were aged 10 or under. School-age children and their schools</p>



		<p>could be affected by change if, for example, class visits to their local library for author related activities and book exchange facilities were affected. In 2011/12 123 class visits took place across the borough involving 3,400 children. There were 124 group book exchanges for 3,376 children.</p> <p>Any change could affect children generally, via any potential changes impacting on, for example, the provision of youth groups, homework clubs and support, reading and other learning or social events/activities for children and young people, for example Summer Reading Challenge, Bookstart, toddler groups, story-times etc. Service data suggests that such provision is well used and well rated. Book issue figures for children and young people in 2011/12 were 285,733, a significant level of demand. 489 story-times were carried out for 8,577 children. 1,741 activities in libraries and schools were attended by 29,405 children. Activity is carried out to support teenagers, who could be affected by change, for example teen parenting classes, youth clubs.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>Any Service changes have the potential to impact on older people given their current levels of service use.</p> <p>BOROUGH DATA – 66% of the 2009 CIPFA Adult Library User Survey respondents reported as being 45 plus (34% 45 to 64; 20% 65 to 74; 12% 75 and older).</p> <p>The Phase 1 consultation respondents reported as 66.58% being 45 plus. The Phase 2 consultation respondents reported as 79% being 45 plus (16% 45 to 54; 20% 55-64; 23% 65-74; 14% 75-84; 6% 85 plus).</p> <p>Increased social/emotional isolation</p>
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			<p>could potentially result, particularly for those who live alone, if targeted activities for older people are withdrawn. Several libraries run clubs/activities for older people, run by staff and/or volunteers.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>63% of the staffing establishment are aged 45 and above so this age group could potentially be affected by any loss of posts - council procedures (eg VER, redeployment policy) will be followed to attempt to mitigate potential job losses as much as possible.</p>
Sexual orientation	No	No	<p>Lesbian, Gay, Bisexual and Transgender (LGBT) stock is currently available, built up with the assistance of Bury's LGBT employee group, and these resources would be retained.</p> <p>BOROUGH DATA includes the Phase 1 consultation, which showed 2.9% of respondents recording as Gay/Lesbian, Bisexual, Transgender or Other. The Phase 2 consultation showed 1% of respondents as Gay/Lesbian; 2% as Bisexual; 2% as Other. The 2009 CIPFA Adult Survey recorded 3% of respondents as being Gay/Lesbian, Bisexual or Other.</p> <p>It is anticipated that the Phase 2 proposals will not detrimentally impact on this group.</p>
Religion or belief	No	No	<p>Any change has the potential to affect, for example, the borough's Jewish and Muslim communities in areas of the borough with a significant Jewish and/or Muslim community.</p> <p>BOROUGH INFORMATION includes the 2001 Census which recorded respondents as 74% Christian, 5% Jewish, 4% Muslim, No religion 10%, Not stated 7%. The 2009 CIPFA Adult Library User Survey recorded 65% Christian; 1%</p>

			<p>Buddhist; 0% Hindu; 7% Jewish; 3% Muslim, 0% Sikh and 1% Other.</p> <p>For data and potential effect for individual libraries, please see section 5.</p>
Caring responsibilities	No	No	<p>Any change has the potential to affect people with caring responsibilities. BOROUGH INFORMATION includes that 2.3% of initial consultation respondents across the borough described themselves as having caring responsibilities.</p> <p>Staff with caring responsibilities may potentially be affected as a restructure which may (potentially) alter some staff bases will be required.</p> <p>For data and potential effect for individual libraries, please see section 5.</p> <p>The Housebound Service, which carers are eligible for (subject to availability) is being retained.</p>
Pregnancy or maternity	No	No	<p>It is anticipated that the proposals will not detrimentally impact on this group as although service and staff levels are being reduced, core services are being retained.</p>
Marriage or civil partnership	No	No	<p>It is anticipated that the proposals will not detrimentally impact on this group as although service and staff levels are being reduced, core services are being retained.</p>

**3b. Using the drop down lists below, please advise whether or not our policy/service has relevance to the Public Sector Equality Duty. If you answer yes to any question, please explain why.**

<b>General Public Sector Equality Duties</b>	<b>Relevance (Yes/No)</b>	<b>Reason for the relevance</b>
Need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	Yes	Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.
Need to advance equality of opportunity between people who share a protected characteristic and those who do not (e.g. by removing or minimising disadvantages or meeting needs)	Yes	Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.  Services are already provided which target individual groups, for example support for people with a sensory impairment and activities for older people.
Need to foster good relations between people who share a protected characteristic and those who do not (eg. by tackling prejudice or promoting understanding)	Yes	Library services are considered a universal service and are used by all sectors of the public, whether the general public or as a particular user group – any kind of alteration to the service has the potential to impact not only on the general public but also on some of the most vulnerable groups in society, including people with protected characteristics.  Staff training in areas such as disability awareness and the needs of different cultural groups takes place.

**If you answered 'YES' to any of the questions in 3a and 3b**

**Go straight to Question 4**

**If you answered 'NO' to all of the questions in 3a and 3b**

**Go to Question 3c and do not answer questions 4-6**

**3c. If you have answered 'No' to all the questions in 3a and 3b please explain why you feel that your policy/service has no relevance to equality.**

**4. EQUALITY INFORMATION AND ENGAGEMENT**

**4a.** For a service plan, please list what equality information you currently have available, **OR** for a new/changed policy or practice please list what equality information you considered and engagement you have carried out in relation to it.

Please provide a link if the information is published on the web and advise when it was last updated?

(NB. Equality information can be both qualitative and quantitative. It includes knowledge of service users, satisfaction rates, compliments and complaints, the results of surveys or other engagement activities and should be broken down by equality characteristics where relevant.)

<b>Details of the equality information or engagement</b>	<b>Internet link if published</b>	<b>Date last updated</b>
CIPFA PLUS Adult Library User Survey 2009 – a nationally-managed survey of library users aged 18+ which takes place once every 3 years.		2009
CIPFA PLUS Children’s Survey 2010 – a nationally-managed survey of library users (children and young people) which takes place once every 3 years.		2010

Bury's Joint Strategic Needs Assessment 2010	<a href="http://www.bury.gov.uk/CHttpHandler.ashx?id=9203&amp;p=0">http://www.bury.gov.uk/CHttpHandler.ashx?id=9203&amp;p=0</a>	
Mott MacDonald (2012) Bury Libraries Needs Analysis		
A range of information about the Service including library membership and active member data and library service information (for example specialist provision, and property data).		
Results of Plan for Change consultations		

**4b.** Are there any information gaps, and if so how do you plan to tackle them?

The service has tried to gather as much appropriate information as possible, including that outlined at section 4a above, for example the needs and views of staff (including existing corporate staff 'protected characteristic' groups), public, stakeholders and non-users as to library services in general in the borough of Bury, hence the initial consultation phase in 2012 re general matters, and the consultation on Phase 2 proposals in April/May 2013, both of which have informed this report. Consultees, including people with protected characteristics and vulnerable people, were able to comment on how they might be affected by any proposals for change. It is therefore felt that there are no information gaps.

## 5. CONCLUSIONS OF THE EQUALITY ANALYSIS

<p><b>What will the likely overall effect of your policy/service plan be on equality?</b></p>	<p>In addition to the information in section 3a, potential impact of the Phase 2 proposals is outlined in this section.. These include the potential impact on people with protected characteristics and on vulnerable groups in general (eg the unemployed).</p> <p>By retaining 17 libraries and existing opening hours and as much core service provision at libraries across the borough as possible it is anticipated that the provision will remain comprehensive and efficient as required by the statutory duty. However, even before budget reductions, all core services have not been offered at every individual library, and given the reduction in the budget it will be impossible to offer every core service at every library.</p> <p>Services being retained:</p> <ul style="list-style-type: none"><li>- Book and other lending resources - including provision for children and adults</li><li>- Free access to the Service's lending resources via the requests system and charged access to the national inter-lending system.</li><li>- Information and advice.<ul style="list-style-type: none"><li>- Support for learning and for recreation/culture (adults and children).</li></ul></li><li>- Access to online resources (which are increasing, eg via e-book provision).</li><li>- Access to computers and the support to use them.</li><li>- Library Council Information Points where these currently exist.</li><li>- Archives, Family and Local History (Community Heritage).</li><li>- Housebound Library Service.</li><li>- Sensory Unit services.</li><li>- Support for reading and literacy (eg Reading Groups, storytimes).</li><li>- Events and activities for various age/other groups. (However it is anticipated that although service-led events and activities will continue, these will be fewer than at present due to the reduction in staff numbers).</li><li>- Community engagement (involving local communities in service provision).</li><li>- Community hubs/spaces (eg partners holding displays, activities and 'surgeries' such as Business Enterprise Group, NHS Patient Advice and Liaison; volunteer-led events, eg Dementia Café, Knit and Natter, Tenants and Residents meetings; 'Agile Working' provision for council/partner staff; partner bases).</li></ul>
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## **Impact of the individual proposals:**

### 1 Community hubs:

Taking on board the overall Plan for Change consultation, the 2012 Phase One consultation results and the April/May 2013 Phase Two consultation results, the council is proposing to further investigate the development of libraries as community hubs – impacts will be considered as and when hubs are proposed.

### 2 Staff changes:

-Via the proposals the staff establishment would be reduced to enable savings to be made. Accordingly some work will reduce in scale and/or take longer to deliver, across all 17 libraries.

A service restructure will be required.

Staff in the protected characteristics groups may be affected, eg staff with caring responsibilities may be affected if their base is changed; the service has more female (74%) staff than male; 63% of staff are aged 45 and above; 4% of staff are known to have a disability.

The Service will wherever possible delete vacant posts, progress existing and forthcoming VER/VS applications and use the council's redeployment procedures to attempt to mitigate the effects of the loss of at least some posts.

Formal corporate consultation processes will be undertaken with staff.

The reduction in posts, which is the main focus of library service budget reduction in phase 2, will affect all 17 libraries. All 17 libraries will be affected via the introduction of new job descriptions, via the restructure and via new (reduced) staffing rotas where appropriate. This will mean fewer counter, professional and specialist staff to carry out and manage library services.

It is anticipated that the scale of staffing reductions, coupled with the need to staff all 17 libraries to their existing opening hours, means that on occasion it could be difficult to find staff cover for sickness, leave, training etc. Staff reduction on such a scale will inevitably impact on levels of service provision.

The deletion of any professional/specialist/back office posts may have an impact on people with protected characteristics and/or vulnerable groups. Such posts provide expert advice and support, information and signposting, professional staff support and activity, outreach services, targeted audiences (including children, older people and the unemployed), local and

family history resources etc. Reducing professional staff reduces the support for reading and literacy, imagination, creativity and widening horizons.

This will impact on all libraries as staff and service levels will reduce – it is anticipated that there will be fewer supporting activities and potentially more queuing for some services. As a result, people with protected characteristics and vulnerable people will have less access to staff, services and resources than before, and this was reported as a concern during consultation. However, there will still be staff available to give support, and as the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing sites, it is not anticipated that the change will affect people with protected characteristics and vulnerable people too negatively. Although the number of resources and activities is expected to decrease overall, the range of services will still be available.

Volunteers – the service has used volunteers to support service provision where appropriate over many years, and will continue to do so – however it should be noted that the proposals in the Report do not include replacing paid staff by volunteers.

The consultation included comments from the public about not wanting libraries staffing to be reduced and not wanting redundancies. Comments included praise for staff skills and support – it is impossible to retain all 17 libraries and existing opening hours and still reduce service budgets by £570,000 without affecting staff.

The consultation included comments that there will not be enough staff to run the service – RFID will reduce the time staff need to spend on routine tasks; availability of eBooks will require less staff time; levels of some service provision will be reduced; the service does have an additional hours budget which it uses to provide cover when required.

### 3 RFID:

Under the proposals Radio Frequency Identification will be introduced to allow customers to carry out their own issues and returns – staff will no longer be engaged in clerical issuing routines to any great extent and this will allow staff more time to deal with the more skilled elements of their work for customers, e.g. reader development, ICT support.

RFID will be installed at Prestwich, Ramsbottom, Whitefield, Unsworth, Radcliffe and Tottington libraries.

It is already being progressed at Bury Library as part of Phase One. Castle Library already has self service technology – this will be upgraded to the new system.

The Service has been holding vacant posts (which will be deleted) to cover the corresponding reduction in posts. A small number of these posts were filled temporarily, pending the Library Review, and it is proposed that these will end, affecting those temporary staff in post.

The procurement tender for the supply of equipment includes addressing accessibility issues for library customers.

At installation, staff support will be available to assist customers in learning how to use the system.

The consultation included comments about the impact RFID will have on staff jobs – the service has been holding some posts vacant (or filled temporarily) to help with this issue.

Some comments were made opposing the introduction of RFID, eg preferring to deal with a person who would have skills not available via RFID – however other comments were positive.

**Main issues evidenced by the data and analysis:**

*Gender* - By retaining book loans, information provision and other core provision wherever possible, it is anticipated that this group of users (ie predominantly female) will not be detrimentally affected. However female staff could potentially be affected as they form a greater percentage (74%) of the Library Service staffing establishment – wherever possible VERs, deletion of vacant posts and redeployment and other council policies will be progressed.

*Age* -

With all age groups, access to core services remains available, although reduced, and the different age groups should not be detrimentally affected - also the Housebound Library Service exists to support people who struggle to access a library (subject to availability). However older staff could potentially be affected as 63% percent of the Library Service staffing establishment are 45 and above – wherever possible VERs, deletion of vacant posts, redeployment and other council policies will be pursued.

Increased social/emotional isolation could potentially result, particularly for those who live alone, if fewer supporting activities for older people were available.

Fewer supporting activities due to the deletion of both

counter staff posts and some specialist/professional posts could also affect various age groups, although supporting activities will continue, for example children's numeracy and literacy, mentioned by some consultation respondents, will still be supported.

*Disability –*

By retaining core services it is not anticipated that this group of people will be detrimentally affected, and the Service has a range of services supporting people with a disability which will be retained (e.g. services for Deaf/visually impaired people, disabled facilities, assistive technology, large print and audio loans, assistance dogs welcome etc).

The consultation carried out by Adult Care staff with their customers reported many benefits to their customers, should community hubs be progressed with Adult Care in the future.

RFID procurement will include the requirements of disabled people.

4% of libraries staff are known to have a disability and they could potentially be affected by the proposed changes.

Fewer supporting activities due to the deletion of both 'counter' staff posts and some specialist/professional posts could also affect disabled people, although supporting activities will continue.

*Carers –* Via the proposed restructure some staff could have a change of base which may potentially affect any caring responsibilities they may have.

**Information regarding the 17 libraries:**

**Prestwich Library and Adult Learning Centre:**

It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions, to focus library provision on the ground floor and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided, and existing opening hours, in the accessible town centre location.

Services include core library service provision; Adult Learning classrooms; a Museum; Council Information Point (CIP) (elements of this are particularly well used at this library, eg freephone, housing benefit enquiries and Report a Problem); Housebound Library Service; public access computers; art exhibitions; councillor surgeries; partner surgeries; library-based and external reading groups; – these will be retained.

Prestwich Library is currently open 50 hours per week. 2011/12 useage figures include 17,560 members (with 6,789 active members; 7,184 active members including computer use); 193,396 issues; 14,422.6 computer hours of use; 12,291 items requested; 259,550 visits in person; 66,400 enquiries. 22 staff exhibitions/displays in 2011/12. 179 advice sessions by outside agencies, 1050 attending. CIP 2011: 1,317 housing benefit enquiries; 44 front office; 1,937 payments totalling £164,356; 2,913 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 63.4% of active borrowers are female, 36.6% male.

*Religion/belief* – there is a significant Jewish community in the area (Sunday opening was originally introduced to support the Jewish community, and the museum is the only one in the borough regularly open to the public on Sundays). Within a 1 mile radius 9% of individuals and 17% within a 1-2 mile radius consider themselves Jewish, which is significantly higher than the borough average of 5%. This library has a special collection of resources for Jewish people and a small collection of Polish and Urdu books. There is a small collection of dual language materials.

*Age* - The 1 mile radius has a slightly younger percentage population (85%) than the borough average of 84% under the age of 64. 73.2% of active members are adult, significantly higher than the borough average of 64.1%. Children who are Homework club users could be affected by any change – recent data shows 156 children attended 40 sessions. There is a weekly story-time (32 held in 2011/12, 717 attending). 18% of CIPFA Junior Survey respondents use the library computers, 10% use the library to meet friends, 17% to do their homework and 85% to borrow items. 100% of Junior respondents think the library is good or ok, and 95% think it is easy to get to.

*BAME* - There is a high proportion of BAME population immediately surrounding the library – 11% within 1 mile consider themselves BAME, higher than the borough average of 9%. 75% of CIPFA Junior Survey respondents are White, 7% Asian, 9% Mixed, 4% Black.

*Disability* - there is a high proportion of the local area within the 20% most deprived areas nationally for health and disability. Within 1 mile 6% were claiming Disability Living Allowance, matching the borough average. In some areas the figure is higher at 8-12%. There are books in large print and talking books.

*Carers* – a Carers group meets here.

As the intention is to retain the core library service provision, the existing opening hours (including Sunday opening for the Jewish community) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

The needs analysis found other issues which could involve people with protected characteristics and vulnerable people needing support in general, including: There are areas around the library with high population density.

Within a 1 mile radius, 27% of households do not have a car, in line with the borough average at 26%.

A slightly higher proportion of people own their own home in the 1 mile radius (77%) than Bury as a whole (76%).

There are areas to the South and North East of the library (Rainscough, Simister) which are within the 10% overall most deprived areas nationally, whilst within 1-2 miles there are Lower Super Output Areas (LSOAs) which are within the 10% least deprived nationally.

Income – the South of the library includes an area within the 15% most deprived areas nationally - conversely within a 1-2 miles radius there are areas within the 25% least deprived nationally.

Education – within a 1 mile radius only 1% of the area is within the most deprived quintile. There is a comparatively lower level of deprivation with 34% of the area within 2 miles in the least deprived quintile compared to the Bury figure of 23% - however there are small pockets of deprivation within the 2 mile radius.

Employment - there is an area of high employment deprivation, within the most deprived quintile nationally. 28% of the 1 mile radius is within the most deprived quintile compared with 25% Bury average. Within 1 mile the 4% Jobseekers Allowance (JSA) claims match the Bury average of 4% - however there are pockets within 1-2 miles that have higher than average claimants. This library has significant referrals from JobCentrePlus.

Crime – the area of the library is in the second most deprived quintile. The 2 mile radius shows a mixed picture with areas in all 5 quintiles.

Living environment – 9% of the 1 mile radius is within the deprived quintile, which is lower than the Bury average 13%.

Some areas have a reduced borough average journey

time by car, cycling and walking, however there are some journeys over the standard times for walking and cycling. 99% of CIPFA Adult Survey respondents think it is easy to get to.

**Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation**

It was noted by several respondents that library ICT access and support is vital to help vulnerable people re worklessness - it is intended to retain this service.

Food collection boxes should be available at Prestwich - all 17 libraries do pass on food parcels to the Porch+ foodbank to assist vulnerable people and this will continue.

Concern was expressed about the reduction in resources, space and staffing with regard to provision for children's literacy - although reduced, services for children will continue.

Older people see the service as a lifeline - although reduced, services will continue.

The staff at Prestwich are particularly patient and helpful with older members of the community - this will not change.

A range of benefits of the service were highlighted, eg social aspects, support for literacy, research facilities - these will be retained.

Some respondents were concerned about access to, layout and space available for particular aspects of the existing services, e.g. the books, the Museum and the classrooms - a stakeholder workshop will be held to discuss these issues.

There was concern about reduced staffing levels - RFID and focussing library services on a single floor (the ground floor) will help with this issue

Building entry/access was mentioned by several respondents - entry will remain as it is at this time.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and

vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

**Radcliffe Library:**

It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided and the existing opening hours.

Services include core library service provision; Adult Learning provision; Council Information Point; Housebound Library Service; public access computers; councillor surgeries; partner surgeries; local history resources; reading groups; – these will be retained.

Radcliffe library is currently open 39.5 hours per week. 2011/12 usage figures include 10,660 members (with 3,639 active members, 4,757 active members including computer use); 100,301 issues; 11,565.3 computer hours of use; 6,187 items requested; 90,000 visits in person; 24,350 enquiries.

41 exhibitions/displays by staff in 2011/12. 40 advice sessions by outside agencies, 201 attending. CIP 2011: 18 housing benefit enquiries; 24 front office; 759 payments totalling £95,601; 91 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 59.2% of active borrowers are female, 40.8% male.

*Age* - There is a proportionally younger population within 1 mile with 88% under 64 compared to 84% of the borough. Children who are Homework club users could be affected by change – recent data shows 198 children attended 39 sessions. Staff run a toddler group at this library and a weekly (term time) "Kidz club" with support from the police and other groups. The Bookstart Service (free book and baby pack) is based here, and includes resources for Travellers. There is a weekly (term time) story-time (68 in 2011/12, 1266 attending) and a rhyme time. 57 class visits (user education) in 2011/12, 1745 attending. 51 group book exchanges, 1556 attending. 31% of respondents to the CIPFA Junior Survey use the library computers, 8% use the library to meet friends, 22% to do their homework, 77% to borrow items. 99% of respondents think the library is good or ok, and 93% think it is easy to get to.

75.7% of active members are adult, significantly higher



than the borough average of 64.1%.  
*BAME* - 7% of the population within 1 mile consider themselves BAME, slightly lower than the borough average of 9%, with some pockets of high BAME concentrations. There is a junior collection for Travellers.  
*Religion/belief* - within 1 mile, 76% consider themselves Christians, slightly higher than the borough average of 74%.  
*Disability* - within the 2 catchments, a high proportion of the area is within the 20% most deprived nationally for health and disability. Within the 1 mile radius 57% of the area is within the most deprived quintile compared with 29% Bury average. The library is in an area that has the second highest proportion of Disability Living Allowance claimants, with 8-12% compared with the borough average of 6%, with one area above 12%. There are books in large print and talking books.

**Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation**

Respondents' concerns included a range of access/space/noise issues relating to the Civic Hall site – it has now been decided not to progress a move to the Civic Hall at this time.

Provision for children is seen as very important by respondents:  
Provision of storytimes was highlighted – services for children, although reduced, will be retained.  
School visits and children's access to library resources should be prioritised, eg the current set-up at Radcliffe affords school visits with great, experienced and helpful staff. Children's experience of going to the library, interacting with staff and authors, is a civilising process which we should cherish. It promotes and fosters a love of literature in the young which is invaluable – school visits can continue.  
One respondent mentioned the pleasure of listening to groups of children sing in the library – this sort of activity can continue.

Books are more important for older people than ebooks - the service is steadily building up use of ebooks by all age groups and books will still be available.

The potential isolation and loneliness experienced by some older people, and the view that the library is the only place for them to meet, was highlighted – although reduced, support for activities for older people will

	<p>continue.</p> <p>Taking away computers will stop access to information about jobs and benefits, particularly since the Job Centre refers people to the library if they do not have their own computer – library computer access and support will remain.</p> <p>Reducing services comes at a time of population growth and as the town is declining – reduction in services is unavoidable and affects all areas of the borough, not just areas with vulnerable people.</p> <p>Will Adult Learning provision continue? – this provision will be retained.</p> <p>As the intention is to retain the core library service provision, the existing opening hours and the range of services currently on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, the range of services will still be available.</p> <p>The needs analysis found other issues which could involve people with protected characteristics and people needing support in general, including:  A significant number of the one mile radius Lower Super Output Areas are the overall most deprived in Bury, whilst conversely within 1-2 miles, some Lower Super Output Areas are within the 20% least deprived nationally.  Income shows a mixed picture of deprivation within a 1-2 mile radius. Within 1 mile some areas are within the 20% most deprived nationally, whilst within 2 miles some areas are within the 20% least deprived nationally.  Education - there is a high proportion of education deprivation within 1 mile. Conversely within a 1- 2 mile radius some Lower Super Output Areas are within the least deprived quintile nationally.  There are high levels of population density within the 1 mile radius.  Within the 1 mile radius 31% of households do not have a car, higher than the borough average of 26%. Car and public transport is relatively accessible for some areas, however for some individuals there are longer walking and cycling times.  A lower proportion of people own their own home (70%) in the 1 mile catchment, compared with 76% for Bury as a whole.</p>
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Employment - there are concentrations of employment deprivation immediately surrounding and north of the library. 39% of the 1 mile catchment is within the most deprived quintile compared to 25% of Bury overall. Within 1 mile, the JSA claimant rate is 6%, higher than the borough average 4%, concentrated in the immediate vicinity of the library. Conversely there are areas within 2 miles which have 1% claimants, much lower than the borough average.

Crime - there is a mixture of crime rates within the 2 mile radius. The 1 mile radius contains a large proportion of the most deprived quintile, whereas the 2 mile contains a range of deprivation levels.

Living environment - 17% of the 1 mile catchment area is the deprived quintile, which is higher than the borough figure of 13%.

Within the 1 mile catchment, JSA claimant rate is 6%, above the borough average of 4%. Conversely there are areas within the 2 mile radius which have 1%, much lower than the borough average.

99% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

**Unsworth Library:**

It is proposed to introduce some new job descriptions and to install RFID. This will retain the range of services provided and the existing opening hours.

Services include core library services; Council Information Point; public access computers; Housebound Library Service; small local history collection; councillor surgeries; reading group; Council Information Point; - these will be retained.

This library is currently open 35.5 hours per week. 2011/12 usage figures include 4,262 members (with 1,861 active members, 2,149 active members including computer use); 65,407 issues; 5,741.7 pc hours of use; 5,259 items requested; 46,650 visits in person; 7,450 enquiries. 23 displays/exhibitions by staff in 2011/12, and 33 advice sessions by outside agencies. CIP 2011: 15 housing benefit enquiries; 27 front office; 186 payments totalling £21,754; 44 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 63.9% of active borrowers are female, 36.1% male.

*Disability* - None of the catchment area is within the least deprived quintile for health and disability. 21% of the catchment area is within the most deprived quintile compared to 29% for the borough. Within 1 mile, 2 Lower Super Output Areas have over 12% claiming Disability Living Allowance compared to the borough average 6%. The catchment area as a whole falls within the middle quintile with 4-8%, compared to the borough average 6%. There are books in large print and talking books. There are visits and activity for a local school for pupils with special educational needs.

*Age* - 64.6% of active members are adult, compared with the borough average of 64.1%. Within 1 mile the population is proportionately older, with 81% under 64 compared with the borough average 84%. Weekly (term time) rhyme time and a story-time (93 in 2011/12, 1247 attending). 15% of respondents to the CIPFA Junior Survey use the library computers, 12% use the library to do their homework, 12% to meet friends and 69% to borrow items. 96% of respondents think the library is good or ok, and 98% think it is easy to get to. 14 class visits (user education) in 2011/12, 268 attending. 4 group book exchanges, 54 attending.

*BAME* - immediately surrounding the library there is a high proportion of BAME population, over 12%. There are concentrations of BAME population to the north of the library. Within 1 mile 7% consider themselves BAME, compared to the borough average of 9%. 80% of respondents to the CIPFA Junior Survey are White, 11% Asian, 5% Mixed, 4% Black.

*Religion/belief* - within 1 mile 6% of the population consider themselves Muslim, compared to the average 5%.

The needs analysis found other issues which could involve people with protected characteristics and people needing support in general, including:

There are high levels of population density surrounding the library.

Within 1 mile 24% of households do not have a car, compared to the borough average 26%.

A higher proportion of people own their own home (79%) within a 1 mile radius than the average 76%.

A significant area to the east of the library is within the most deprived quintile overall nationally. Conversely there are areas within the 2 mile radius which are within

the least deprived quintile nationally.

Income – there is a significant area to the west and north of the library which is in the least deprived quintile nationally. Conversely within the 2 catchments there are areas within the most deprived quintile nationally.

Education – there is a concentration of education deprivation within the 1-2 mile radius, particularly to the west of the library where some areas are within the second most deprived quintile. Some areas are in the second least deprived quintile.

Crime – there is a mixed picture within the 2 catchments. There is a distinct geographical concentration of crime. To the west are areas in the most deprived quintile, whilst some other areas are within the least deprived quintile nationally.

Living environment – there is a mixed picture. 1% of the 1 mile radius is within the most deprived quintile, which is lower than the borough 13%. The immediate library location is within the second least deprived quintile nationally. Some Lower Super Output Areas to the south of the library are within the most deprived quintile nationally.

Travel – the existing library is accessible although some individuals have a longer borough average walking distance. 99% of CIPFA Adult respondents think the existing library is easy to get to.

Employment – within 1 mile 2 Lower Super Output Areas are in the most deprived quintile. 18% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Conversely 1 Lower Super Output Area is within the least deprived quintile. Some areas within 1 mile are within the most deprived quintile nationally for Jobseekers Allowance claimants. Within 1 mile 1-2% are claiming the Allowance, compared with the borough average 4%. The immediate library location is within the second least deprived quintile.

**Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation**

Respondents’ concerns included a range of access issues relating to the Community Centre site – it has now been decided not to progress a move to the Community Centre at this time.

The proposal to remove Council Information Point provision was a frequent concern – this will now be retained.

Several respondents stated that library computer access and support is vital to help older people and people re worklessness and that use is increasing - it is intended to retain this service.

For older people, some respondents mentioned the social aspects of library provision – although reduced, this will be retained.

Some respondents mentioned retaining the Toy Library Service – the Toy Library service was addressed during Phase One of the Library Review as follows: the post of Toy Library Assistant was deleted and it was agreed to share the toys out amongst all 17 libraries.

Pupils excluded from school need access to the library including quiet space – this will still be available.

Activities such as rhyme time need space – this will still be available.

It was mentioned that schools use the library and need space – schools will still be able to use the library.

One comment mentioned that people from the deprived Besses area use Unsworth Library – they will still be able to use the library.

Although the level of provision is expected to decrease overall, services will still be available. It is therefore not anticipated that the change will affect people with protected characteristics too negatively.

As with the analysis of the needs of people with protected characteristics, it is not anticipated that the change will affect vulnerable too negatively. For example, support for worklessness will continue, including support for people affected by the government's 'Digital By Default' agenda.

**Whitefield Library and Adult Learning Centre:**

It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID. This will reduce the amount of library resources and staff available but it will retain the range of services provided and the existing opening hours.

Services include core library services; Council Information Point; Adult Learning classrooms; public access computers; Housebound Library Service; services for Deaf/visually impaired people; small local history collection; partner surgeries (eg HMRC tax

workshops); councillor surgeries; reading groups; Police and Community Support Officers (PCSO) base; coffee morning; craft sessions; - these will be retained.

Whitefield library is currently open 39.5 hours per week. 2011/12 usage figures include 4,736 members (with 1,802 active members, 2,498 active members including computer use); 63,009 issues; 9,802 computer hours of use; 4,332 items requested; 92,600 visits in person; 18,650 enquiries. 16 displays/exhibitions by staff in 2011/12, and 90 advice sessions by outside agencies, 399 attending. CIP 2011: 8 housing benefit enquiries; 41 front office; 906 payments totalling £79,470; 57 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 67.5% of active borrowers are female, 32.5% male.

*Disability* - Several areas are within the most deprived quintile nationally for health and disability. Within a 1 mile radius 30% of the area is within the most deprived quintile compared to the Bury average 29%. Within the 1 mile radius Disability Living Allowance claimants are in line with the borough figure of 6%. There are small concentrations with a claimant rate over 12%. Any change could impact on the Sensory Unit (for customers with visual and/or hearing impairment) which is based at the library - see below. There are books in large print and talking books and a specialist collection of resources in the Sensory Unit for people with hearing and/or visual impairment, which is used by several local groups and people from across the borough.

*BAME* - to the south west of the library there is a high proportion of BAME people where 12% consider themselves BAME. Within 1 mile 9% see themselves as BAME in line with the borough average of 9%. 76% of respondents to the CIPFA Junior Survey are White, 8% Asian, 11% Mixed, 3% Black.

There are books in Urdu.

*Religion/belief* - Within 1 mile 12% see themselves as Jewish, significantly higher than the borough average of 5%.

*Age* - 66.2% of active members are adult, compared to the 64.1% borough average. There is a marginally older population density with 83% under 64 compared with the borough average 84%. Children who are Homework club users could be affected by change - recent data shows 321 children attended 41 sessions - significantly higher than other locations. There is a weekly storytime. 76% of respondents to the CIPFA Junior Survey are

White, 8% Asian, 11% Mixed, 3% Black.  
 There are books in Urdu. (31 in 2011/12, 199 attending). 43% of respondents to the CIPFA Junior Survey use the library computers, 35% use the library to do their homework, 21% to meet friends, and 74% to borrow items. 99% of respondents think the library is good or ok, and 94% think it is easy to get to. 13 class visits (user education) in 2011/12, 384 attending.  
*Carers* – Bury Carers Group use the library for monthly sessions.  
 As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

The Sensory Unit is currently open 26 hours per week and comprises 2 specialist staff – a 37 hours Sensory Impairment Officer and a 9 hours Sensory Impairment Assistant.  
 Equalities impact on people with protected characteristics:  
*Disability* - Any change could impact on Unit users, who have visual and/or hearing impairments – for example in July 2012 there were 42 visits by people with a hearing impairment, 50 visits by people with a visual impairment and 33 other visits. Adult Care Services figures from the Joint Strategic Needs Analysis (JSNA) highlight registered individuals across Bury in 2010 – 842 seriously sight impaired; 715 partially sighted; 107 Deaf with speech; 92 Deaf without speech; 793 Hearing impaired; 17 Deafblind; 110 British Sign Language users. 44 coffee mornings were held in 2011/12, 334 attending. 49 staff visits to local groups, 336 attending. There are also customers who are served at other locations, eg at the local hospital and at local Societies' premises. Unit users have been affected by the recent closure of a similar facility at Bury Library. There are significant specialist services, resources, stock, equipment, hardware, software and training to support these customer groups. There are opportunities for volunteers to assist with, for example, social activities and driving customers to activities. There is a "try before you buy" equipment range. There is a reading group for customers with a visual impairment, averaging 9 members, ages 45-70. Strong partnership and voluntary organisation links exist with this service.  
*Age* – disability can increase with age.

Other issues which may also impact on people with



protected characteristics and people in general: Within the mile radius, there are areas of high population density. Within 1 mile 25% of households do not have a car, slightly lower than the borough average 26%. There is a mixed picture for overall deprivation. The immediate library location is in the second most deprived quintile nationally. 2 Lower Super Output Areas within 1 mile are in the least deprived quintile nationally. 2 Lower Super Output Areas are within the most deprived quintile. Income – there are pockets of deprivation within 1 mile, some Lower Super Output Areas being within the most deprived quintile nationally. Conversely there are some areas within the least deprived quintile nationally. Education – there are small pockets of deprivation which are in the most deprived quintile nationally, whilst conversely some are within the least deprived quintile. A higher proportion of people own their home in the 1 mile radius (78%) than for Bury as a whole (76%). Crime – there is a mixture of crime rates within the 2 mile radius, with areas in the most deprived quintile nationally and areas in the least deprived quintile. Living environment – 11% of the 1 mile catchment is within the most deprived quintile, comparatively lower than the borough quintile of 13%. Car, cycling and public transport show relative accessibility, but for some individuals walking time is longer than 20 minutes. 95% of CIPFA Adult respondents think it is easy to get to. Employment – there are concentrations of deprivation to the west and south east of the library. Within 1 mile some areas are within the most deprived quintile. 26% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Conversely there are areas within the least deprived quintile. Within the 1 mile radius there are areas where the Jobseekers Allowance claimant rate is over the borough figure of 4%.

**Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation**

Respondents’ concerns included a range of access/layout issues (eg additional car park requirements for disabled people) regarding the co-location of Adult Care services – it has now been decided not to progress this at this time.

There were a range of concerns regarding moving the

Sensory Unit within the library building – it has now been decided not to progress this at this time.

Several respondents stated that library computer access and support for the public should remain - it is intended to retain this service.

There were some comments about reducing children's provision – although levels of provision will reduce, services will still be available.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Bury Library**

Phase 1 proposals are currently being implemented at Bury Library. RFID is being installed and potential co-locations are being investigated. As part of the Phase 2 proposals, it is proposed to introduce some new job descriptions at this library. It is proposed to reduce staffing levels at this library.

Services include core library service provision; Council Information Point; Housebound Service; public access computers (including ICT suite); art exhibitions; partner surgeries; local/family history and archives resources; Bury Literary Salon; craft groups; reading groups; Dementia Café; - these will be retained.

Bury Library is currently open 49 hours per week. 2011/12 useage figures include 25,837 members (with 8,729 active members, 12,653 including pc use); 244,338 issues; 47,632 computer hours used; 18,219 items requested; 269,550 visits in person; 36,950 enquiries; 45 exhibitions/displays by staff in 2011/12. 48 advice sessions by outside agencies, 372 attending. CIP 2011: 32 housing benefit enquiries; 80 front office; payments totalling £49,965; 363 freephone users.

The needs analysis for this library includes the following relating to people with protected characteristics:

*Gender* -58.6% of active borrowers are female, 41.4% male.

*Age* - The 1 mile catchment area has a slightly younger population than the borough average, with 87% under

64 compared with 84%. 58.9% of active members are adult and 41.1% junior compared to the borough average of 64.1% and 35.9% respectively. 30% of respondents to the CIPFA Junior Survey use the library computers, 5% use the library to meet friends; 18% to do their homework, and 81% to borrow items. 100% think the library is good or ok, and 91% think it is easy to get to. Children who are Homework club users could be affected by any change – recent data shows 94 children attended 26 sessions. There were 21 class visits (556 attended), 50 group book exchanges (1617), 35 story-times.

*BAME* - There is a high proportion of BAME groups in some areas, and 18% within 1 mile see themselves as BAME, much higher than the borough average of 9%. 64% of respondents to the CIPFA Junior Survey are White, 28% Asian, 4% Mixed, 3% Black. There are targeted resources such as book and DVDs in Urdu at this library which would need to be retained in any change.

*Disability*- Disability Living Allowance claimants in August 2011 were 8%, higher than the average of 6% - within 1-2 miles some areas are as high as 8-12%.

*Religion/belief*- Within 1 mile, 13% are Muslim compared with the 4% borough average.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall via the Phase 1 agreed changes, services will still be available.

The needs analysis found other issues which could impact on people with protected characteristics and people needing support in general, including:

There are high levels of population density surrounding the library within the 1 mile radius.

Within the 1 mile radius 38% of households do not have a car, significantly higher than the borough average of 26% whilst the percentage of households with 2 cars, 14%, is significantly lower than the borough average 25%.

A lower proportion of people own their home in the 1 mile radius (71%), than the 1-2 mile radius (81%) and Bury as a whole (76%).

Several LSOAs are overall the most deprived in Bury, and within the 5% most deprived nationally, also for income and health and disability.

Education - there is a high concentration of education deprivation in some areas within the 1 mile radius.

Employment - within 1 mile nearly all of the area is

within the 2 most deprived quintiles for employment, whilst some are within the 1% most deprived nationally for crime. There are no areas within the 2 mile radius that are within the least deprived quintile. Job Seekers Allowance claimants are 6%, higher than the average of 4%.

Crime – some areas are within the 1% most deprived nationally.

Living environment – 59% of the 1 mile radius is within the deprived quintile, which is comparatively higher than the borough average of 13%. Some of the 1 mile catchment is within the 3% most deprived nationally.

Access by car – there are some points outside 1 mile which have a reduced journey time of 0-5 minutes, reflecting good accessibility for part of the wider area. There are also corridors of accessibility by public transport that show reduced travel times, and good cycling accessibility. 98% of CIPFA Adult Survey respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics too negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda, as the range of services remains.

**Ramsbottom Library and Adult Learning Centre:**

It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID self-service.

Services include core library service provision; Adult Learning provision funded by the SFA; Council Information Point; Children's Centre provision; Housebound Library Service; public access computers; Heritage Museum run in partnership with Arts staff and Ramsbottom Heritage Society; art exhibitions; councillor surgeries; partner surgeries; local/family history resources; craft group; reading groups; - these will be retained.

Ramsbottom Library is currently open 43.5 hours per week. 2011/12 useage figures include 7,852 members (with 3,296 active members, 4,040 active members including computer use);106,071 issues; 8,874.3 computer hours used; 7,926 items requested; 90,650 visits in person; 20,350 enquiries. 11 exhibitions/displays by staff in 2011/12. 79 advice

sessions by outside agencies, 675 attending. CIP 2011: 36 housing benefit enquiries; 62 front office; 1,944 payments totalling £193,254; 56 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 64.4% of active borrowers are female, 35.6 % male.

*Age* - The 1 mile catchment has a proportionally younger population with 87% under 64 compared with the borough average of 84%. 67.3% of active members are adult compared with the borough average of 64.1%. This library helps run the Children's Centre function for Ramsbottom - baby massage, signing, parenting classes and rhyme times are supported, along with paediatric first aid sessions. Registrars offer birth registration here. 32 story-times held in 2011/12, 1630 attending. 16% of respondents to the CIPFA Junior Survey use the library computers, 6% use the library to meet friends, 10% to do their homework and 78% to borrow items. 99% of respondents think the library is good or ok, and 95% think it is easy to get to.

*BAME* - There is a high proportion, greater than 12%, of BAME people to the west of the library. 5% of the population in the 1 mile radius consider themselves BAME, lower than the borough average 9%. 87% of respondents to the CIPFA Junior Survey are White, 6% Asian, 5% Mixed, 1% Black. There is a small collection of dual language books.

*Disability* - There is a significant area to the south-east of the library that is within the second most deprived quintile for disability and health. Within the 1 mile radius 0% of the area is within the most deprived quintile compared to 29% for the borough as a whole. Overall there is a relatively low proportion of Disability Living Allowance claimants, with no areas within the 2 highest categories of 8-12% or over 12%. There are books in large print and talking books.

*Religion/belief* - Within the 1 mile radius 81% consider themselves Christians.

*Carers* - there is a monthly Carers group and advice sessions are held.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

The needs analysis found other issues which could impact on people with protected characteristics and people needing support in general, including:  
Within the 1 mile radius, there are high levels of population density surrounding the library.  
Within the 1 mile radius 20% of households do not have a car, significantly lower than the borough average of 26%.  
A higher proportion of people (83%) own their home than the borough average (76%).  
None of the area within a 2 mile radius is in the overall most deprived quintile. An LSOA to the South-west of the library is in the 1% least deprived nationally.  
Income – there are significant areas within the least deprived quintile. Conversely an area to the North-east of the library is within the second most deprived quintile.  
Education – there are no areas within the 2 most deprived quintiles, with some areas in the least deprived quintile nationally.  
Employment – there are no areas within the 2 mile radius that are within the most deprived quintile. There are some areas well below the borough average for Jobseekers Allowance claimants.  
Crime – there is a mixture of crime rates within the 2 mile radius, with some areas in the least deprived quintile and some in the 10% most deprived nationally.  
Living environment – there is a concentration of deprivation in the area immediately surrounding the library which is within the most deprived quintile. To the west of the library there are areas within the least deprived quintile nationally.  
There is varying accessibility across the transport methods with some individuals having reduced journey times and some having increased journey times.  
97% of CIPFA Adult respondents think it is easy to get to.

**Potential impact on people with Equality protection/vulnerable people arising from the Phase Two Stakeholder Consultation**

The consultation included mention of Adult Learning provision on Wednesdays at Ramsbottom (currently the library staff at Ramsbottom support Adult Learning staff with provision on Wednesdays when the library is closed). As part of the library staff posts reduction there will no longer be libraries staff availability on Wednesdays, which means that although the Adult Learning provision will be retained at this library, either Adult Learning staff will need to attend on Wednesdays, or the class times may vary.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics too negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.

### **Tottington Library**

It is proposed to reduce the staffing levels at this library, to introduce some new job descriptions and to install RFID self-service.

Services include core library service provision; Council Information Point; Children's Centre provision; Housebound Library Service; public access computers; councillor surgeries; partner surgeries; local/family history resources; base for Police and Adult Care staff; reading groups - these will be retained.

Tottington Library is currently open 37.5 hours per week. 2011/12 usage figures include 3,844 members (with 1,131 active members, 2,094 active members including computer use); 59,476 issues; 2,776.7 computer hours use; 4,693 items requested; 45,750 visits in person; 11,450 enquiries. There were 42 displays/exhibitions by staff in 2011/12., with 21 advice sessions held by outside agencies. CIP 2011: 24 housing benefit enquiries; 54 front office; 508 payments totalling £56,321; 15 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Age* – 37.3% of active members are junior, compared with the borough average of 35.9%. The 1 mile catchment has a proportionally older population 82% under 64 compared with the borough average 84%. This library helps run the Children's Centre function for the Tottington area, including baby signing and massage. Children who are Homework club users could be affected by any change – recent data shows 79 children attended 17 sessions. Children's Services share part of the facility. There is a Teen Room set up with the help of a local school. 16% of respondents to the CIPFA Junior Survey use the library computers, 12% use the library to meet friends, 16% to do their homework, 73% to borrow items. 100% of respondents

think the library is good or ok, and 98% think it is easy to get to. 78 story-times held in 2011/12, 1136 attending.

*BAME* – Within 1 mile 3% consider themselves BAME, significantly lower than the borough average of 9%. There is a high proportion of BAME population to the north and south east of the library. 90% of respondents to the CIPFA Junior Survey are White, 4% Asian, 3% Mixed, 3% Black.

*Religion/belief* – within 1 mile 84% consider themselves Christians, significantly higher than the borough average of 74%.

*Gender* - 65.3% of active borrowers are female, 34.7% male.

*Disability* – The immediate location of the library is within the second most deprived quintile nationally. Within the 2 mile radius there are no areas within the least deprived quintile nationally. However within 1 mile 0% is within the most deprived quintile compared to the average 29%. Within 1 mile 4% were claiming Disability Living Allowance compared with the average 6% - however 2 LSOAs fall into the second most deprived quintile nationally. There are books in large print and talking books. There is a regular Dementia café.

*Carers* – a Carers group meets here.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

The needs analysis found other issues which may also impact on people with protected characteristics and people in general:

Some areas within the catchment show high population density.

Within 1 mile 16% of households do not have a car, compared with the borough average of 26%.

Home ownership – figures across the 2 catchments and Bury as a whole are broadly similar. Higher levels of those with a mortgage can be seen in the Tottington catchments (1 mile 61%, 2 mile 57%) than Bury as a whole (45%).

Some areas are within the least deprived quintile overall nationally. Conversely some are within the 10% most deprived nationally. Conversely within the 2 catchments some areas are within the 10% most deprived nationally.

*Income* – a significant area is within the least deprived



quintile nationally. Conversely there is an area to the east of the library in the most deprived quintile.

Education – there is a low concentration of education deprivation within the 1 mile radius, except for an area to the west of the library.

Employment – there is a mixed picture within the 2 mile radius. The immediate library location is in the second most deprived quintile. To the west and north-west are areas which are the least deprived. There are also areas within the most deprived quintile. There is a low proportion of Jobseekers Allowance claimants within 1 mile, 2% compared with the borough 4%. There is a concentration of claimants to the south east of the library.

Crime – there are some areas within the 2 mile radius which are in the most deprived quintile. Some areas are in the least deprived quintile nationally.

Living environment – 0% of the 1 mile catchment is within the most deprived quintile, compared with the borough figure of 13%. One LSOA to the south east of the library is the most deprived in Bury and within the 10% most deprived nationally.

Travel shows the library is accessible, however some individuals have a longer walking time.

99% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.

### **Moorside Community Centre and Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for local Tenants and Residents Association (TRA); support for community funding bids; family history support; creative writing group; hearing aid battery service; NHS clinics; luncheon club; craft groups; reading groups; - these will be retained.

Moorside Library is currently open 20 hours per week.. 2011/12 usage figures include 504 members (with 208

active members, 269 active members including computer use); 5,992 issues; 1,585.6 computer hours use; items requested 577; 21,700 visits in person; 2,550 enquiries. 9 displays/exhibitions by staff in 2011/12. 75 advice sessions by outside agencies in 2011/12, 2111 attending. CIP 2011: 28 front office enquiries; 494 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 57.4% of active borrowers are female, 42.6% male.

*Age* - The age profile in the 1 mile catchment area matches the borough profile of 84% of the population under the age of 64.

61.5% of active members are junior, significantly higher than the borough average of 35.9%. A weekly homework club attracting 4 children is held. 30% of CIPFA Junior Survey respondents use the library computers, 13% use the library to meet friends, 13% to do their homework, 80% to borrow items. 100% of respondents think the library is good or ok, and 100% think the library is easy to get to. 3 class visits (user education) in 2011/12, 86 attending. 37 story-times, 861 attending. 2 school visits by staff, 240 attending.

*BAME* - There are distinct concentrations of BAME groups in the area. 10% within the 1 mile catchment consider themselves BAME, slightly higher than the borough 9% average. 54% of the CIPFA Junior Survey respondents are White, 25% Asian, 18% Mixed, 45 Black. There are books in Urdu.

*Religion/belief* - Within the 1-2 mile catchment, 8% consider themselves Muslim, higher than the borough percentage of 4%.

Provision operates from a church site so any changes could affect people with religious/belief characteristics.

*Disability* - within the 1 mile catchment there is a high proportion within the most deprived nationally for health and disability. 70% of the 1 mile area is within the most deprived quintile compared to 29% of Bury. Within the 1 mile catchment 8% claim Disability Living Allowance compared with the borough 6% - with some parts of the 1-2 mile catchment between 8-12%. The Service works with Adult Care staff to support people with learning difficulties, e.g. a monthly luncheon club is held, run with the help of the TRA. Library staff also run cookery skills sessions for this group, and the Midway Group meets Mon-Fri 8.30-3.30pm. There are books in large print and talking books.

As the intention is to retain the core library service

provision, the advertised opening hours (including Sundays and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

The needs analysis found other issues which may also impact on people with protected characteristics and people in general:

Within the 1 mile radius 33% of households do not have a car, significantly higher than the borough average of 26%.

A lower percentage of people own their own home in the 1 mile radius (71%) than Bury as a whole (76%).

There is a significant area to the south and east of the library where LSOAs are the overall most deprived in Bury and within the 5% most deprived nationally.

Income – there is a significant area to the east of the library within the most deprived in Bury and within the 5% most deprived nationally.

There is a high concentration of education deprivation within the 1 mile radius. Conversely in the 2 mile catchment one LSOA is within the least deprived education quintile.

Employment – 53% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Within the 1 mile catchment there is a high concentration of Jobseekers Allowance (particularly to the South and South-East of the library), at 6% compared to the borough 4%.

Crime – some areas are within the most deprived 1% nationally.

Living environment – 25% of the 1 mile catchment is in the most deprived quintile, higher than the borough average of 13%.

Some areas have a reduced journey time by car and some a reduced journey time by bus, whilst some have a longer cycling/walking journey time.

Within 1 mile, there are high levels of population density.

92% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics negatively. For example, support for worklessness and help for

benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda. Although staffing levels will reduce, the range of services remains.

### **Brandlesholme Community Centre and Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for Adult Care staff; base for Parents Support Adviser; base for local TRA/residents groups; support for community funding bids; family history support; craft groups; health support; reading group; police sessions; base for nursery business; - these will be retained.

Brandlesholme Library is currently open 20 hours per week. Useage figures for 2011/12 are 448 library members (with 166 active members, 279 active members including computer use); 5,913 issues; 3,662.8 computer hours use; 422 item requests; 20,150 visits in person; 10,150 enquiries. 22 displays/exhibitions by staff in 2011/12. 70 advice sessions by outside agencies in 2011/12, 456 attending. CIP 2011: 2 housing benefit enquiries; 38 front office; 63 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 68.3% of active borrowers are female, 31.7% male.

*Age* - A nursery group is based at this library and therefore this group of young children and their parents/carers could be affected by any change. The local Children's Centre puts on activities here. There is a weekly (term-time) story-time (38 in 2011/12, 349 attending), a monthly junior craft group and a weekly youth club with 46 members (providing opportunities for volunteers). A weekly homework club attracting 6 children is held. 42.8% of active members are juniors – a higher proportion of the borough average of 35.9%. 77% of CIPFA Junior Survey respondents use library computers, 50% use the library to meet friends, 57% to do homework, 53% to borrow items. 4 class visits (user education) in 2011/12, 40 attending. 100% of CIPFA Junior respondents think the library is good or ok. 1 school visit by staff, 26 attending.

*BAME* – Within the 1 mile radius there is a low BAME population at 6% compared with the borough average

9%. 77% of CIPFA Junior Survey respondents are White, 13% Asian, 7% Black.

Religion/belief - Christians are a higher proportion than the borough average of 74% at 82%.

*Disability* – Within the 1-2 mile catchment there is a high proportion of deprivation to the south east of the library. Within the 1 mile radius 15% of the area is within the most deprived quintile compared to 29% of Bury. Within the 1 mile radius, Disability Living Allowance claimants are in line with the borough average of 6%. Within the 1 and 2 mile radius, there are no areas in the top two quintiles. There are books in large print and talking books.

As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:  
 Within the 1 mile radius 22% of households do not have a car, lower than the borough average of 26%.  
 The proportion of people who own their own home in the 1 mile radius (82%) is higher than the borough as a whole (75%).  
 There is a significant area to the west of the library in the most overall deprived quintile nationally, with conversely some areas within the least deprived quintile nationally.  
 Income – some areas are in the most deprived quintile nationally whilst some are in the least deprived quintile.  
 Education - there is a low concentration of education deprivation within a 1 mile radius. Conversely to the south east of the library some areas are in the most deprived quintile nationally.  
 Employment - Job Seekers Allowance claimants exceed the borough average of 4% in some areas.  
 Crime – there are areas within the 2 mile radius which are in the least deprived quintile, whilst some other areas are within the most deprived quintile nationally.  
 Living environment – 11% of the 1 mile catchment is within the deprived quintile, comparatively lower than the borough figure of 13%. Some areas to the south east are within the most deprived quintile nationally, whilst the library is located in the least deprived quintile nationally.  
 Within the 2 mile radius all residents who drive can

access the library within 5-10 minutes. Walking is 0-5 minutes for the 1 mile radius, 20 minutes+ for 1-2 miles, whilst cycling shows the relative accessibility of this library as it is 0-5 minutes for 1 mile, but 5-10 minutes for a large surrounding area. 86% of households in the 1-2 miles have over a 20 minute journey when using public transport. 100% of CIPFA Junior respondents think the library is easy to get to. There is a high population density in some areas.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Topping Fold Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; partner surgeries; base for the Topping Fold Steering Group; base for Barnbrook group run by Adult Care Services; staff support for community funding bids; admin base for library support for Porch+ food parcels; tool loan scheme; garden project; health sessions; craft groups; reading groups; – these will be retained.

Topping Fold Library is currently open 11 hours per week. 2011/12 useage figures include 330 members (with 127 active members, 178 active members including computer use); 5,119 issues; 1,484.3 computer hours use; 1,006 items requested; 21,250 visits in person; 8,750 enquiries. 8 displays/exhibitions by staff in 2011/12. 106 advice sessions by outside organisations in 2011/12, 356 attendees. CIP 2011: 5 housing benefit enquiries; 16 front office; 12 payments totalling £1,336; 411 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 61.9% of active borrowers are female, 38.1% male.

*Age* – the 1 mile radius has a proportionally younger population with 88% under 64 compared with the

borough 84%. 62% of respondents to the CIPFA Junior Survey use the library computers, 22% use the library to do their homework, 29% to meet friends and 54% to borrow items. 99% of respondents think the library is good or ok, and 89% think the library is easy to get to. 4 group book exchanges in 2011/12, 29 attending. 3 story-times, 17 attending. There is support for childminders, 9 attendees. There is a youth Chill Out group with 45 members and a Teen Club with 15 members (providing opportunities for volunteers). 64.6% of active members are adult, in line with the borough average 64.1%. There is a weekly over 60s club.

*Disability* – Within the 1 mile radius there is a high proportion of the area where LSOAs are within the 5% most deprived nationally for health and disability. Within the 1 mile radius 80% of the area is in the most deprived quintile compared with 29% for Bury. Within 1 mile 9% are claiming Disability Living Allowance, significantly higher compared to the average 6%. Some areas have a claimant percentage of over 12%. Libraries staff and the TRA support Adult Care Services who use this library for day sessions, including gardening, art and craft sessions, ICT and computer games, film days, with some of their most vulnerable customers, ie people with learning difficulties, who could be affected by any change – the kitchen facilities were specifically installed to support this group with healthy eating and enable the group to contribute to community events eg making cakes for lunch activities. Staff are working to include individuals in the building's Planning Group. Gardening sessions are held for adults with mental health issues, including patients from a local psychiatric unit, and ex offenders. There are books in large print and talking books.

*BAME* – 19% of the 1 mile radius consider themselves BAME, much higher than the borough 9%. 83% of the respondents of the CIPFA Junior Survey are White, 4% Asian, 9% Mixed and 5% Black.

*Religion/belief* – within 1 mile 14% consider themselves Muslim, significantly higher than the borough 4%.

As the intention is to retain the core library service provision, the existing advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with

protected characteristics and people in general:  
 There are high levels of population density surrounding the library.  
 Within 1 mile 43% of households do not have a car, significantly higher than the borough average 26%.  
 63% of people within 1 mile own their own home, compared with the borough 75%.  
 There is a significant area where the LSOAs are the most deprived overall in Bury, and within the 5% most deprived nationally. Conversely some areas are within the 10% least deprived nationally.  
 Income – there is a significant area to the west of the library within the most deprived LSOAs in Bury, and within the 5% most deprived nationally. Conversely there are areas within the 10% least deprived nationally.  
 Education – within 1 mile there is a high concentration of education deprivation, particularly to the west of the library. Conversely within 2 miles some areas are within the least deprived quintile.  
 Employment – within the 2 mile radius there are no areas within the least deprived quintile. Within 1 mile nearly all of the area is within the 2 most deprived quintiles. 70% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. Within 1 mile Jobseekers Allowance claimants are 8% compared with the borough average 4%, particularly concentrated to the west of the library. There is a Work Club on Thursdays run by library staff.  
 Crime – there is a mixture of crime rates. Some areas are within the 1% most deprived nationally, some are within the least deprived quintile.  
 Living environment – 50% of the 1 mile catchment is within the most deprived quintile, higher than the borough average of 13%, with one LSOA being the most deprived in Bury and within the 3% most deprived nationally.  
 Travel shows the library to be accessible, but some individuals have increased walking time.  
 96% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.



### **Coronation Road Community Centre and Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; staff support for community funding bids; councillor surgeries; base for local TRA; base for BANG (local lodges project; volunteer-led activity e.g. photography; partner surgeries; Parent Support Group; reading group; creative writing group; health support; – these will be retained.

Coronation Road Library is currently open 21.5 hours per week. Usage figures for 2011/12 are 488 members (with 227 active members, 317 active members including computer use); 6,813 issues; 2,557.2 computer hours use; 392 item requests; 19,150 visits in person; 3,650 enquiries. 6 displays/exhibitions by staff in 2011/12. 19 advice sessions held by outside agencies in 2011/12, 85 attending. CIP 2011: 3 housing benefit enquiries; 29 front office; 104 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 59.8% of active borrowers are female, 40.2% male.

*Age* - 59% of active members are juniors, compared with the borough average of 35.9%. A twice weekly homework club with 6 children is held. There is support for childminders. There is a weekly children's activity group and story-time (42 in 2011/12, 491 attending). 59% of CIPFA Junior Survey respondents use the library computers, 17% use the library to meet friends, 17% to do their homework and 72% to borrow items. 100% think the library is good or ok, and 100% think the library is easy to get to. 2 class visits in 2011/12, 55 attending. 13 group book exchanges, 103 attending. Within 1 mile 86% are under 64, higher than the borough average of 84%. There is a weekly lunch club for older people, including bingo.

*BAME* - There is a low proportion of BAME groups within 1 mile – 5% compared with the borough average of 9%. 80% of CIPFA Junior Survey respondents are White, 3% Asian, 13% Mixed, 3% Black.

*Religion/belief* – within 1 mile 80% consider themselves Christian, higher than the borough average of 74%.

*Disability* – The library is located within an area which is within the most deprived quintile, and nowhere within 2

miles belongs to the least deprived category. Within 1 mile, 8% were claiming Disability Living Allowance, compared to the borough average 6%. Within the 2 catchments there are significant areas with a claimant percentage of over 12%. There are books in large print and talking books.

*Carers* – a Carers group meets here weekly.

As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:

Within 1 mile, 27% of households do not have a car, slightly higher than the borough average of 26%.

Within 1 mile, 78% own their own home, compared with the borough average 75%.

The 2 catchments have a higher proportion of those within the most deprived and second most deprived quintiles than Bury overall.

Income – a higher proportion of those within the most deprived quintile is evident within the 2 catchments compared to levels across Bury, whilst conversely within the 2 catchments are areas within the least deprived quintile.

Education – there is a high concentration of education deprivation within 1 mile. Conversely within 2 miles, there is an area in the 10% least deprived quintile nationally.

Employment – within 1 mile, the Jobseekers Allowance claimant rate is 5%, higher than the borough 4%, with a particular concentration to the south east of the library. There is a Work Club on Tuesdays run by library staff.

Crime – there are areas within 2 miles which are in the least deprived quintile. However there are some areas within the 1% most deprived nationally.

Living environment – 11% of the 1 mile catchment is within the most deprived quintile, lower than the borough average 13%. Some areas to the south east of the library are in the most deprived quintile nationally. Some areas are within the least deprived quintile nationally.

There are high levels of population density surrounding the library.

There are reduced car and cycling journey times for

some people. 82% of households have over a 20 minute journey using public transport. Some individuals have 20 minutes + walking time.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Dumers Lane Community Centre and Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions.

Services include core library service provision; Council Information Point; public access computers; base for local TRA; base for Adult Care staff; base for domestic abuse worker (young people); weekly 50+ group; councillor surgeries; partner surgeries; craft groups; creative writing group; health sessions; staff support for community funding bids; – these will be retained.

Dumers Lane Library is currently open 18 hours per week. Usage figures for 2011/12 are 189 members (with 99 active members, 142 active members including computer use); 2,644 issues; 2,270.7 computer hours use; 245 item requests; 16,850 visits in person; 13,150 enquiries. 33 displays/exhibitions by staff in 2011/12. 19 advice sessions by outside agencies in 2011/12, 102 attending. CIP 2011: 51 front office enquiries; 60 freephone users.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 56.6% of active borrowers are female, 43.4% male.

*Age* - 57.6% of active members are junior, significantly higher than the borough average of 35.9%. A homework club is held twice weekly with 9 children, and also a weekly youth club with 29 members (providing opportunities for volunteers). 11 story-times held in 2011/12, 62 attending. The 1 mile catchment has a slightly younger population with 85% of the population under 64 compared with the borough average 84%. There is a 50+ club.

*BAME* – there is a high proportion BAME population

immediately to the north of the library. Within 1 mile, 8% consider themselves BAME, compared to the borough average 9%.

*Religion/belief* – Within 1 mile, 77% of individuals consider themselves Christian, higher than the borough average 74%.

*Disability* – Within the 2 catchments there is a high proportion to the west of the library within the 10% most deprived nationally. Within 1 mile 31% of the area is within the most deprived quintile compared to the borough average 29%. Within the 1 mile catchment 7% of the population were claiming Disability Living Allowance, higher than the borough average of 6%. Within the 2 catchments there are significant areas, particularly to the west of the library, with a claimant percentage between 8-12%. There are books in large print and talking books.

As the intention is to retain the core library service provision, the advertised opening hours (and where possible the extended opening hours) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:  
There are high levels of population density surrounding the library.

An area to the west of the library is in the overall most deprived quintile nationally. Within the 2 radiuses there are some areas within the least deprived quintile nationally.

Income – there is an area to the west of the library in the most deprived quintile nationally. Conversely within the 2 catchments are some areas within the least deprived quintile nationally.

Education – there is a high concentration of education deprivation to the west of the library. Conversely within the 2 catchments are areas within the least deprived quintile nationally.

Employment – within the 2 mile catchment there are few areas within the least deprived quintile. Within 1 mile the Jobseekers Allowance claimant rate is 5%, slightly higher than the borough average of 4%. There is a Work Club on Tuesdays run by library staff.

Crime – there are areas within the 2 mile radius within the least deprived quintile. However some areas are within the most deprived quintile nationally.

Living environment – 17% of the 1 mile catchment is

within the deprived quintile, higher than the borough average 13%. 27% of the 1 mile radius do not have a car, slightly higher than the borough average 26%. Within 1 mile, a slightly higher proportion own their homes (76%) than the borough average (75%). Car, public transport and cycling journey times show that the library is accessible. Some individuals have a walking journey of 20 minutes +.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **South Cross Street Community Library**

It is proposed to introduce some new job descriptions.

Services include book loans; inter-library loans; information provision; public access computers; base for Asian Women's Group; councillor surgeries; Work Club targeted at Asian Women; craft groups; partner surgeries; resources include books in Urdu; - these will be retained.

South Cross Street Library is currently open 12 hours per week. 2011/12 usage figures include 279 members (279 active); 2,437 issues; 493.328 pc hours used; 0 items requested; 6,650 visits in person; 2,950 enquiries. 28 advice sessions by outside agencies in 2011/12, 158 attending.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Age* - 46.6% of active users are junior, compared with the borough average of 35.9%. 70% of respondents to the CIPFA Junior Survey use the library computers, 7% use the library to meet friends, 37% to do their homework and 50% to borrow items. 100% of respondents think the library is good or ok, and 97% think the library is easy to get to. The 1 mile catchment area has a proportionally younger population with 88% under 64 compared with the borough average of 84%. *BAME* - Within the 1 mile radius, 22% consider themselves BAME, significantly higher than the borough average of 9%. 21% of the respondents to the CIPFA Junior Survey are White, 79% Asian. There are books in

Urdu. An active Asian Women's Group uses the premises and has recently achieved significant external funding to refurbish the premises – they could be affected by changes.

*Religion/belief* - Within the 1 mile radius 16% of individuals consider themselves Muslim, significantly higher than the borough figure of 4%.

*Disability* - Within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally for disability and health. Within the 1 mile radius 75% of the area is within the most deprived quintile compared to 29% of Bury. Within 1 mile 9% claim Disability Living Allowance compared with the borough 6%, and within 1 and 2 miles some areas have a claimant percentage of over 12%. There are books in large print.

As the intention is to retain the existing library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:

There are high levels of population density surrounding the library.

Within the 1 mile radius 42% of households do not have a car, significantly higher than the borough average 26%.

The proportion of people who own their own home in the 1 mile radius (65%) is lower than Bury as a whole (75%).

Some LSOAs are the most deprived overall in Bury and within the 5% most deprived nationally.

Income – there are significant areas within the most deprived LSOAs in Bury, and the 5% most deprived nationally. Conversely there are areas within the 10% least deprived nationally.

Education – there is a high concentration of education deprivation within 1 mile. Conversely there are areas within the least deprived quintile.

Employment – within the 1 mile radius nearly all of the area is within the 2 most deprived quintiles. 53% of the 1 mile radius is within the most deprived quintile compared to 25% for Bury overall. Within 1 mile Jobseekers Allowance claimants are 8%, higher than the borough average 4%, particularly concentrated to the east of the library.

Crime – there is a mixed picture, but some areas are

within the 1% most deprived nationally. Living environment – some areas are the most deprived in Bury and are within the 3% most deprived nationally. 59% of the 1 mile catchment is within the deprived quintile, much higher than the borough figure of 13%. Travel shows some reduced journey times but some individuals have longer walking time. 97% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, existing services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Ainsworth Library**

It is proposed to introduce some new job descriptions.

Services include core library service provision; public access computers; councillor surgeries; partner surgeries; Archives and Local History group; – these will be retained.

Ainsworth Library is currently open 12 hours per week. Usage figures for 2011/12 are 221 library members (with 112 active members, 128 active members including computer use); 4,512 issues; 498.9 computer use hours; 618 item requests; 6,350 visits in person; 2,150 enquiries. 5 sessions by outside agencies in 2011/12, 25 attending.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 67.3% of active borrowers are female, 32.7% male and any change has the potential therefore to affect women more than men.

*Age* - The library has a proportionately older population with 78% of the population under the age of 64 compared with the borough average of 84%. 37.5% of active members are juniors compared with the borough average of 35.9%. 70% of CIPFA Junior Survey respondents use the library computers, 5% use the library to meet friends, 30% to do homework, 25% to borrow items. 100% think the library is good or ok, 94% think it is easy to get to. 1 class visit in 2011/12 (user education), 20 attending.

*BAME* - There are small areas having BAME levels of 12%, higher than the borough average of 3%. The CIPFA Junior Survey respondents recorded as 6% Asian, 94% White.

*Religion/belief* - Within the 1 mile radius 84% of people identify themselves as Christians, significantly higher than the borough average of 74%.

*Disability* - In August 2011 6% of the 1 mile catchment were claiming Disability Living Allowance, in line with the borough average, whilst some areas are over 12%. There are books in large print and talking books.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general via the options:

The population includes people in both the most and least overall deprived quintiles.

Education - there is a low concentration of deprivation within the 1 mile radius.

Income - there are areas in the most and least deprived quintiles nationally.

Car ownership is significantly higher than the borough average.

Home ownership (89%) in the 1 mile radius is significantly higher than Bury as a whole (75%).

Employment - there are pockets of employment deprivation. Some LSOAs are in the 10% most deprived crime quintile nationally, whilst one LSOA is the least deprived in Bury. Jobseekers Allowance claimants are lower than the borough average of 4% in some areas, whilst in some areas claimants exceed 4%.

Living environment figures show that some areas are in the least deprived quintile nationally, with 0% of the 1 mile catchment area within the deprived quintile.

However an area to the east of the library is in the most deprived quintile nationally.

Some areas are within the lowest category of population density.

Crime - some areas are in the least deprived quintile nationally, whilst some are in the 10% most deprived nationally.

Travel - car and cycling journeys show that the library is accessible - however there are longer journeys by public transport and walking for some people.



CIPFA Adult Survey – 99% of respondents think the library is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Castle Sport and Leisure Library**

It is proposed to reduce the staffing levels at this library and to introduce some new job descriptions. The existing RFID system will be upgraded.

Services include core library service provision; public access computers; partner surgeries; – these will be retained.

The council has plans to relocate the Library and Leisure Centre at a later date, subject to proposals for a new supermarket on the current site being successful.

Castle Library has had (partial) self-issue for several years, enabling customers access for 101.5 hours per week (one of only 3 libraries open 45 hours or more per week) for significantly fewer staff hours. Usage figures for 2011/12 are 904 members (with 304 active members, 356 active members including computer use); 14,617 issues; 2,925.5 computer hours use; 622 items requested; 31,850 visits in person; 9,100 enquiries. 82 advice sessions by outside agencies in 2011/12, 503 attending.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Age* - 42.8% of active members are junior, compared with the borough average of 35.9%. 41% of CIPFA Junior Survey respondents use the library computers, 12% use the library to meet friends, 31% use the library to do homework and 55% borrow items. 93% of respondents think the library is good or ok, and 93% think the library is easy to get to. The area within 1 mile has a proportionally younger population with 87% under 64 compared with the borough average of 84%.  
*BAME* – BAME groups are 17% within 1 mile, a significant figure compared with the borough average (9%). 66% of CIPFA Junior Survey respondents are

White, 11% Asian, 12% Black, 9% Mixed.  
 Religion/belief – Within 1 mile, Muslim individuals at 12% are significant compared with the borough average of 4%.  
*Gender* - 68.9% of active borrowers are female, 31.1% male.  
*Carers* - For people with restricted time to visit, eg some people with a caring responsibility, Castle represents far longer access time in hours per week than other libraries.  
*Disability* – Within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally. Within 1 mile 62% of the area is within the most deprived quintile compared to 29% for the Bury average. Disability Living Allowance claimants within 1 mile are 7%, higher than the borough average of 6%, with some areas in the 1-2 miles 8-12%, a significant figure. There are books in large print and talking books.

As the intention is to retain the core library service provision, the existing opening hours (including Sunday opening) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available, including at Bury Library which is also in the town centre.

Other issues which may also impact on people with protected characteristics and people in general:  
 There are high levels of population density surrounding the library.  
 Some people are within the 5% overall most deprived quintile nationally. Some areas however are in the 10% least deprived quintile nationally.  
 Income – there is a significant area to the east of the library in the most deprived LSOAs in Bury and in the 5% most deprived nationally. Conversely within the 2 catchments are areas within the 10% least deprived nationally.  
 Within the 1 mile radius, 35% of households do not have a car, significantly higher than the borough average of 26%.  
 In the 1 mile radius, the proportion of people who own their home is in line with the borough average (75%).  
 Education - deprivation is high within the 1 mile catchment. Conversely within 2 miles some areas are within the least deprived quintile. Nearly all the 1 mile catchment is in the 2 most deprived quintiles.  
 There is a mixture of crime rates within the 2 mile radius – some are within the least deprived quintile,

whilst some are within the 1% most deprived nationally. Living environment – 59% of the population within 1 mile is within the deprived quintile, higher than the borough average of 13%. To the east of the library is the most deprived LSOA in Bury, which is within the 3% most deprived nationally.

Car and cycling travel times make the library accessible but the 1-2 miles has some people with 20+ minutes walking time.

Employment – there are no areas within the 2 mile radius that are within the least deprived quintile. Within the 1 mile radius nearly all of the area is within the two most deprived quintiles. 53% of the 1 mile radius is within the most deprived quintile compared to the borough average of 25%. Within 1 mile, Job Seekers Allowance claimants are 6%, higher than the borough average of 4%, and particularly concentrated to the east of the library.

90% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **New Kershaw Centre Library**

It is proposed to introduce some new job descriptions.

Services include core library service provision; public access computers; craft group; partner surgeries; – these will be retained.

New Kershaw Library is currently open 11.5 hours per week. 2011/12 useage figures include 223 members (with 99 active members, 107 active members including computer use); 3,182 issues; 139.3 pc hours use; 426 item requests; 6,950 visits in person; 2,650 enquiries. 27 displays/exhibitions by staff in 2011/12.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Gender* - 64.9% of active borrowers are female, 42.6% male.

*Age* - The population is comparatively younger, at 88% of the population under 64 compared with 84% for the

borough.

41.1% of active members are junior, compared with the borough average of 35.9%. 82% of the CIPFA Junior Survey respondents use the library computers, 32% use the library to meet friends, 61% to do their homework and 57% to borrow items. 100% of respondents think the library is good or ok, and 96% think it is easy to get to. 6 class visits (user education) held in 2011/12, 191 attending; 1 school visit by staff, 35 attending.

*Disability* - within the 1 mile radius there is a high proportion of the area within the 5% most deprived nationally for health and disability. Within the 1 mile radius 76% of the area is within the most deprived quintile compared to the Bury average of 29%. 9% in the 1 mile radius were claiming Disability Living Allowance, significantly higher than the borough average of 6%. In the 1-2 mile radius there are significant areas over 12%. There are books in large print and talking books.

*BAME* - A high percentage of the population consider themselves BAME, at 21% of the 1 mile catchment, much higher than the borough 9%. 90% of the CIPFA Junior Survey respondents are White, 10% Mixed.

*Religion/belief* - Within the 1 mile radius 15% consider themselves Muslim, significantly higher than the borough average 4%.

As the intention is to retain the core library service provision, the existing opening hours and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:

A significant area immediately surrounding the library has LSOAs which are overall the most deprived in Bury and within the 5% most deprived nationally. Conversely within the 2 mile catchment there are areas which are within the 10% least deprived nationally.

Income - to the east of the library some LSOAs are the most deprived in Bury and are within the 5% most deprived nationally. Conversely within 2 miles there are pockets within the least 10% deprived nationally.

There are high levels of population density in some areas within the 1-2 mile catchment.

Within the 1 mile radius 43% of households do not have a car, significantly higher than the borough average of 26%.

A significantly lower percentage own their homes in the

1 mile radius (63%) than Bury as a whole (75%).  
Education - there is a high concentration of education deprivation within the 1 mile radius. Conversely within 2 miles there are pockets within the least deprived quintile.

Employment - within the 1 mile radius nearly all of the area is within the 2 most deprived quintiles, whilst there are no areas in the 2 mile catchment within the least deprived quintile. 53% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. There is a high concentration of Jobseekers Allowance within the 1 mile radius, where the rate is 8%, significantly higher than the borough average 4%, with a particular concentration to the East of the library.  
Crime - some LSOAs are within the 1% most deprived quintile nationally, whilst within 2 miles some are within the least deprived quintile. 50% of the 1 mile catchment is within the deprived quintile, compared to 13% for the borough.

Living environment - an area east of the library is the most deprived LSOA in Bury and within the 3% most deprived nationally.

Car, cycling and public transport travel times include some shortened journey times, whilst walking is 20 minutes + for some individuals.

97% of CIPFA Adult respondents think it is easy to get to.

As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, core services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively. For example, support for worklessness and help for benefit claimants will continue, including support for people affected by the government's 'Digital By Default' agenda.

### **Sedgley Park Community Library**

It is proposed to retain the existing arrangements, i.e. Sedgley Library is based in a church foyer and is currently staffed by volunteers.

Services include book loans, inter-library loans; information provision; afternoon tea; - these will be retained.

Sedgley Library is currently open 7.5 hours per week. 2011/12 useage figures include 262 members (with 262 active members); 2,376 issues; (no public computers); 14 items requested; 3,650 visits in person; 1,900 enquiries.

The needs analysis information for this library includes the following relating to people with protected characteristics:

*Age* - The area within the 1 mile catchment area has a proportionally younger population with 87% under 64 compared with the borough average of 84%. 38.9% active members are junior, compared with the borough average of 35.9%. 19% of the respondents to the CIPFA Junior Survey use the library to meet friends, 6% to do homework, 81% to borrow items. 100% of respondents think the library is good or ok, and 100% think it is easy to get to.

*BAME* - 15% of the population within the 1 mile radius consider themselves BAME, much higher than the borough average of 9%. 75% of respondents to the CIPFA Junior Survey are White, 25% Asian.

*Religion/belief* - within the 1 mile radius 22% consider themselves Jewish, significantly higher than the borough average of 5%. Provision operates from a church site so any changes could affect people with religious/belief characteristics.

*Disability* - The 1 mile catchment has a high proportion of the area within the most deprived quintile nationally for disability and health. Within the 1 mile radius, there were 6% claiming Disability Living Allowance in line with the borough average – however some LSOAs are 8-12%. There are books in large print.

As the intention is to retain the existing service provision, the existing opening hours (including Sunday opening) and the range of services on offer at the existing site, it is not anticipated that the change will affect people with protected characteristics too negatively. Although the number of resources and activities is expected to decrease overall, services will still be available.

Other issues which may also impact on people with protected characteristics and people in general:  
There are areas with high levels of population density within the 1 mile radius.

There are pockets of deprivation across the area. 3 LSOAs are in the overall most deprived quintile nationally. Conversely there are areas which are within the least deprived nationally.

Income – there are pockets of deprivation across the area. Conversely within the 2 radiuses is an area in the least deprived nationally.

Within the 1 mile radius 25% of households do not have a car, slightly lower than the borough average 26%.

The proportion of people who own their own home in

	<p>the 1 mile radius (80%) is higher than the borough average of 75%.</p> <p>Education – there is a low proportion of deprivation within the 1 mile radius, some areas in the least deprived quintile nationally.</p> <p>Employment – there are no areas within the 2 mile radius that are within the least deprived quintile. Within 1 mile several LSOAs are within the most deprived quintiles – 27% of the 1 mile radius is within the most deprived quintile compared with 25% for Bury overall. There are pockets where Jobseekers Allowance claimants exceed the borough average of 4%.</p> <p>Crime – there are no areas within the least deprived quintile, and some LSOAs are within the 10% most deprived nationally.</p> <p>Living environment – 0% of the 1 mile catchment is within the most deprived quintile, significantly lower than the borough average of 13%.</p> <p>Overall the transport reveals relative accessibility. Some individuals have increased walking times.</p> <p>98% of CIPFA Adult respondents think it is easy to get to.</p> <p>As with the analysis of the needs of people with protected characteristics, it is felt that due to the retention of the existing site, existing services and existing opening hours, it is not anticipated that the change will affect people with protected characteristics and vulnerable people negatively.</p>
<p><b>If you identified any negative effects (see questions 3a) or discrimination what measures have you put in place to remove or mitigate them?</b></p>	<p>The Service has attempted to mitigate the impact of potential change, as follows:</p> <ul style="list-style-type: none"> <li>- By listening to the respondents of the Plan for Change initial consultation, the proposals include the retention of all 17 service points within existing communities and townships.</li> <li>- Particularly deprived areas of the borough with an existing library will retain access to a local library.</li> <li>- Access to a local library is considered easier for disabled/older people than having to travel to another township.</li> <li>- Retention of a spread of core services across the borough.</li> <li>- 100% of the borough’s households remain within 2 miles of a library.</li> <li>- Retention of existing opening hours.</li> <li>- Retention of the borough-wide free lending request service.</li> <li>- Reduction in staffing levels is unavoidable and may lead to some additional queuing for staff help; however the range of services remains and staff support will still be available. Closure of libraries or opening hours</li> </ul>

	<p>reduction would equally impact on staff levels.</p> <ul style="list-style-type: none"> <li>- Reduction in staff levels may on occasion mean no staff cover is readily available during sickness/leave periods – the service has an additional hours budget to assist with these difficulties.</li> <li>- The procurement of Radio Frequency Identification (RFID) technology will ensure as far as possible that people with disabilities are able to use the equipment, and staff assistance will be available to train customers in its use at installation.</li> <li>- RFID introduction will mean less staff time spent on clerical routines and more time to assist customers with other requirements.</li> <li>- The service will still be run and managed by Bury Council staff.</li> <li>- Vacant/temporary posts have been held against the introduction of RFID.</li> <li>- The Housebound Library Service is retained and will be available to customers (including those with caring responsibilities) who cannot access the remaining provision (subject to availability).</li> <li>- Continued support and/or spaces for significant non-library 'sister' and other services, e.g. Adult Learning, Childrens Centres.</li> <li>- Reduction in some service levels is partly mitigated for some people by the introduction of e book provision, e audio book provision and by increasing access to information online. As the government will be promoting the removal of current barriers to e book lending, it is anticipated that (currently limited for a range of technical and commercial reasons) e books availability for public loan via library services will significantly increase in future years.</li> <li>- Continued support and space for particular groups, eg Sensory Unit customers, Jewish community.</li> <li>- Any change has the potential to affect wider communities considered deprived in a range of ways, e.g. via worklessness and poverty. Retention of the Bury Library Computer suite, library computers, information and support, and ongoing work at some libraries (eg work clubs and Porch + food parcels) will ensure continuation of support for such vulnerable groups.</li> <li>- Where data is available, the Service will monitor future usage by people with protected characteristics.</li> <li>- The Service will encourage VERs, deletion of vacant posts, redeployment etc wherever feasible to mitigate the impact on staff of at least some post deletions.</li> <li>- Corporate processes will be followed to formally consult with staff regarding the proposals.</li> </ul>
<p><b>Have you identified any further ways that</b></p>	



<p><b>you can advance equality of opportunity and/or foster good relations? If so, please give details.</b></p>	
<p><b>What steps do you intend to take now in respect of the implementation of your policy/service plan?</b></p>	<p>Report being presented to the Council for a decision to be made by the Council as to whether the Plan for Change proposals it contains are to be progressed.</p>

## **6. MONITORING AND REVIEW**

**If you intend to proceed with your policy/service plan, please detail what monitoring arrangements (if appropriate) you will put in place to monitor the ongoing effects. Please also state when the policy/service plan will be reviewed.**

Regular reporting arrangements are in place to ensure the Review stays on track and this includes risk analysis which could highlight any potential equality issues.

**COPIES OF THIS EQUALITY ANALYSIS FORM SHOULD BE ATTACHED TO ANY REPORTS/SERVICE PLANS AND ALSO SENT TO THE EQUALITY INBOX ([equality@bury.gov.uk](mailto:equality@bury.gov.uk)) FOR PUBLICATION.**