

Cabinet

6 March 2018

Appendix 5

Equality Impact Assessment

Strategy or Policy Template

Name of the strategy or policy
Libraries Strategic Commissioning Strategy, March 2018

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Part 1 The Public Sector Equality Duty and Equality Impact Assessments (EIA)

1.1 The Council must have due regard to its Public Sector Equality Duty when making all decisions at member and officer level. An EIA is the best method by which the Council can determine the impact of a proposal on equalities, particularly for major decisions. However, the level of analysis should be proportionate to the relevance of the duty to the service or decision.

1.2 **This is one of two forms that the County Council uses for Equality Impact Assessments, both of which are available on the intranet. This form is designed for any proposal, strategy or policy. The other form looks at services or projects.**

1.3 The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have “due regard” to the need to

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (see below for “protected characteristics”)

These are sometimes called equality aims.

1.4 A “protected characteristic” is defined in the Act as:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race (including ethnic or national origins, colour or nationality)
- religion or belief;
- sex;
- sexual orientation.

Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

The previous public sector equalities duties only covered race, disability and gender.

1.5 East Sussex County Council also considers the following additional groups/factors when carry out analysis:

- Carers – A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill,

frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21st Century Families and Communities, 2008]

- Literacy/Numeracy Skills
- Part time workers
- Rurality

1.6 Advancing equality (the second of the equality aims) involves:

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

NB Please note that, for disabled persons, the Council must have regard to the possible need for steps that amount to positive discrimination, to "level the playing field" with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

1.6 Guidance on Compliance with The Public Sector Equality Duty (PSED) for officers and decision makers:

1.6.1 To comply with the duty, the Council must have "due regard" to the three equality aims set out above. This means the PSED must be considered as a factor to consider alongside other relevant factors such as budgetary, economic and practical factors.

1.6.2 What regard is "due" in any given case will depend on the circumstances. A proposal which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly, or people of a particular ethnic group would require officers and members to give considerable regard to the equalities aims. A proposal which had limited differential or discriminatory effect will probably require less regard.

1.6.3 *Some key points to note :*

- The duty is regarded by the Courts as being very important.
- Officers and members must be aware of the duty and give it conscious consideration: e.g. by considering open-mindedly the EIA and its findings when making a decision. When members are taking a decision, this duty can't be delegated by the members, e.g. to an officer.
- EIAs must be evidence based.
- There must be an assessment of the practical impact of decisions on equalities, measures to avoid or mitigate negative impact and their effectiveness.
- There must be compliance with the duty when proposals are being formulated by officers and by members in taking decisions: the Council can't rely on an EIA produced after the decision is made.

- The duty is ongoing: EIA's should be developed over time and there should be evidence of monitoring impact after the decision.
- The duty is not, however, to achieve the three equality aims but to consider them – the duty does not stop tough decisions sometimes being made.
- The decision maker may take into account other countervailing (i.e. opposing) factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors)

1.6.4 In addition to the Act, the Council is required to comply with any statutory Code of Practice issued by the Equality and Human Rights Commission. New Codes of Practice under the new Act have yet to be published. However, Codes of Practice issued under the previous legislation remain relevant and the Equality and Human Rights Commission has also published guidance on the new public sector equality duty.

Part 2 – Aims and implementation of the proposal, strategy or policy

2.1 What is being assessed?

a) Proposal or name of the strategy or policy.

The Libraries Strategic Commissioning Strategy

b) What is the main purpose or aims of proposal, strategy or policy?

The Libraries Strategic Commissioning Strategy 2018/19 to 2022/23 is a complete review of the East Sussex Library and Information Service. It is the final part of a wider Libraries Transformation Programme designed to deliver a modern and sustainable Library and Information Service for the next five years, which is based on the needs of the people of East Sussex.

In the context of significant reductions in public spending at Government level, the Council cannot afford to spend as much on its library service as it has in the past. The Libraries Strategic Commissioning Strategy has sought to identify further savings of up to £750,000 from the library service, as part of a total savings target for the whole transformation programme of up to £2 million.

The Strategy has been developed using the 'strategic commissioning framework'. This ensures a clear understanding of 'need', before identifying the best way to meet it. It also sets out a clear rationale for the review and decision making process. The assessment of local needs must demonstrate that the proposals meet the requirements of section 7 Public Libraries and Museums Act 1964 to provide a comprehensive and efficient Library Service. A number of Technical Appendices have been prepared which collectively and comprehensively assess needs within East Sussex and establish the type of service offer that is required to deliver the Strategic Outcomes and to provide a comprehensive and efficient Library Service. The Libraries Strategic Commissioning Strategy draws on the conclusions of each of these documents.

The Strategy presents proposals for a needs based library service, which means a library service where we prioritise our resources towards the achievement of outcomes that will best meet the needs of those who live, work and study in East Sussex. In order to do that, we had to find out what those needs are and in which communities (of both people and place) they are greatest. We needed to understand how people are using the Library and Information Service, how that is changing, and what impact it might have on what we do in future. For further information on the analysis undertaken please refer to Technical Appendix 2 of the Strategy– Needs Assessment which can be viewed on our website www.eastsussex.gov.uk/librarystrategy. This document provides a clear evidence-based review of needs, both met and unmet, that it is considered impact on the current and future provision of the Library and Information Service.

Understanding need enables us to identify the outcomes which the Library and Information Service is well-placed to help achieve, either in its own right, or by working with others. We could then identify how well our current library service is able to achieve those outcomes, what things we should continue to do or do differently, whether there are completely new services and activities we should provide because they would help achieve the outcomes, and whether we should stop doing some things completely. We also needed to consider if there were better ways of providing

this needs based library service that would make it more likely to achieve its goals. This is the basis of the Libraries Strategic Commissioning Strategy.

Our Vision and Strategic Outcomes

We will provide a Library and Information Service that promotes reading and knowledge as a route to leading fulfilling lives. We will prioritise our resources and expertise to support the needs of residents and communities in East Sussex to achieve four key outcomes:

Improving child and adult literacy and numeracy. We will provide a range of quality materials and personalised support for people's different needs, so they can enjoy the pleasure of reading as well as the better life chances that literacy and numeracy unlock for people.

Supporting the economy. We will provide training and guidance for people of all abilities seeking to learn and to work, so they are able to build skills and confidence in a supportive environment.

Better health and wellbeing. We will promote reading as a source of wellbeing and provide reliable information and services to promote good health and support people to manage their own health and the health of those they care for.

Increasing digital inclusion. We will provide free access to computers and Wi-Fi, and paid access to printers, and scanners, training for people to use technology and the internet, so they are able to independently access vital information and services and participate in the benefits of the digital world.

We will ensure that in working to deliver our Strategic Outcomes we will meet our statutory duty to provide a comprehensive and efficient library service for everyone who lives, works and studies in East Sussex.

Current Access to Library Services

This section should be read in conjunction with the Strategic Commissioning Strategy and Technical Appendix 3 to the Strategy – 'Service Description and Analysis' which describes all aspects of the current service in detail. They can be viewed here: www.eastsussex.gov.uk/librarystrategy

Access to the library service is currently provided by:

- **24 library buildings across the County,**
- **the online eLibrary which includes our community information service (ESCIS),**

The eLibrary (online library) has changed the way that people are able to access library services and can be accessed at home via a broadband connection, or 'on the go' via a mobile device, as well as in library buildings using the People's Network computers.

The eLibrary consists of:

- The library catalogue where customers can search all the stock across East Sussex County Council libraries, access their library account, renew their loans (extend the loan period) and place reservations on items they would like to borrow.
- eBooks and eAudiobooks, both fiction and non fiction, which can be borrowed by adults and children. eBooks and eAudiobooks form 18% of all ESCC library stock. Items can be downloaded to personal devices for a three week period.
- A wide range of eMagazines for adults and some for children, including both current and backdated copies, are available for download to personal devices
- Our online reference library which includes a number of information websites for adults and children such as papers, encyclopedia, dictionaries and family history sites which customers can use free of charge, many from home and others in library. Access to the community information service – East Sussex Community Information Service (ESCIS).

The East Sussex County Council eLibrary is recognised nationally by SOCITM (The Society for IT Practitioners in the Public Sector) for its ease of use by customers. An upgrade to the library management system has further improved the usability of the eLibrary, including an easier search function for browsing the catalogue and reserving items.

- **a Mobile Library Service and ‘village library’**

The Mobile Library has traditionally provided an alternative to travelling to a library building for more rural communities. The Mobile Library is a wheelchair accessible vehicle which offers a three weekly service to 88 stops across the county. Each stop lasts between 15 minutes and 2 hours and 10 minutes. The most frequent length of stop is 30 minutes. The Mobile Library carries a stock of approximately 2,000 items for customers to borrow, but it does not provide internet access or training. In 2016/17 the Mobile Library had 2,692 registered members and 1,116 active members. 67% of customers registered to the Mobile Library only use the Mobile Library. The Library and Information Service also supports Northiam Village Library, a volunteer led community book swap which offers a limited selection of books to the local community from 2pm to 4pm on Thursday and Saturday each week. In the past year, a total of just under 1,000 people used the village library, around 83 visitors on average each month.

- **a Home Library Service,**

The Home Library Service is a service for customers who are unable to visit libraries themselves due to mobility issues, illness or their caring responsibilities. Volunteers select and deliver books and other items to customers' homes. 159 customers use the Home Library Service (as at March 2017) and there is a pool of 186 volunteers, some of whom are waiting to be matched with a customer.

- **a Schools Library and Museum Service (SLAMS)**

All schools in East Sussex, Brighton and Hove have the opportunity to buy SLAMS. SLAMS is a package of services including loans of fiction books to promote reading for pleasure, topic loans of non fiction books to support the curriculum and advice on the management of school libraries. Schools can also borrow museum artefacts.

- **a Prison Library Service**

East Sussex County Council runs a library at HMP Lewes which is fully funded by the Home Office.

Future Access to Library Services

Based on the evidence of need, it is considered that a mix of different access to services should still be delivered, but more appropriately reflecting changes in use. This will include access to services in libraries but increasingly online and in other settings; other service locations, community venues and people’s homes. Full details of the future access to library services are provided in the *Rationale and Impact Assessment for the Needs Based Library Service*, which must be read in conjunction with this EqlA and can be viewed here: www.eastsussex.gov.uk/librarystrategy.

There are three key ways in which people will be able to access the new offers in future:

An enhanced eLibrary service

We will continue to expand the range of online services and materials that are offered through the eLibrary, our online library service. We will actively promote the benefits of the eLibrary to different groups according to their needs.

A focus on outreach

We will work closely with other County Council services and partners to make sure that we reach communities and individuals with the greatest needs. We will promote and deliver our offer more closely with other services in different settings such as Children’s Centres, schools and community venues.

A smaller network of library buildings

We propose to provide 17 libraries in appropriate locations across the county according to need and in order to maintain a high level of accessibility. The research we undertook for the Libraries Strategic Commissioning Strategy of the types and duration of journey people make shows that a journey time of 20 to 25 minutes to a library by public transport and car is reasonable. We will also work with partners to make the best use of space within these buildings.

Future network of library buildings:	
Battle	Hollington
Bexhill	Lewes
Crowborough	Newhaven
Eastbourne	Peacehaven
Forest Row	Rye
Hailsham	Seaford
Hampden Park	Uckfield
Hastings	Wadhurst
Heathfield	

We propose not to retain seven of our current libraries, based on evidence of need in those areas. These libraries are Langney, Mayfield, Ore, Pevensey Bay, Polegate, Ringmer and Willingdon.

In Mayfield, Pevensey Bay, Polegate, Ringmer and Willingdon the evidence shows that there are lower levels of need across the wide range of indicators that we examined and in each case there will still be a nearby library that could be reached within 20 minutes by car or public transport.

In and around Langney and Ore there are high levels of need. However, each of these communities is also served by a large town centre library (Eastbourne and Hastings) as well as another smaller library (Hampden Park and Hollington). The proximity of both libraries to alternative provision means that it is possible to meet needs in Langney and Ore through other libraries nearby.

In addition, however, we propose to deliver an outreach service for children and families in Langney from Shinewater Children's Centre and for children and families in Ore from the East Hastings Children's Centre, who are identified by the needs assessment as one of the groups the Library and Information Service is well placed to support. This outreach activity will include, for example, librarians working with children's centre staff to support pre-school learning and children's speech and language development by training volunteers to deliver rhymetimes and storytimes, and we will provide collections of children's stock. Librarians will also run outreach sessions to raise awareness of the library offer and its benefits e.g. our eLibrary.

We propose to cease provision of the Mobile Library Service, offering instead the eLibrary and the network of 17 library buildings that support rural communities within reasonable journey times. The Home Library Service will also provide additional support for those customers that due to ill-health, disability or caring responsibilities are unable to travel to libraries and cannot use the eLibrary. In addition, we will facilitate community led solutions by offering a new library membership category, a Community Library Member, so that recognised members from the local community, for example a member of a Town or Parish Council or someone assigned on their behalf, will be issued with a library card that will allow them to borrow a large number of items from the library to make available within a community setting for a prolonged period of time.

We also propose to no longer deliver a supply of books to Northiam Village Library. Off-peak journey times from Northiam Village Library to Rye Library are 17 minutes by bus and 28 minutes by car. The new Community membership card, as described above, could enable a book exchange to continue in Northiam village, and the possibility of setting up this scheme for Northiam has been discussed with Northiam Parish Council and Northiam Village Library volunteers.

This Equalities Impact Assessment will assess the impact of the changes to access and the future offer that will be implemented through the Libraries Strategic Commissioning Strategy. The rationale for the changes are explained in more detail in the *Rationale and Impact Assessment for the Needs Based Library Service* and the full evidence base for the Strategic Commissioning Strategy is presented in the Technical Appendices and these documents, along with the Strategy, should be read in conjunction with this EIA. They can be viewed here: www.eastsussex.gov.uk/librarystrategy.

c) Manager(s) and section or service responsible for completing the assessment

Katherine Emery – Project Manager, Strategic Commissioning

2.2 Who is affected by the proposal, strategy or policy? Who is it intended to benefit and how?

The Libraries Strategic Commissioning Strategy has been developed in line with the Public Libraries and Museums Act 1964 duty to provide a 'comprehensive and efficient' library service that is accessible to everyone who lives, works, or studies in East Sussex, using reasonable means, including the internet.

The Strategy has the potential to affect all current library customers and future users of the Library and Information Service.

2.3 How is, or will, the proposal, strategy or policy be put into practice and who is, or will be, responsible for it?

The Libraries Strategic Commissioning Strategy will set the direction of the Library and Information Service for the next five years. The Vision and Strategic Outcomes will be used for future service planning, to allocate spending and to monitor and review service performance.

The Libraries Strategic Commissioning Strategy has been revised for consideration by Cabinet in March 2018. Implementation and delivery of the Libraries Strategic Commissioning Strategy will be overseen by the Assistant Director, Communities, the Head of Customer and Library Service and the Libraries Senior Management Team. Relevant updates will be provided on progress to Audit Best Value and Community Services Scrutiny Committee/Cabinet as required.

The Libraries Strategic Commissioning Strategy will be delivered by all staff within the Library and Information Service.

2.4 Are there any partners involved? E.g. NHS Trust, voluntary/community organisations, the private sector? If yes, how are partners involved?

The Library and Information Service works with a range of internal and external partners. Partnership work will continue and be strengthened through the Libraries Strategic Commissioning Strategy including joint delivery of targeted outreach with the Children's Services Department, closer working with Adult Social Care and Health around community information, community resilience and the Home Library Service, as well as improved signposting to services provided by voluntary and community sector partners, for example Citizens Advice Bureau.

Internal stakeholders have been engaged during the development of the Strategic Commissioning Strategy as well as a range of external stakeholders including representatives from user groups, voluntary and community sector partners and Borough, District, Town and Parish Councils. This engagement has informed the understanding of need and how the Library and Information Service could work better together in future with stakeholders to meet need.

It is acknowledged that in most cases the Library and Information Service is not the primary provider of services to meet identified needs. The role of the Service is largely indirect in support of service providers such as the education and health sectors. Partnership working with internal and external partners is therefore considered an important element of the

Libraries Strategic Commissioning Strategy in order to best meet or support identified needs across East Sussex.

2.5 Is this project or procedure affected by legislation, legislative change, service review or strategic planning activity?

The Library and Information Service has adopted a strategic commissioning approach to develop the Strategy for future service delivery. East Sussex County Council has identified Strategic Commissioning as the approach and discipline which will underpin all the Council's business planning activity. It is about securing the best outcomes for East Sussex residents, by understanding need, matching supply with need and making the most effective use of all available resources.

The development of the Libraries Strategic Commissioning Strategy has been undertaken in the context of addressing the Council's statutory duty under section 7 Public Libraries and Museums Act 1964, to provide a "*comprehensive and efficient library service for all persons desiring to make use thereof*"

In addition, it has been developed in a way which enables the Library and Information Service to contribute towards the delivery of the Council's four overarching priority outcomes: driving economic growth; keeping vulnerable people safe; helping people help themselves; and making best use of resources¹.

¹ <https://www.eastsussex.gov.uk/yourcouncil/about/keydocuments/councilplan/priorities/>

Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics.

3.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken.

Types of evidence identified as relevant have X marked against them			
	Employee Monitoring Data	X	Staff Surveys
X	Service User Data		Contract/Supplier Monitoring Data
X	Recent Local Consultations	X	Data from other agencies, e.g. Police, Health, Fire and Rescue Services, third sector
X	Complaints		Risk Assessments
X	Service User Surveys	X	Research Findings
X	Census Data	X	East Sussex Demographics
X	Previous Equality Impact Assessments	X	National Reports
X	Other organisations Equality Impact Assessments	X	Any other evidence? Assessment of need in accordance with section 7 Public Libraries and Museums Act 1964?

3.2 Evidence of complaints against the strategy or policy on grounds of discrimination.

Is there any evidence of complaints either from service users or staff (grievance) as to the implementation of the proposal strategy or policy and its delivery on the protected characteristics?

The development of the Libraries Strategic Commissioning Strategy forms part of the wider Libraries Transformation Programme which includes an internal review of the service, a reduction in library opening hours and the Libraries Strategic Commissioning Strategy.

Prior to the reduction in opening hours in November 2016, a public consultation was held from January to April 2016 on the proposed changes. During this consultation, no complaints were received on the grounds of discrimination.

This final EqlA is undertaken on the revised Libraries Strategic Commissioning Strategy which was subject to public consultation from September to December 2017. During the consultation no complaints were received on the grounds of discrimination. A number of comments were received from members of the public raising concerns about the impact of our proposals on those with protected characteristics. The responses to the public consultation on our draft Strategy, including these comments, have been analysed according to protected characteristics and the findings, including any impact on those with protected characteristic, have been taken into consideration when revising the Libraries Strategic Commissioning Strategy. This final EqlA has considered the impact of the revised Strategy, including any factors that mitigate such impact. Complaints about the Library and Information Service have been reviewed as part of the process

of producing the Libraries Strategic Commissioning Strategy and no formal complaints have been identified which have been made or upheld on grounds of discrimination.

3.3 If you carried out any consultation or research on the strategy or policy explain what consultation has been carried out.

A public consultation on the Libraries Strategic Commissioning Strategy was held between September and December 2017, 3,633 responses were received to the consultation questionnaire. A further 1,102 representations were made by email, letter and poster and one series of video submissions relating to journey times to libraries. The Public consultation analysis report – Appendix 4 to the 6 March 2018 Cabinet report - provides a detailed analysis of the findings of the consultation.

Efforts were made to promote the consultation questionnaire directly to young people aged under 16 including through Facebook (those aged 12 – 16) and to primary and secondary school teachers via the virtual school bag.

In particular efforts were made in terms of those with protected characteristics by making the consultation questionnaire available, upon request, in different formats and different languages. It was also promoted to those with visual impairment via local support groups and charities.

Efforts were also made to promote the questionnaire to non users, as well as users, of the service, including through the media (radio interviews and press releases), social media (Twitter and Facebook) as well as through bus advertising, the county council website and banners and posters in libraries. Nevertheless, 94% of respondents to the consultation questionnaire were library customers.

The consultation questionnaire included “About You” questions so that we could understand more about who is using our services and where there may be gaps and so that we could consider any negative impact of our proposals and how this impact might be addressed and how to better advance equality.

The Libraries Strategic Commissioning Strategy has been developed based on an extensive assessment of local need, in line with the requirements of the Council’s own strategic commissioning process and the duty under section 7 Public Libraries and Museums Act 1964. Any Local Authority proposing significant changes to the local arrangements for the Library Service is legally required to undertake and publish a robust assessment of local needs.

The assessment of local needs must demonstrate that the proposals meet the requirements of section 7 Public Libraries and Museums Act 1964 to provide a comprehensive and efficient Library Service. A number of Technical Appendices have been prepared which collectively and comprehensively assess needs within East Sussex and establish the type of service offer that is required to deliver the Strategic Outcomes and to provide a comprehensive and efficient Library Service. The Libraries Strategic Commissioning Strategy draws on the conclusions of each of these documents.

Examples of the types of consultation and research carried out to produce the Technical Appendices include:

- Analysing the findings of national research about the impact of library services

- Analysing the findings of national and local surveys about use of library services, among users and non-users
- Analysing relative levels of need for library services within East Sussex
- Analysing data from the library management system about use of different library services within East Sussex
- Analysing benchmarking data between East Sussex and other, comparator local authorities and neighbouring authorities
- Consulting internal and external stakeholders on the needs of different groups within East Sussex, relevant to the Libraries Strategic Commissioning Strategy

3.4 What does the consultation, research and/or data indicate about the positive or negative impact of the strategy or policy?

Through the consultation questionnaire, 1,842 people (53% of respondents) were broadly supportive or neutral regarding the overall focus of our Strategy, in response to question 1. Furthermore, 37% of respondents were either supportive or neutral to our proposed range of library services, in response to question 2.

The majority of respondents (68%) had used one of the libraries proposed for closure in the last 12 months and their responses to the consultation reflect the negative impact that the proposed closure of libraries may have on some people within these communities. Only 20% of responses from people that had used one of the libraries proposed for closure in the last 12 months were broadly in agreement that the proposals would provide a reasonable range of different ways for people to use the Library and information service according to their needs, compared to 68% of responses from those respondents that have not used one of the libraries that will close, in the past 12 months.

We undertook and commissioned a wide range of research in order to establish a robust evidence base from which to determine how best to deliver a future needs based library service. Based on the findings of this research, surveys of users and non-users as well as data from our library management system about how current customer use and access our services, a range of library services are proposed that will respond effectively to different needs across East Sussex.

The number of people visiting our libraries and the overall number of items borrowed have both reduced by about 40% over the last 10 years, despite an increase more recently in the loans of electronic items like eBooks (61% increase) and eAudiobooks (143% increase) since 2014/15. We are clear that libraries are and will remain a highly accessible service for everyone. But we will respond to this change in demand and recognise the fact that the way people live their lives has changed, and that this has an impact on libraries. Due, among other things, to the widespread availability of information and entertainment online and the relatively low cost and ease with which people can now buy some books, fewer people are dependent on libraries for reading, for information and for leisure in the way they once were.

However, our work to produce this Strategy shows that there are still significant needs across the county, and especially within certain communities, around literacy and numeracy, attainment,

employment and, ultimately, health and wellbeing. These are needs which the Library and Information Service is ideally placed to help tackle. We still have the ability to make a difference, particularly for those who could benefit the most from the services we offer.

Our proposals, therefore, represent a change in the way we invest in and deliver the service, focussing more acutely on need than before, reaching people more effectively and affordably. This Libraries Strategic Commissioning Strategy represents a pivotal moment for the service, setting out our approach to provide a modern, affordable and sustainable library service for the future.

Part 4 – Assessment of impact

4.1 Age: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County /District/Borough?

Table 1: Population estimates, 2016 – (super output areas) East Sussex

Age group	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Under 16	17.1	17.2	18.7	17.4	15.1	17.2
16-24	9.2	10.1	10.5	8.8	8.2	8.6
25-34	9.8	11.2	12.3	9.6	7.8	8.9
35-44	10.8	11.5	11.8	11.1	9	10.6
45-54	14.7	13.4	14.9	14.9	14.1	15.4
55-64	13.2	11.9	12.4	13.2	14.3	13.8
65-74	13.4	12.3	11	13.1	16.7	14
75-84	7.9	7.8	5.6	8	9.8	7.9
85+	4	4.5	2.8	4	5	3.6
Total	100.1	99.9	100	100.1	100	100

Source: East Sussex in Figures

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 2: Age of residents in communities directly affected by the closure of a library (by ward) compared to the county average

Library	Langney	Mayfield		Ore		Pevensey Bay	Polegate		Ringmer		Willingdon	
Ward	Langney	Heathfield North and Central	Mayfield	Baird	Ore	Pevensey and Westham	Polegate North	Polegate South	Ouse Valley and Ringmer	Lewes Bridge	Willingdon	East Sussex
Under 16	20%	17%	17%	23%	21%	16%	18%	15%	17%	18%	13%	17.1
16-24	11%	10%	9%	10%	10%	9%	7%	6%	7%	9%	7%	9.2
25-34	13%	11%	5%	12%	14%	8%	12%	8%	8%	12%	6%	9.8
35-44	11%	11%	9%	10%	10%	10%	12%	9%	12%	14%	9%	10.8
45-54	14%	16%	16%	13%	14%	15%	13%	14%	14%	16%	15%	14.7
55-64	12%	12%	15%	10%	12%	14%	12%	14%	14%	13%	14%	13.2
65-74	10%	13%	15%	11%	11%	15%	13%	16%	15%	10%	19%	13.4
75-84	6%	8%	10%	8%	5%	9%	9%	11%	9%	6%	12%	7.9
85+	3%	3%	4%	3%	2%	4%	4%	7%	4%	3%	5%	4%

Source: Population estimates ONS mid-year estimates 2016, ESIF

Table 3: Registered members by age of all 24 ESCC libraries, and of the seven libraries not included in the needs based library service (May 2017)

Age Range	0 - 4	5 - 8	9 - 12	13 – 15	16 - 24	25 - 44	45 - 64	65 - 74	75 or over	No DOB*	Total
All ESCC Libraries											
Total registered members (all ESCC libraries)	9,513	17,440	19,367	15,070	18,688	37,323	31,611	17,266	11,387	53,894	231,559
% of total registered members	4%	8%	8%	7%	8%	16%	14%	7%	5%	23%	100%
Langney											
Registered Members	270	631	638	514	486	898	743	477	397	1091	6,145
% of total registered members (this library)	4%	10%	10%	8%	8%	15%	12%	8%	6%	18%	100%
% of total registered members (all ESCC libraries)	0.12%	0.27%	0.28%	0.22%	0.21%	0.39%	0.32%	0.21%	0.17%	0.47%	2.65%
Mayfield											
Registered Members	50	69	91	55	42	82	88	53	36	114	680
% of total registered members (this library)	7%	10%	13%	8%	6%	12%	13%	8%	5%	17%	100%
% of total registered members (all ESCC libraries)	0.02%	0.03%	0.04%	0.02%	0.02%	0.04%	0.04%	0.02%	0.02%	0.05%	0.29%
Mobile											
Registered Members	122	165	220	152	144	141	186	352	354	1092	2,928
% of total registered members (this library)	4%	6%	8%	5%	5%	5%	6%	12%	12%	37%	100%
% of total registered members (all ESCC libraries)	0.05%	0.07%	0.10%	0.07%	0.06%	0.06%	0.08%	0.15%	0.15%	0.47%	1.26%
Ore											
Registered Members	145	375	433	312	283	440	345	154	117	570	3,174
% of total registered members (this library)	5%	12%	14%	10%	9%	14%	11%	5%	4%	18%	100%

% of total registered members (all ESCC libraries)	0.06%	0.16%	0.19%	0.13%	0.12%	0.19%	0.15%	0.07%	0.05%	0.25%	1.37%
Pevensey Bay											
Registered Members	80	77	156	131	103	102	155	132	84	663	1,683
% of total registered members (this library)	5%	5%	9%	8%	6%	6%	9%	8%	5%	39%	100%
% of total registered members (all ESCC libraries)	0.03%	0.03%	0.07%	0.06%	0.04%	0.04%	0.07%	0.06%	0.04%	0.29%	0.73%
Polegate											
Registered Members	185	394	437	218	187	453	373	305	246	1082	3,880
% of total registered members (this library)	5%	10%	11%	6%	5%	12%	10%	8%	6%	28%	100%
% of total registered members (all ESCC libraries)	0.08%	0.17%	0.19%	0.09%	0.08%	0.20%	0.16%	0.13%	0.11%	0.47%	1.68%
Ringmer											
Registered Members	30	41	37	19	9	40	50	64	81	95	466
% of total registered members (this library)	6%	9%	8%	4%	2%	9%	11%	14%	17%	20%	100%
% of total registered members (all ESCC libraries)	0.01%	0.02%	0.02%	0.01%	0.00%	0.02%	0.02%	0.03%	0.03%	0.04%	0.20%
Willingdon											
Registered Members	110	183	215	191	183	224	227	223	150	647	2,353
% of total registered members (this library)	5%	8%	9%	8%	8%	10%	10%	9%	6%	27%	100%
% of total registered members (all ESCC libraries)	0.05%	0.08%	0.09%	0.08%	0.08%	0.10%	0.10%	0.10%	0.06%	0.28%	1.02%

Source: ESCC Library Management System, 30 May 2017

*Dates of Birth (DOB) are not available for 23% of our registered members. DOB were not collected prior to 2013 prior to the introduction of the new Library Management System.

Please refer to Appendix 2 (table 1) for a breakdown of registered members at each of the current 24 libraries and the Mobile Library.

Table 4 Age of respondents to the Libraries Strategic Commissioning Strategy consultation compared to the percentage registered Library Members of that age group and the population of East Sussex (Percentage)

Breakdown of respondents by age	Number of respondents	% of total respondents	Total Registered Library members	East Sussex Population
Under 16	95	3%	27%	17.10%
16 – 24	40	1%	8%	9.20%
25 – 34	159	4%	16%	9.80%
35 – 44	345	9%		10.80%
45 – 54	407	11%	14%	14.70%
55 – 64	612	17%		13.20%
65 – 74	999	27%	7%	13.40%
75 – 84	524	14%		7.90%
85+	194	5%	5%	4%
Prefer not to say	98	3%		
Age not given	160	4%	23%	
Total	3,633	100%	100%	100%

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The highest number of responses to the consultation questionnaire came from those aged 65-74 (27%). This is to be expected as, according to results from earlier surveys of library customers, nearly half (45%) of regular adult visitors to libraries in East Sussex are aged 65 and over and half (50%) are retired. Given that almost half of frequent users of libraries are aged 65 and over, those in this age category have the potential to be disproportionately affected by the changes to the service.

However older people (aged 75+), that represent 19% of respondents, are likely to be most affected by the changes due to the increased likelihood of reduced mobility and therefore these people may find it harder to travel further to an alternative library either on foot, public transport or by car. Those aged 75+ are also known to be less likely to use the internet, and therefore the eLibrary, due to a lack of skills. Age is a key factor in people's level of digital skills and therefore use of the internet. Whilst 74% of people nationally aged 65-74 had used the internet in the past three months in a 2016 survey, this figure was only 39% for people aged 75 and over. Rates of internet use among the age category 75 and above are not available locally, however data from the East Sussex Residents' Survey 2017 shows that in East Sussex, the number of adults aged 60 and over that are digitally excluded is in decline. In January 2017 82% of residents aged 60 and above were online, compared to only 59% in June 2013. This suggests that age may be starting to become less of a barrier to digital inclusion for some older residents.

Table 2 shows the age breakdown for the seven communities (covering 11 wards) that will be directly affected by the closure of libraries, compared to the population of East Sussex as a whole. 11.9% of the East Sussex population are aged 75 and over and as shown in Table 2, two of the wards in the locality of a library not included in the future network have a significantly higher than average percentage of residents in this age category (Polegate South 18% and Willingdon 17%). In these two communities, a greater number of people aged 75 and over have the potential to be impacted by the closure of a library than other communities where closures are proposed. The other wards do not have a significantly high number of older residents and therefore do not have the potential to be impacted in a significantly greater way.

Regarding the Mobile Library Service, PLUS survey results for 2015, indicate that almost half (46%) of Mobile Library respondents were aged 75 and over, which represents 511 individuals. Given the high number of regular users of the Mobile Library aged 75 and over, the withdrawal of this service could have a disproportionate affect on users in this age group.

However, according to the results of the consultation questionnaire, of the 385 respondents that use the Mobile Library service, only 40 people aged 75 and over stated they would be unable to access the service in an alternative way. These results suggest that age alone is not a reason why users would be unable to access the service in an alternative way. Older people, who are likely to be retired, are more likely to have greater flexibility over the timing of their visits and more available time to make, potentially, longer journeys to an alternative library.

43% of respondents to the consultation on our draft Strategy were working aged adults, aged 16 to 64. Our data on registered users shows that those aged 16-64 are under-represented as users of the service, compared to their proportion of the population of East Sussex and therefore are less likely to be impacted by the changes to service provision. In addition those aged 16 to 64 are most likely to have their own transport, be able to access public transport, be able to walk further and have the digital skills and broadband technology required to access the eLibrary independently. Nevertheless, the results of the consultation indicate that among those people in this age category who responded to the questionnaire and currently use one of the libraries not included in the future network, or the Mobile Library service, they would choose to no longer use the library service due to the additional time required to travel to an alternative, the cost of public transport and parking to access an alternative library, and the lack of convenience of using a library closer to their home, although their ability to access the eLibrary using a mobile device, at home or in an internet café will not be impacted upon by the proposals.

Only 3% of respondents to the consultation on our draft Strategy (95 people) were aged under 16, although 787 respondents (22%) stated that they access the service on behalf of a child under 16 or on behalf of a child and an adult and therefore are likely to have considered the views of those children in their response. Young people aged under 16 represent 27% of registered members of the service and therefore those in this age group also have the potential to be disproportionately affected by the changes to the service.

The data in table 2 also shows that three wards have a significantly high percentage of residents aged under 16 compared to the figure for East Sussex (17.1%) These are Baird ward 23%, Ore ward 21% and Langney ward 20%. These three wards will be directly impacted by the closure of Ore Library and Langney Library and therefore those in this age category may be disproportionately affected. Table 3 shows that Langney and Ore libraries also have a high proportion of registered members that are aged 0-16 years and therefore the new Children and Young People's Literacy and Numeracy offer that will be delivered via outreach in Ore and

Shinewater will support these younger residents. This is described in detail below in the next section.

d) What is the proposal, strategy or policy's impact on different ages/age groups?

Service Offer

In order to serve the needs of the County as a whole, a core library offer will be provided for all residents. In addition to the core offer, by re-prioritising and developing new, more targeted services we have a key opportunity through the Libraries Strategic Commissioning Strategy to support and empower communities and those people of any age with the greatest needs.

The four Strategic Outcomes (listed in 2.1 above) identify key areas that we will focus on, including specific proposals for children and adults. The Library and Information Service will continue to provide services for all ages that can be accessed without assistance, for example borrowing fiction and non-fiction reading materials and self-help materials available online and in libraries; but in addition the Service will also offer more targeted support.

A new Children and Young People's Literacy and Numeracy offer is proposed that will be delivered through close working with other services for children and young people of all ages (including pre-school) and in all settings, to encourage children and their families to use the library service. The new offer includes literacy and numeracy support for pre-school children and their families, eg rhyming and storytelling activities in all libraries or community settings, prioritised according to local needs. This supports pre-school learning and development of speech and language. In addition, literacy and numeracy support for school age children and young people will be provided through our work with schools and other providers to improve children and young people's literacy, numeracy and personal development by promoting the library service, its resources and targeted activities, such as the Summer Reading Challenge. Outreach services for pre-school children and their families will be delivered in partnership with Early Years services to support family learning and development in areas of higher need, delivering services in Children's Centres and through health workers. Support for schools will be offered through targeted services in areas of identified need and resources offered on a pay-as-you-go basis that support literacy and numeracy in schools instead of the Schools Library and Museum Service (SLAMS). The future support for schools is described in detail in the revised Strategy which must be read in conjunction with this EqlA (www.eastsussex.gov.uk/librarystrategy).

Specific proposals for adults include continued support to improve IT skills for work, including free online training resources, using the eLibrary and Computer Buddy support in libraries. We aim to secure external funding to provide personalised training and courses in libraries to help people gain literacy, numeracy and IT skills for work. We will continue to work with adult education providers and Jobcentre Plus to signpost people to the right offer for them.

The consultation has provided a platform to promote the range of existing activities for adults that will remain available through the needs based library service. We will continue to promote our service, including through Your County magazine, via the ESCC website to encourage use of the service and to targeted groups through outreach activities.

Space will continue to be provided in libraries for children and adults to study or work, with free access to computers, the internet and other library resources. We will pilot volunteer led homework clubs in libraries for children aged 9-12 years and we will review whether there is a need for

volunteer led Study Clubs for children and young people at exam time in libraries and new after school CodeClubs in libraries, to teach computer programming to children aged 8 – 12 years old.

We will enhance our Home Library Service which provides reading materials for more isolated or vulnerable residents. Enhancements will include providing Making Every Contact Count training for volunteers to enable them to support vulnerable individuals in their physical and mental health through signposting and early intervention. We will also aim to work with partners to develop additional volunteering capacity and opportunities within the service. Initial discussions have taken place with the East Sussex Fire and Rescue Service to explore opportunities for joint working. We will also continue to advertise volunteering opportunities via the ESCC website, in libraries and through our existing voluntary and community sector networks.

Access

Our proposals ensure that there remains a very high level of accessibility to a library by public transport or by car across the county, within a reasonable journey time of 20 to 25 minutes, including for rural communities. They also ensure that libraries are well-placed to serve areas with greater needs.

The closure of library buildings, withdrawal of the Mobile Library Service and Northiam village library will negatively impact those customers (and potential customers) of all ages of these libraries if they are unable to access alternative service provision, either physical or digital. Table 3 provides an age breakdown of registered members of the services not included in the needs based library service.

The results of the consultation on our draft Strategy show that 33.6% of respondents (907 individuals) that had used one of the services proposed for closure in the last 12 months, would be unable to access the service under our proposals. See Appendix 6: Table 1 for a breakdown of respondents by age that would be unable to access the service in an alternative way.

Some people who currently walk to a library building or Mobile Library stop, may be unable to walk further to an alternative library, or to a bus stop or train station, or the bus stop or train station is not within walking distance. In a minority of cases, the journey time by public transport may be prohibitive due to the length of journey, although only 4% of the population of the county will have a journey time of more than 30 minutes by public transport, compared to 1% currently. This includes the time walking from the bus stop or train station to the library and is calculated based on a presumed walking speed of 5km per hour. It is acknowledged that some people walk at a slower speed and therefore would need to allow more time.

Through the consultation, some people have raised the potential impact of the proposals on people of all ages due to an increase in journey times to access libraries. However, an analysis of where East Sussex library users live and which libraries they use shows that users do not necessarily visit their nearest library. Further details are in the Accessibility Analysis – Technical Appendix 5 to the Strategy which can also be viewed on our website www.eastsussex.gov.uk/librarystrategy. This analysis shows that there are other factors apart from travel time that influence decisions on which library to visit, and there may be a range of reasons behind this, including where people work, or combining a visit to the library with a trip for another purpose, such as shopping, a leisure activity or visiting friends and family. We also know from the combined results of three statistically significant surveys carried out in libraries in 2015 that 55% of library users use more than one library, including the Mobile Library. In addition, 23% of customers said they also used the eLibrary as well as a library building.

The results of the consultation questionnaire indicate that travel is more of a barrier for children and young people aged under 16, and working aged adults compared to those over 65. It may be that older people, who are likely to be retired, are more likely to have greater flexibility over the timing of their visits and available time to make, potentially, longer journeys to an alternative library. In addition, the cost of public transport by bus is not likely to be a barrier for those aged over 65 who are eligible to travel for free using an older person's bus pass. Affordability may be a consideration for those travelling by train. Being unable to travel to one of the remaining 17 libraries is the main reason given by respondents aged under 16 years (45% of responses) for being unable to access the service in an alternative way. It is also an important factor for those aged 16 to 64 years (33% of responses). Unable to access the service due to "Other" reasons was the main reason given by working aged adults, of which most people stated was due to not wanting to travel to other libraries, or travelling to an alternative was considered too difficult. See list of analysed comment topics presented in Appendix 6.

For young children aged under eight, they may be impacted by the proposals due to the requirement to be accompanied by an adult in an East Sussex library and needing parental support to make the journeys to any library. Children over the age of eight are permitted to visit East Sussex libraries unaccompanied and slightly older children may be able to travel independently either on foot or using public transport and therefore be less impacted by the proposals, although there may be an increased cost due to the requirement to travel further. Children and young people under the age of 16 can access a range of age appropriate fiction eBooks and other online reference materials via the eLibrary, including newspapers and magazines, encyclopedias and dictionaries to help with study and homework .

The comments received through the consultation have indicated that the impact for some young children and their parents and carers, and adults of working age will be that they will visit a library building less frequently due to affordability of public transport and lack of parking at alternative library buildings and that the additional time required to travel to an alternative library will be prohibitive. The eLibrary and telephone loans renewal service will enable these customers to continue to use the service whilst travelling less often to library buildings, and the results of the consultation show that 77% of responses from those aged under 65, that were unable to access the service in an alternative way, have access to the internet either at home, work or via a mobile device. The proposals will impact pre-school childrens' parents' and carers' access to some targeted literacy and numeracy sessions in the form of rhymetime or storytime sessions as some people will have further to travel to these groups at an alternative library or community setting. One of the seven libraries not included in the future network (Polegate) has a storytime session. Three of them (Polegate, Langney, Willingdon) offer a rhymetime session. Of the remaining 17 libraries, rhymetime is currently offered in 12 libraries and storytime in six. These targeted literacy and numeracy sessions will continue to be provided and extended to all 17 libraries in the needs based network. In addition, and to support communities in Langney and Ore, librarians will work with children's centre staff at the Shinewater Children's Centre and East Hastings Children's Centre to support pre-school learning and children's speech and language development by training volunteers to deliver rhymetimes and storytimes, and we will provide collections of children's stock. Librarians will also run outreach sessions to raise awareness of the library offer and its benefits e.g. our eLibrary.

Children and families in these areas are identified by the needs assessment as being one of the groups which the Library and Information Service is well-placed to support due to the low levels of literacy and numeracy skills identified. These outreach activities will help to achieve our Strategic

Outcome to improve child and adult literacy and numeracy. There are currently no plans to further extend the provision of rhymetime and storytime sessions to other community settings.

For respondents aged 65-74 years, 175 people (25%) stated that they would be unable to access the service in an alternative way. Not knowing how to use the eLibrary and no access to a computer or mobile device accounted for 45% of responses in this age category.

Similarly, among the 201 respondents (37%) aged 75 and over unable to access the service in an alternative way, not knowing how to use the eLibrary and having no access to a computer or mobile device accounted for 54% of responses. Being unable to travel to an alternative library building was also a factor for some older respondents due to mobility issues.

It is acknowledged that for some people who currently access the Mobile Library or one of the seven libraries due for closure, the reduced network of 17 libraries may mean that they have to walk further carrying books to and/or from an alternative library. This would only apply to those people that currently live in close proximity to one of these libraries or are currently able to park directly outside. Carrying heavy books further, particularly if combined with a shopping trip may be difficult for some people, particularly elderly residents or parents with young children. The results of the consultation have also highlighted that for some residents, particularly those aged 75 and over, a visit to the library is a source of social interaction and it is acknowledged that the closure of libraries, and the Mobile Library, may contribute to their feeling of social isolation alongside the closure of other rural services, if they are unable to travel further to an alternative library.

The Community Library Membership category will enable individuals in communities to continue to run a book exchange in their area and closer to home and will also support social interaction. In addition, the eLibrary means that in terms of carrying books customers can still visit libraries, but can use the eLibrary to avoid carrying heavier items. Some Home Library Service customers may be indirectly impacted by the proposals if volunteers are unable to travel to an alternative library building to collect materials. 23 Home Library Service volunteers that deliver books and other materials to 30 housebound customers currently access one of the seven libraries not included in the future network. All library volunteers have been contacted regarding our proposals and were invited to a meeting during the consultation to discuss the proposals and any concerns about their role. Home library service volunteers in the Eastbourne area have raised concerns about the lack of free parking at Eastbourne library and a parking space will be made available for these volunteers to enable them to collect books from this library and continue to volunteer with us.

No volunteers are registered to the Mobile Library, however some Mobile Library customers collect books on behalf of other housebound customers. If any of these customers are unable to continue to collect books on behalf of housebound customers due to the longer journey times to an alternative library, these housebound customers would be eligible for the Home Library Service and details of this service will be provided to them before the withdrawal of the Mobile Library service.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

Consideration has been given when developing the Libraries Strategic Commissioning Strategy to ensuring that the service offer will continue to cater for residents of all ages, including through the delivery of our future service offer aligned to our four Strategic Outcomes as detailed above. Stakeholder engagement during the development of the Libraries Strategic Commissioning Strategy was undertaken to ensure that the needs of stakeholders of all ages were considered and

incorporated into the proposals. Engagement with representative groups has continued during the public consultation, including with the East Sussex Seniors Association and the Youth Cabinet. This engagement as well as feedback from members of the public during the public consultation has further informed the proposals.

A detailed Needs Assessment has been undertaken which has identified areas of greatest needs in the county and a Gap Analysis has identified how the service could be enhanced or changed to best address these needs. For example, targeted outreach services for children and families in areas of need where this is currently not provided. This includes areas where libraries would not be retained (Ore and Langney) and these outreach services will be provided in partnership with Children's Services in Children's Centres. In terms of access to library buildings, a detailed assessment has been undertaken of current journey times for personal business, including travelling to libraries, and based on this assessment, it is considered that the needs based library service will continue to offer access to libraries across the county in reasonable travel times for the majority of the population of the county. A summary of the findings of this detailed assessment are provided in Appendix 5.

In order to minimise any negative impact of the library closures and withdrawal of the Mobile Library service, the range of alternative provision available will be promoted at libraries and on the Mobile Library prior to the closures. Access to the Library and Information Service is not restricted to library buildings and the range of services offered through the library service will continue to be advertised via the County Council's website <https://www.eastsussex.gov.uk/libraries/>. We will also promote the service and what it can offer to specific groups via our outreach activities.

Development of the eLibrary has improved access to the Service, as explained in section 2.1 b) above. The eLibrary enables customers who have access to the internet to engage with the Library and Information Service without visiting a library building. Customers can manage loans 24 hours a day between visits or access materials online without the need to visit a library.

The results of the survey indicate that 86% of respondents have access to the internet either at home, work, via a mobile device or through the existing network of library buildings or an internet café. Free internet access in libraries will continue in our network of 17 libraries and for those customers that lack the skills to use the eLibrary, we will continue to offer training in libraries led by staff and volunteers, as well as self-help training courses online. In addition, we will improve our promotion of the eLibrary and better promote how easy it is to use, including online videos on the Libraries website homepage, also advertised on our Facebook page and via posters in libraries, and via People's Network screens. Free bookmarks will also be available in libraries for customers to take away that give a step by step guide to using the eLibrary, with a link to the online video. We will also introduce online computer buddy support, whereby customers can remotely chat via the web with a volunteer to get advice on how to use the eLibrary.

The results of the consultation have shown that people aged 75 and over are more likely to be digitally excluded so are less likely to engage with the service in this way. The training described above may help some people in this age category to access this service.

770 people (14% of responses) that completed the questionnaire access the internet in libraries or internet cafés and for some people that do not have access to the internet at home or via a mobile device, this is their only way to access the internet. We will continue to offer free internet access in our network of 17 libraries and 95.7% of East Sussex residents will be able to get to a library within a half an hour by public transport (bus or train) and 100% by car.

The Home Library Service is a service whereby volunteers collect books and other materials from library buildings and drive them to the homes of eligible customers. The service currently has 186 volunteers who collect and distribute books and other lending materials to 159 library customers. All library customers who cannot get to a library due to ill-health, disability or caring responsibilities are eligible for the scheme and this will continue to be offered. To ensure current recipients of this scheme can continue to access the service, we will continue to work with our existing volunteers to put in place reasonable measures to support them to continue to volunteer with us. If our existing volunteers are unable to continue to work with us, customers will be matched with other volunteers. It is anticipated that if the proposals are implemented, there may be an increase in requests for the Home Library Service among older customers that due to very limited mobility may be unable to travel further to an alternative library. Extension of the Home Library Service is reliant on volunteer capacity and we will continue to advertise with leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield to encourage more volunteers to come forward to support this service. In addition some current volunteers are waiting to be matched with customers. The proposals outlined in the Libraries Strategic Commissioning Strategy include improvements to the Home Library Service, by working more closely with Adult Social Care and Health as well as Community and Voluntary Sector Partners, including Making Every Contact Count training for volunteers, as described above. In addition, through the consultation questionnaire, a 146 respondents expressed an interest in volunteering to support this service.

The Home Library Service is a self-referral service and therefore an individual or representative must request this scheme in order for a suitable volunteer to be found. If customers that currently access one of the libraries not included in the future network are eligible for the Home Library Service, there may be a gap in their access to the service if their referral is not made in advance of the library closure. Wherever possible, eligible customers will be made aware of the scheme in advance of the proposals taking effect to allow time for a suitable volunteer to be found.

f) Provide details of the mitigation.

Based on the results of the public consultation and engagement with representative groups, the following is considered suitable mitigation for the protected characteristic of age.

The needs based library provision will include a network of 17 library buildings that it is considered will continue to offer reasonable access to libraries across the county for the majority of residents of all ages, as detailed in Appendix 5.

To enable people to return books outside of opening hours, a drop box facility will be made available at each of the remaining 17 libraries.

In addition to visiting library buildings, the eLibrary is available 24hrs per day, for those customers who have access to broadband technology. All areas of the county now have access to broadband of at least 2mbps. Free computer training and advice is provided in libraries by staff and volunteers who are able to explain to visitors how to access the eLibrary using the People's Network computers in the library and using their own devices remotely. Advice and training on how to use the eLibrary will continue to be offered to customers of those libraries not included in the future network prior to closure. In addition advice will be offered on the Mobile library regarding how to access the eLibrary as well as promotion of free training sessions available at library buildings.

We will improve our promotion of the eLibrary and better promote how easy it is to use, including online videos on the Libraries website homepage, also advertised on our Facebook page and via posters in libraries, and via People's Network screens. Free bookmarks will also be available in libraries for customers to take away that give a step by step guide to using the eLibrary, with a link to the online video. We will also introduce online computer buddy support, whereby customers can remotely chat via the web with a volunteer to get advice on how to use the eLibrary.

There are 584 housebound customers currently registered to the Library and Information Service (as at March 2017). Of these customers, only 159 (27%) have chosen to take up the Home Library Service. This data suggests that a number of housebound customers may use other means to access the Library and Information Service, including the eLibrary or a relative or friend informally accesses a library building or the Mobile Library on their behalf. In addition to these housebound customers who already use alternative means to access the service, for those customers who will be unable to access one of the remaining library buildings due to frailty or disability, it will continue to be acceptable for a relative or friend to access the service on their behalf. The Home Library Service would also be a reasonable alternative way of accessing the Library and Information Service and we currently have volunteers waiting to be matched with customers; additional volunteers will also be encouraged to come forward to support the anticipated additional demand through our promotion of the service via leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield.

In addition, a new membership category, the Community Library Member will be introduced, so that recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf would be issued with a library card that would enable them to borrow a large number of items from the library to make available within a community setting for a prolonged period of time. This scheme will particularly support customers 75 and over, as well as families with young children in communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven library building that are unable to travel to an alternative library building, or independently access the eLibrary. We will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter.

g) How will any mitigation measures be monitored?

Visitor numbers to library buildings and the eLibrary will continue to be monitored before and after any changes are implemented to track changes in usage patterns. We will also continue to monitor participation rates in the Summer Reading Challenge.

Take up of training courses in how to use the eLibrary will also be monitored as well as feedback from customers. The number of customers using the Home Library Service will continue to be monitored, as well as housebound customers choosing not to use this service. We will also monitor the uptake of our new Community Library Member card.

4.2 Disability: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Table 5: Residents with limiting long-term illness, East Sussex and District (Percentage)

Disability	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
People with long-term health problem or disability	20.3	21	22.1	19.5	23.4	17.5
Day-to-day activities limited a little	11.2	11.3	11.5	10.9	12.8	10.2
Day-to-day activities limited a lot	9.2	9.7	10.6	8.7	10.7	7.3
People without long-term health problem or disability	79.7	79	77.9	80.5	76.6	82.5
Total	100	100	100	100	100	100

Source: Census, 2011, East Sussex in Figures

Note that the totals (100%) are the sum of people with and without a long-term health problem or disability, i.e. the sum of the figures in black.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 6: Percentage of adult library customers with disabilities or other conditions, 2015

		Libraries not included in the future needs based library provision							
	Average (all ESCC libraries)	Langney	Mayfield	Mobile	Pevensey Bay*	Polegate	Ore	Ringmer	Willingdon
None / not applicable	70%	63%	83%	59%	76%	67%	64%	69%	76%
Mobility	12%	18%	4%	23%	11%	14%	19%	8%	9%
Hearing	9%	13%	9%	17%	10%	11%	7%	16%	11%
Eyesight	3%	6%	4%	7%	1%	4%	6%	3%	3%
Dexterity	4%	7%	9%	9%	2%	7%	8%	3%	5%
Learning disability	2%	2%	4%	2%	1%	0%	2%	2%	1%
Mental health problem	6%	7%	4%	3%	2%	4%	12%	3%	3%
Other	3%	4%	9%	5%	5%	2%	7%	3%	6%

Source: PLUS survey 2015. Statistically significant survey repeated every three years

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Appendix 2 (table 3) shows data for all 24 libraries and the Mobile Library

Table 7 Respondents to the Libraries Strategic Commissioning Strategy Consultation with a disability compared to the population of East Sussex (percentage)

Disability	LSCS consultation	East Sussex Population	Library users
No	76%	79.7%	70%
Yes	15%	20.3%	30%
Prefer not to say/not sure	9%		
Total	100%	100%	100%

Source: Libraries Strategic Commissioning Strategy Consultation, ESCC September to December 2017, Census, 2011 and PLUS survey 2015

The results of the Libraries Strategic Commissioning Strategy consultation show that 15% of respondents identified themselves as having a disability, compared to 20.3% of residents of East Sussex who have a long-term health condition or disability. The number of respondents with a disability is comparable to the response rate to the consultation on changes to opening hours conducted in 2016 (13.6%). Of library users in East Sussex, those with a disability use the library in greater proportion than their actual numbers in the East Sussex population.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The closure of libraries, withdrawal of the Mobile Library service and Northiam Village Library has the potential to have a greater impact on those people with certain disabilities that as a result of those disabilities are unable to travel to an alternative library building either on foot, by public transport or car.

46% of respondents with a disability (358 people) stated that they would be unable to access the service in an alternative way, see Appendix 6: Table 2. Of these 32% of responses were due to the inability to travel to an alternative library building.

The 2015 PLUS survey data shown in the table 6 above is taken from a statistically significant survey of 5,066 customers. It indicates that 23% of Mobile Library customers (256 individuals) have mobility issues, compared to the percentage across all East Sussex libraries of 12%. This group of current Mobile Library customers may be particularly affected by the withdrawal of this service. According to the results of the consultation questionnaire, of the 385 respondents that use the Mobile Library service, 59 people with a disability (12%) stated they would be unable to access the service in an alternative way.

People with severely restricted mobility issues are unlikely to be able to access either the current provision of library buildings and Mobile Library service or the reduced network directly on their own. Some customers access the Mobile Library and library buildings on behalf of friends and family members who are unable to access a library due to mobility issues or ill health. The closure of seven libraries and withdrawal of the Mobile Library and Northiam village library may negatively impact the people they support, if these informal carers cannot access an alternative library. 20% of respondents to the consultation questionnaire (724 people) stated that they access the service either on behalf of another adult, or on behalf of an adult and a child.

Similarly, customers who access the Home Library Service due to ill-health, disability or caring responsibilities may be more affected by the closures if the volunteers who support them are unable to collect books and other materials from an alternative library building. Currently 23 Home Library Service volunteers access one of the seven libraries not included in the future network. No volunteers are registered to the Mobile Library. Some people with this protected characteristic may be more affected by the proposals if, due to their disability, they are unable to access the eLibrary which provides alternative access to the Library and Information Service. For 46% of responses given for reasons being unable to access the service in an alternative way by respondents with a disability was due to not knowing how to use the eLibrary or having no access to a computer/mobile device.

Most of the respondents to the consultation questionnaire with a disability who would be affected identified themselves as having a physical impairment, however mental health, sensory impairment, long standing illness and other disabilities are all represented (See Appendix 6: Table 2).

d) What is the proposal, strategy or policy's impact on people who have a disability?

Service Offer

The needs assessment has identified that there are health and wellbeing needs which the Library and Information Service can meet by supporting community and individual resilience, health improvement and reducing health inequalities through the provision of safe and inclusive spaces, quality assured self-help information and resource materials tailored for residents of all ages, as well as direct signposting to other services.

More specifically for people with disabilities, our strategy builds on our existing services provided in libraries for those with disabilities and includes services for those with visual impairment, hearing impairment and learning disabilities. For example, we will support children and adults with disabilities and long term health conditions, such as visual impairments, to be confident using adapted reading materials and technology. External funding awarded in 2017 has funded specialist equipment that is now available in Eastbourne, Bexhill and Hastings libraries to support those with visual impairment and dyslexia. The service is working closely with local support groups to promote these facilities as well as better understand how best to support visually impaired customers. We have also installed Supernova software, to help those with visual impairment to access the eLibrary, across all People's Network computers.

We will also work with other internal services, such as Public Health, to increase the range of health initiatives offered within libraries and via the eLibrary. These will be prioritised according to local needs and by the services providing them. We will work with partners, including adult social care and health, to provide resources to support positive mental health. In addition, we will continue to offer Books on Prescription whereby doctors can prescribe self-help books to patients, and we will continue to improve our health and wellbeing stock of books and other resources.

We will continue to offer our Home Library Service to provide reading materials for isolated or vulnerable residents, and will work with Adult Social Care and Health and partners to develop our Home Library Service, so that our most isolated or vulnerable users are supported and safeguarded.

Access

The closure of the seven libraries and withdrawal of the Mobile Library and Northiam village library may negatively impact people with disabilities who currently travel a short distance to their closest library building or Mobile Library stop, but are unable to travel further, either on foot, by public transport or car, to an alternative library. 36% of responses from those with disabilities that would be unable to access the service in an alternative way were related to being unable to travel to an alternative library.

Similarly, disabled customers may be negatively impacted by the closures if they rely on a personal helper who is unable to access one of the remaining 17 library buildings. 20% of respondents to the consultation questionnaire (724 people) stated that they access the service either on behalf of another adult, or on behalf of an adult and a child. Of these respondents, 180 people stated that they would be impacted by the proposals

For some individuals with this protected characteristic who currently access a library that will not be retained, or the Mobile Library or village library, affordability may be a barrier to accessing one of the remaining 17 library buildings as frequently, due to the cost of transport. For those with a qualifying disability, the disabled person's pass is for people of fare paying age (5 and over) who live in England. However some disabilities are excluded from the scheme, for example mental health conditions in most instances.

Through the Home Library Service, volunteers deliver books in standard and large print as well as audio books on CD to people who are unable to visit libraries due to mobility issues, illness or their caring responsibilities. The Libraries Strategic Commissioning Strategy outlines planned improvements to the Home Library Service, by working more closely with Adult Social Care and Health as well as Community and Voluntary Sector Partners. Improvements include "Making Every Contact Count" (MECC) training for volunteers to enable them to support vulnerable individuals encouraging and delivering key messages to help improve customers' physical and emotional wellbeing. The Home Library Service will also be better promoted for customers with mental health problems. The improvements that will be made to this scheme will enable recipients to benefit from the advice of trained volunteers and extend the reach of this service. Extension of this service is reliant on volunteer capacity; some of our existing volunteers are waiting to be matched with suitable customers and additional volunteers will also be encouraged to come forward to support the anticipated additional demand through our promotion of the service via leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield. 146 respondents to the consultation have expressed an interest in volunteering for this service.

It is acknowledged that for some people who currently access the Mobile Library or one of the seven libraries due for closure, the reduced network of 17 libraries may mean that they have to walk further carrying books to or from an alternative library. This would only apply to those people that currently live in close proximity to one of these libraries or are currently able to park directly outside. Carrying heavy books further, particularly if combined with a shopping trip, may be difficult for some people with certain disabilities. For some residents with this protected characteristic, a visit to the library is a source of social interaction and it is acknowledged that the closure of libraries, and the Mobile Library, may contribute to their feeling of social isolation alongside the closure of other rural services, if they are unable to travel further to an alternative library.

The Community Library Membership category will enable individuals in communities to continue to run a book exchange in their area and support social interaction, if they wish to do so. In addition, the eLibrary means that in terms of carrying books customers can still visit libraries, but can use the eLibrary to avoid carrying heavier items.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As outlined in section d) above, our future offer includes targeted services to meet the needs of this protected group. In addition, the Library and information Service will continue to offer services for people who have problems with sight or hearing, learning disabilities, or difficulty getting to the library. The Library and Information Service will also continue to provide books to borrow in libraries and via the eLibrary for reading for pleasure, which it is recognised can reduce symptoms of depression and improve mental health.

In addition, through a current Art's Council funded project (Advantage East Sussex) that will run throughout 17/18, improved support is being made available for people with visual impairment including new software, equipment and supported sessions in Eastbourne, Bexhill and Hastings libraries. This support will continue beyond the initial pilot project. All library buildings included in the future proposals are Disability Discrimination Act (DDA) compliant.

Through the Home Library Service, volunteers deliver books in standard and large print as well as audio books on CD to people who are unable to visit libraries due to mobility issues, illness or their caring responsibilities. The Libraries Strategic Commissioning Strategy outlines planned improvements to the Home Library Service, by working more closely with Adult Social Care and Health as well as Community and Voluntary Sector Partners. Improvements include providing "Making Every Contact Count" (MECC) training for volunteers to enable them to support vulnerable individuals encouraging and delivering key messages to help improve customers' physical and emotional wellbeing. The Home Library Service will also be better promoted for customers with mental health problems. The improvements that will be made to this scheme will enable recipients to benefit from the advice of trained volunteers and extend the reach of this service. Extension of this service is reliant on volunteer capacity; some of our existing volunteers are waiting to be matched with suitable customers and additional volunteers will also be encouraged to come forward to support the anticipated additional demand through our promotion of the service via leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield. Some respondents to the consultation have expressed an interest in volunteering for the service.

All library customers who cannot get to a library due to ill-health, disability or caring responsibilities are eligible for the Home Library Service and this will continue to be offered if the changes are implemented. To ensure current recipients of this scheme can continue to access the service, we will continue to work with our existing volunteers to put in place reasonable measures to support them to continue to volunteer with us. If our existing volunteers are unable to continue to work with us, customers will be matched with other volunteers. It is anticipated that, if the proposals are implemented, there may be an increase in requests for the Home Library Service among those customers that due to very limited mobility may be unable to travel further to an alternative library. Extension of this service is reliant on volunteer capacity and a recruitment drive is planned to encourage more volunteers to come forward to support this service.

The Home Library Service is a self-referral service and therefore an individual or representative must request this scheme in order for a suitable volunteer to be found. If customers that currently access one of the libraries not included in the future network are eligible for the Home Library Service, there may be a gap in their access to the service if their referral is not made in advance of the library closure. Wherever possible, eligible customers will be made aware of the scheme in advance of the proposals taking effect to allow time for a suitable volunteer to be found.

In order to minimise any negative impact of the library closures and withdrawal of the Mobile Library service and village library, alternative provision will be promoted prior to the closures.

f) Provide details of any mitigation.

For those customers who will be unable to access one of the remaining library buildings due to mobility issues, illness or their caring responsibilities, the Home Library Service would be considered a reasonable alternative way of accessing the Library Service. 73% (425 individuals) of

housebound customers do not currently choose to use the Home Library Service and access the library service in other ways, including friends and family members accessing the service on their behalf. Libraries will continue to allow friends and family members to borrow books on behalf of others, to support those customers that are unable to visit a library themselves, but choose not to take up the Home Library Service.

In addition to visiting library buildings, the eLibrary is available 24hrs per day, for those customers who have access to broadband technology. Advice and training on how to use the eLibrary will continue to be offered to customers of those libraries not included in the future network prior to closure. In addition advice will be offered on the Mobile library regarding how to access the eLibrary as well as promotion of free training sessions available at library buildings. We will also improve our promotion of the eLibrary and better promote how easy it is to use, including online videos on the Libraries website homepage, also advertised on our Facebook page and via posters in libraries, and via People's Network screens. Free bookmarks will also be available in libraries for customers to take away that give a step by step guide to using the eLibrary, with a link to the online video. We will also introduce online computer buddy support, whereby customers can remotely chat via the web with a volunteer to get advice on how to use the eLibrary.

It is acknowledged, however, that for some customers with disabilities the eLibrary is not a viable alternative to accessing a library building. Through the Libraries Strategy, we will introduce a new membership category, the Community Library Member. This will mean that recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf would be issued with a library card that would enable them to borrow a large number of items from the library to make available within a community setting for a prolonged period of time. This scheme could support residents with a disability, or their carer, that are unable to travel further to an alternative library in communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven libraries not included in the future network. We will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter.

In order to support those customers that are able to travel to an alternative library building, an analysis has been undertaken of the journey times by public transport and car from each library not included in the future network to the closest alternative library. This analysis has also been repeated for the 88 Mobile Library stops. This information will be displayed in the seven libraries and on the Mobile Library vehicle to inform customers of the alternative access to library buildings that is available and the estimated journey times. See Appendix 3.

As described above, based on the detailed analysis of how far people travel for personal business including travelling to libraries, it is considered that the network of 17 libraries and the eLibrary will continue to offer reasonable access for the majority of the population of East Sussex to library services across the county. See appendix 5.

How will any mitigation measures be monitored?

Visitor numbers to library buildings and the eLibrary, as well as take up of the Home Library Service will continue to be monitored, before and after any changes are implemented to track changes in usage patterns. We will continue to monitor the number of housebound customers that choose not to register for the Home Library Service, to monitor this informal community support. We will also monitor the uptake of the Community Library Card.

4.3 Ethnicity: Testing of disproportionate, negative, neutral or positive impact.

- Nationality e.g. being a British, Australian or Swiss citizen
- Ethnic or national origins e.g. being from a Roma background or of Chinese Heritage

a) How is this protected characteristic reflected in the County/District/Borough?

Table 8: Ethnic Group, East Sussex and District (Percentage)

Ethnicity	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All White	96	94.1	93.8	96.6	97.1	97.5
All Mixed	1.4	1.8	2.2	1.3	1.1	1
All Asian or Asian British	1.7	2.8	2.4	1.4	1.2	1.2
All Black or Black British	0.6	0.8	1.2	0.4	0.3	0.2
Other ethnic group	0.3	0.5	0.5	0.3	0.2	0.2
Total	100	100	100.1	100	99.9	100.1

Source: Census, 2011, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 9: Ethnicity of library customers, 2015

		Libraries not included in the future needs based library provision							
	Average (all ESCC libraries)	Langney	Mayfield	Mobile	Pevensey Bay*	Polegate	Ore	Ringmer	Willingdon
White	96%	98%	100%	99%	100%	98%	99%	97%	98%
Mixed	2%	0%	0%	0%	0%	1%	0%	1%	1%
Asian	2%	1%	0%	1%	0%	1%	0%	1%	0%
Black	1%	1%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%	1%	0%	1%

Source: PLUS survey 2015

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Table 10 Ethnicity of respondents to the Libraries Strategic Commissioning Strategy consultation compared to the population of East Sussex (Percentage)

	LSCS consultation	East Sussex Population	Registered library members
All White	91%	96%	96%
All Mixed	1%	1.40%	2%
All Asian or Asian British	1%	1.70%	2%
All Black or Black British	0%	0.60%	1%
Other ethnic group	1%	0.30%	0%
Prefer not to say	6%		
Total	100%	100%	

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The statistics for current library users match the most recent census data for East Sussex (96% all white). There was a slightly lower response rate from all white respondents to the consultation questionnaire (91%). Nonetheless these figures demonstrate that other ethnic groups are much less affected than those in the All White category. This greater impact is considered to be a reflection of the general population of library users rather than any indication of disproportionate impact related to ethnicity.

d) What is the proposal, strategy or policy's impact on those who are from different ethnic backgrounds?

Overall, the proposals are not expected to have any specific impact on individuals from different ethnic backgrounds as it is considered that the service will continue to meet or support the needs of all current and future library customers, regardless of ethnicity. Appendix 6: Table 3 shows the number of respondents to the questionnaire that would be impacted, by ethnicity.

During the development of the Libraries Strategic Commissioning Strategy a need was identified to support reading and literacy among refugee families in some communities. It is therefore proposed that new dual-language rhyming/storytelling sessions for refugee families be included in the future offer at specific locations, starting in Hastings where a need has been identified. This will be in addition to English only sessions provided across the libraries network.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

The Libraries Strategic Commissioning Strategy is not considered to have an impact for library users from different ethnic backgrounds.

During the development of the Libraries Strategic Commissioning Strategy, the project team engaged with SCDA (Sussex Community Development Association) to discuss the needs of ethnic minority groups in East Sussex, to incorporate these into the proposals. SCDA was contacted during the public consultation to offer them an opportunity to give their views on the proposals, as well as to promote the public consultation to ethnic minority groups.

f) Provide details of any mitigation.

No specific actions are proposed.

g) How will any mitigation measures be monitored?

N/A

4.4 Gender/Transgender: Testing of disproportionate, negative, neutral or positive impact

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 11: Gender, East Sussex and District (Percentage)

Gender	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Male (%)	48.3	48.2	48.8	48.6	47.7	48.2
Female (%)	51.7	51.8	51.2	51.4	52.3	51.8
Total	100	100	100	100	100	100

Source: 2014, ONS mid-year estimates, East Sussex in Figures

Statistics about the number of transgender people are not available from the Census.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 12: Gender of library customers, 2015

Gender	Average (all ESCC libraries)	Libraries not included in the future needs based library provision							
		Langney	Mayfield	Mobile	Ore	Pevensey Bay*	Polegate	Ringmer	Willingdon
Female	62%	75%	64%	76%	63%	63%	70%	76%	72%
Male	38%	25%	36%	24%	37%	37%	30%	24%	28%

Source: PLUS survey 2015

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Appendix 2 (table 2) shows the gender of customers at all 24 libraries and the Mobile Library.

Table 13 Gender of respondents to the Libraries Strategic Commissioning Strategy consultation compared to the population of East Sussex (Percentage)

Gender	LSCS consultation	East Sussex Population	Registered library members
Male	29%	48.3%	38%
Female	68%	51.7%	62%
Prefer not to say	3%		
All Respondents	100%	100%	100%

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The results of the consultation on our draft Strategy show that 68% of respondents were female. Similarly, data from the PLUS survey 2015 indicates that on average 62% of library users are female. Women therefore have the potential to be disproportionately affected by the changes to the service as they represent a higher number of our customers. It is also the case that, of library users in East Sussex, women use libraries in greater proportion to their actual numbers in the East Sussex population.

d) What is the proposal, strategy or policy's impact on different genders?

Any changes to the service will affect both genders. However, as more women use the service, more women than men are likely to be affected. Our analysis shows that only 8% of current registered members of our 24 libraries (male and female) will be affected by the closure of libraries. Through the consultation questionnaire we also sought the views of non members who may wish to use the service in the future, however 94% of respondents were current library users.

Women may be more likely to care for pre-school age children with whom they attend libraries and will benefit from the new children and young people's literacy and numeracy offer, as described in detail in 4.1, d). We aim to introduce rhymetime or storytime sessions at all 17 libraries in the future network. In addition librarians will train volunteers to run rhymetime or storytime sessions at Children's Centres in Ore and near Langney in partnership with Children's Services to support these areas of higher need.

The results of the consultation on the Strategy show that 566 female respondents (24%) would be affected by the proposals, See Appendix 6: Table 4. The main reasons were related to travelling to an alternative library. Women caring for pre-school age children that currently use one of the services not included in the needs based library service may be impacted by the changes to access, as for those female customers with young children who will have further to travel to one of the remaining 17 libraries, but do not have access to a car, their young children may be unable to walk the longer distance to an alternative library or the cost of travel may be prohibitive. This may mean that they are not able to visit a library as often and would rely more on the eLibrary.

Nevertheless, an analysis of where East Sussex library users live and which libraries they use shows that users do not necessarily visit their nearest library. This shows that there are other factors apart from travel time that influence decisions on which library to visit, and there may be a range of reasons behind this, including where people work, or combining a visit to the library with a trip for another purpose, such as shopping, a leisure activity or visiting friends and family.

40% of responses given for why women would be unable to access the service was related to lack of access or skills to use the eLibrary, however the results of the questionnaire also show that only 195 people that would be unable to use the service in an alternative way do not have access to the internet.

For those people that lack the digital skills to use the eLibrary, the library service can support these individuals by promoting the free training and advice available in how to use the eLibrary and better promote how easy it is to use, including online videos on the Libraries website homepage, also advertised on our Facebook page and via posters in libraries, and via People's Network screens. Free bookmarks will also be available in libraries for customers to take a way that give a step by step guide to using the eLibrary, with a link to the online video. We will also introduce online computer buddy support, whereby customers can remotely chat via the web with a volunteer to get advice on how to use the eLibrary.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

To avoid any negative impact consideration has been given when developing the Libraries Strategic Commissioning Strategy to ensuring that the service offer will continue to cater for both genders. Details of proposed mitigation are detailed below.

f) Provide details of any mitigation.

The Accessibility Analysis determined reasonable travel time parameters for the majority of residents to access library services and analysed the proportion of the population within the county who have access to the current Library Service within these parameters. Based on these reasonable travel time parameters, it is considered that the needs based library provision will continue to offer reasonable access to library buildings across the county. See Appendix 5.

In addition to the network of 17 libraries, the Library and Information Service provides an eLibrary, which can be accessed at home via a broadband connection, or 'on the go' via a mobile device. We will improve promotion of the eLibrary to make residents more aware of this easy to use method of accessing the Library and Information service. The development of the eLibrary is changing the way that people interact with libraries, enabling them to manage loans 24 hours a day between visits or access materials online without the need to visit a library.

For those customers who will be unable to access one of the remaining library buildings due to mobility issues, illness or their caring responsibilities, the Home Library Service would be considered a reasonable alternative way of accessing the Library Service. Extension of this service is reliant on volunteer capacity; some of our existing volunteers are waiting to be matched with suitable customers and additional volunteers will also be encouraged to come forward to support the anticipated additional demand through our promotion of the service via leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield. 146 respondents to the consultation have expressed an interest in becoming a volunteer.

We will also introduce a new membership category the Community Library Member. This will mean that recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf would be issued with a library card that would enable them to borrow a large number of items from the library to make available within a community setting for a prolonged period of time. This scheme may support women (and men) caring for young children who are unable to travel further to an alternative library in communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven libraries not included in the future network.

g) How will any mitigation measures be monitored?

Gender of users will continue to be monitored via the Library Management System and PLUS surveys as well as ongoing customer surveys.

4.5 Marital Status/Civil Partnership: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 14: Marital Status/Civil Partnership, East Sussex and District (Percentage)

Marital Status/Civil Partnership	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Single	29.1	33.3	36.5	28.7	24.7	24.9
Married	48.4	42.8	39.2	49.6	51.3	55.1
In a registered same-sex civil partnership	0.3	0.4	0.3	0.5	0.3	0.2
Separated	2.7	3	3.7	2.5	2.6	2.3
Divorced	10.7	11.5	12.8	10.2	10.3	9.4
Widowed	8.7	9.1	7.4	8.4	10.8	8.2
Total	99.9	100.1	99.9	99.9	100	100.1

Source: Census, 2011, East Sussex in Figures

Note that totals in this table do not add up to 100% due to rounding

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 15: Marital status/Civil Partnership library customers, 2015

		Libraries not included in the future needs based library provision							
	Average (all ESCC libraries)	Langney	Mayfield	Mobile	Ore	Pevensey Bay*	Polegate	Ringmer	Willingdon
Single	22%	9%	10%	6%	15%		13%	9%	11%
Married	50%	56%	71%	65%	49%		63%	61%	57%
Civil- partnered	1%	2%	0%	1%	2%		1%	1%	7%
Separated	2%	2%	3%	1%	2%		1%	0%	1%
Divorced	8%	9%	3%	3%	12%		7%	4%	5%
Widowed	10%	18%	3%	23%	9%		11%	17%	10%
Cohabiting	7%	5%	10%	2%	9%		3%	7%	9%

Source: PLUS survey 2015

*Pevensey Bay library was closed during the 2015 PLUS survey and 2012 PLUS survey results are not available for this library.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The statistics for current library users match the most recent census data for East Sussex. It is not therefore anticipated that the changes will affect those with the protected characteristic more than others.

d) What is the proposal, strategy or policy's impact on people who are married or same sex couples who have celebrated a civil partnership?

There will be no disproportionate impact for those with this protected characteristic.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality? N/A

f) Provide details of any mitigation. N/A

g) How will any mitigation measures be monitored? N/A

4.6 Pregnancy and maternity: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Table 16: Pregnancy and maternity, East Sussex and District (Rate per 1,000 women)

Pregnancy and maternity	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All live births	59.5	62.2	64.3	56.9	57.1	57.1
Under 20	13.1	21.6	20.7	7.7	10.4	7.3
20-24	71.2	73.8	87.4	65.5	84.3	51.5
25-29	106.9	105.5	109.1	99.1	104.7	113.1
30-34	112.6	108	100.3	117.6	99.6	129.5
35-39	59.6	59.9	53.1	58.2	62.1	63.5
40 and over	14.4	10.1	15.5	16.6	14.4	15

Source: 2014, ONS Vital Statistics, East Sussex in Figures

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 10 provides data on rates of pregnancy and maternity across the county, in addition, the results of the June 2015 library user surveys show that 3% (47 people) of library users in East Sussex were either pregnant or had been pregnant in the last year. A monitoring question about pregnancy or maternity was not included in the 2017 consultation on the Libraries Strategy as it is not considered to be relevant to library access.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

Those with this protected characteristic may be more affected by the proposal if due to pregnancy or caring for young children they are unable to travel further to an alternative library building on foot and do not have access to a car. Those on maternity leave may also be unable to travel to an alternative library building using public transport or car due to mobility and/or affordability.

d) What is the proposal, strategy or policy's impact on pregnant women and women within the first 26 weeks of maternity leave?

Service Offer

Those on maternity leave caring for very young children may benefit from our new children and young people's literacy and numeracy offer through which we will aim to provide rhyming and

storytelling activities in all of the remaining 17 libraries and in addition in two community settings, prioritised according to local needs.

Access

If due to the proposals women with this protected characteristic have further to travel to a library building the impact may mean that they cannot visit a library as frequently as before. The impact may be that they rely more heavily on the eLibrary to renew and reserve books between visits as well as download eBooks and eAudiobooks as an alternative to borrowing hard copies.

What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

In addition to visiting library buildings, the eLibrary is available 24hrs per day, for those customers that have access to broadband technology. Free computer training and advice is provided in libraries by staff and volunteers who are able to explain to visitors how to access the eLibrary using the People's Network computers in the library and using their own devices remotely. Advice and training on how to use the eLibrary will continue to be offered to customers of those libraries not included in the future network prior to closure. In addition advice will be offered on the Mobile library regarding how to access the eLibrary as well as promotion of free training sessions available at library buildings.

As described above, based on the detailed analysis of how far people travel for personal business including travelling to libraries, it is considered that the network of 17 libraries and the eLibrary will continue to offer reasonable access for the majority of the population of East Sussex to library services across the county. See appendix 5.

f) Provide details of the mitigation

In order to support those customers that are able to travel to an alternative library building, an analysis has been undertaken of the journey times by public transport and car from each library not included in the future network, to the closest alternative library. This analysis has also been repeated for the 88 Mobile Library stops. This information will be displayed in the seven libraries and on the Mobile Library vehicle to inform customers of the alternative access to library buildings that is available and the estimated journey times. See appendix 3.

In addition to the future network of library buildings, the eLibrary offers another way of accessing the Library and Information Service without visiting library buildings, or enabling customers to visit less frequently by reserving and renewing issues online. The free advice and training provided in libraries and via the eLibrary is available to help individuals to learn how to use the eLibrary independently using a computer, laptop or tablet at home, or on the go via their mobile phone. See further details of this service in 2.1 (b).

We will also introduce a new membership category, the Community Library Member. This will enable recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf would be issued with a library card that would enable them to borrow a large number of items from the library to make available within a community setting for a prolonged period of time. This scheme may support women with this protected characteristic that are unable to travel further to an alternative library in communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven libraries not included in the

future network. We will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter.

g) How will any mitigation measures be monitored?

We will continue to monitor visitor numbers to our library buildings and the eLibrary as well as uptake of computer training. We will also monitor the uptake of the new Community Library card.

4.7 Religion, Belief: Testing of disproportionate, negative, neutral or positive impact.

How is this protected characteristic reflected in the County/District/Borough?

Table 17: Religion, Belief, East Sussex and District (Percentage)

Religion, Belief	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Christian	59.9	59.6	51.9	57	64.8	64
Buddhist	0.4	0.5	0.5	0.5	0.3	0.3
Hindu	0.3	0.4	0.5	0.3	0.2	0.1
Jewish	0.2	0.2	0.2	0.3	0.2	0.2
Muslim	0.8	1.5	1.3	0.6	0.5	0.4
Sikh	0	0.1	0	0	0	0
Other religions	0.7	0.6	0.7	0.6	0.6	0.8
No religion	29.6	29.2	36.6	32.5	25.2	26.3
Religion not stated	8.1	8	8.3	8.2	8.2	7.9
Total	100	100.1	100	100	100	100

Source: 2011, Census, East Sussex in Figures Note that totals in this table do not add up to 100% due to rounding

a) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 18: Religion of library customers, 2015

		Libraries not included in the future needs based library provision							
	Average (all ESCC libraries)	Langney	Mayfield	Mobile	Ore	Pevensey Bay*	Polegate	Ringmer	Willingdon
Christian	59%	70%	77%	85%	53%	67%	68%	67%	66%
Buddhist	1%	0%	0%	0%	0%	0%	1%	0%	1%
Hindu	1%	0%	0%	0%	0%	0%	0%	0%	1%
Jewish	1%	0%	0%	0%	1%	0%	0%	0%	0%
Muslim	0%	0%	0%	0%	0%	1%	0%	1%	0%
Sikh	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	4%	4%	0%	2%	4%	2%	3%	1%	2%
No religion	34%	25%	23%	13%	42%	29%	27%	30%	30%

Source: PLUS survey 2015*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Table 19 Religion of respondents to the Libraries Strategic Commissioning Strategy consultation compared to the population of East Sussex (Percentage)

Religion	LSCS consultation	East Sussex Population	Registered library members
Christian	46.8%	59.9%	59%
Buddhist	0.7%	0.4%	1%
Hindu	0.1%	0.3%	1%
Jewish	0.4%	0.2%	1%
Muslim	0.2%	0.8%	0%
Sikh	0.1%	0%	0%
Other	1.4%	0.7%	4%
Prefer not to say	11%	-	-
No religion	39%	29.6%	34%

- b) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic.**

It is not expected that the changes will disproportionately impact people with the protected characteristic of religion and beliefs. The statistics for current library users match the most recent census data for East Sussex. It is not anticipated that the changes will affect those with the protected characteristic more than others.

- c) What is the proposal, strategy or policy's impact on the people with different religions and beliefs?**

As above, it is not anticipated that the changes will have a disproportionate impact on any religion or belief. Appendix 6: Table 5 shows the number of respondents, by religion that would be impacted by the proposals.

- d) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

It is not anticipated that the changes will have a disproportionate impact on any religion or belief and we will continue to monitor feedback from customers and complaints regarding this protected characteristic to better advance equality.

- e) Provide details of any mitigation. N/A**

- f) How will any mitigation measures be monitored? N/A**

4.8 Sexual Orientation - Gay, Lesbian, Bisexual and Heterosexual: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

No local data is available on sexual orientation. National and regional estimates from 2015 are as follows:

Table 20: Sexual identity in the UK (Percentage)

	South East	UK
Heterosexual or straight	93.8	93.7
Gay or lesbian	1.1	1.1
Bisexual	0.7	0.6
Other	0.4	0.4
Don't know or refuse	4.0	4.1

Source: Annual Population Survey. ONS

<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2015>

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Table 21: Sexual identity of library customers, 2015

		Libraries not included in the future needs based library provision							
	Average (all ESCC libraries)	Langney	Mayfield	Mobile	Ore	Pevensey Bay*	Polegate	Ringmer	Willingdon
Heterosexual / straight	96%	97%	100%	98%	96%	99%	99%	97%	99%
Gay / lesbian	2%	0%	0%	1%	1%	0%	1%	2%	1%
Bisexual	1%	1%	0%	1%	2%	0%	0%	2%	0%
Other	1%	2%	0%	1%	0%	1%	0%	0%	0%

Source: PLUS survey 2015

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

- c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?**

It is not expected that there will be a disproportionate impact related to sexual orientation. The statistics for current library users match the most recent census data for East Sussex.

It is not anticipated that the changes will affect those with the protected characteristic more than others.

- d) What is the proposal, strategy or policy's impact on people with differing sexual orientation?**

See above

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

It is not anticipated that the changes will have a disproportionate impact on people with differing sexual orientation and we will continue to monitor feedback from customers and complaints regarding this protected characteristic to better advance equality.

- f) Provide details of the mitigation**

N/A

- g) How will any mitigation measures be monitored?**

N/A

4.9 Other: Additional groups/factors that may experience impacts - testing of disproportionate, negative, neutral or positive impact.

4.9.1 Additional Factor 1: Carers

a) How are these groups/factors reflected in the County/District/ Borough?

Table 22: Provision of unpaid care, East Sussex and District (Percentage)

Unpaid care	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
People provide no unpaid care	88.7	89.4	89.5	88.2	87.6	88.8
People provide unpaid care	11.3	10.6	10.5	11.8	12.4	11.2
Provides 1 to 19 hours unpaid care a week	7.5	6.7	6.3	8.2	8	8
Provides 20 to 49 hours unpaid care a week	1.3	1.3	1.5	1.2	1.4	1.2
Provides 50 or more hours unpaid care a week	2.5	2.6	2.7	2.4	3	2.1
Total	100	100	100	100	100	100

Source: 2011, Census, East Sussex in Figures

Note that the totals (100%) are the sum of people providing no unpaid care and providing unpaid care, i.e. the sum of the figures in black.

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

Results from the consultation on the Strategy show that 1,299 people (36% of total respondents) access the library service on behalf of somebody else, although these are not necessarily formal carers. 44% of these on behalf of a child under 16, 39% of these on behalf of an adult and 16% on behalf of an adult and a child. The results of three statistically representative library user surveys,

carried out in 2015, show that a fifth of current library users in East Sussex accessed the library on behalf of a child and 8% for another adult. Equivalent data is not available for the Mobile Library.

In the 2016 Library Opening Hours public consultation only 24 people identified that someone else had accessed the library on their behalf. There is limited data on formal carers using the library. In 2015/16 there were only 30 members of the library service who were registered as carers, of a total of 224,300 registered members. Numbers of formal carers using the service are therefore considered to be relatively low. In March 2017, there were 584 library customers registered as housebound, of whom only 27% (159) use the Home Library Service. This data suggests that some housebound users may be supported by informal carers who access the library service on their behalf.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

The closure of libraries and the withdrawal of the Mobile Library Service may impact carers if they are unable to leave the person they care for, for longer periods of time to access an alternative library building. Similarly, the person they are caring for may be unable to travel the further distance with their carer to access the alternative provision.

The results of the consultation on the Strategy show that 29% of those respondents (379 people) that access the service on behalf of someone else would be impacted by the proposals. See Appendix 6: Table 6. The main reason being that they would be unable to travel to an alternative library. This would indirectly affect people that are cared for if their carer can no longer access a library to collect books and other resources on their behalf. Some respondents also indicated that they would be affected due to a lack of digital skills to use the eLibrary or access to a computer or mobile device.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

The closure of libraries and the withdrawal of the Mobile Library service and village library may mean longer journey times, or more expensive travel, for some carers which may prevent them from visiting a library building so frequently or at all. However our analysis has shown that there are other factors apart from travel time that influence decisions on which library to visit, and there may be a range of reasons behind this, including where people work, or combining a visit to the library with a trip for another purpose, such as shopping, a leisure activity, or visiting friends and family. Appendix 6: Table 6 shows the number of respondents who were carers that would be impacted.

What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

The Home Library Service is an alternative way of accessing the Library and Information Service for those customers that cannot get to a library, including due to caring responsibilities. This service will be promoted in libraries and the Mobile Library Service to ensure carers that may be impacted by the proposals are aware of the service.

It is considered that the network of 17 libraries and the eLibrary will continue to offer reasonable access for the majority of the population of East Sussex to library services across the county.

e) Provide details of the mitigation

As described above, it is considered that the network of 17 libraries and the eLibrary will continue to offer reasonable access for the majority of the population of East Sussex to library services across the county.

The Home Library Service is available for those with caring responsibilities who are unable to access a library building, and this service will be promoted in libraries and via the Mobile Library Service prior to any changes taking effect. This service is reliant on volunteers who choose and deliver library materials to one or more library customers at home. Additional volunteers will be recruited in order to meet the anticipated increased demand for this service and current volunteers are waiting to be matched with customers. 146 respondents to the consultation questionnaire expressed an interest in volunteering for the Home Library Service.

In addition to the future network of library buildings, the eLibrary offers another way of accessing the Library and Information Service without visiting library buildings, or enabling customers to visit less frequently by reserving and renewing issues online. The free advice and training provided in libraries and via the eLibrary is available to help individuals to learn how to use the eLibrary independently using a computer, laptop or tablet at home, or on the go via their mobile phone. See further details of this service in 2.1 (b).

We will also introduce a new membership category the Community Library Member. This will enable recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf to register for this library card in order to borrow a large number of items from the library to make available within a community setting for a prolonged period of time. This scheme may support carers, and those they care for, if carers are unable to travel further to an alternative library in communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven libraries not included in the future network. We will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter.

f) How will any mitigation measures be monitored?

Customer usage data will continue to be monitored and alternative services will be promoted, including the network of 17 libraries, the eLibrary the Home Library Service and the Community Library Member membership category.

4.9.2 Additional Factor 2: Literacy/ Numeracy Skills

a) How are these groups/factors reflected in the County/District/ Borough?

Almost a quarter of children in East Sussex in 2015/16 did not achieve a Good Level of Development in Early Years Foundation Stage. This compares with over 30% in England. 37% of children in East Sussex leave school without a GCSE grade A* to C in English and Maths.

There are areas of East Sussex among the top 10 most deprived wards in England for working age adults with no or low qualifications or who cannot speak English well or at all. Parts of the county have an adult population with skills below a level which means they could compare products and services for the best buy, or work out a household budget. The percentage of working age residents with no qualifications in East Sussex is 6.5%, compared to 7.8% nationally. There is variance across the county with Hastings having the highest percentage of working age residents with no qualifications at 11.7% (6,700 residents), compared to Lewes with the lowest percentage at 4.9% (2,800 residents).

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

In the development of the Strategy, a detailed needs assessment has been undertaken which assessed the different levels of need in communities across East Sussex and the potential for the Library and Information Service to deliver greater benefits. In terms of literacy and numeracy skills the greatest needs were identified in North Hastings, Camber, North East Newhaven, South East Hailsham and South East Crowborough. The Needs Assessment can be read in full on our website www.eastsussex.gov.uk/librarystrategy

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

Ensuring access to library services in areas of greatest needs has been one of the main considerations when developing the Strategy, improved Child and Adult Literacy and Numeracy is one of our four Strategic Outcomes that underpin the Strategy. The Library and Information Service is a universal service that will continue to provide a service to all those that work, study or live in East Sussex and choose to use the service. In addition, through the delivery of more targeted services, we aim to support those with greatest needs, including literacy and numeracy.

In the two larger urban areas of the county, Eastbourne and Hastings, where there are currently more libraries within a smaller geographic area, we have considered whether it is necessary to retain all of the libraries currently provided in order to meet the identified needs, or whether needs could still be met locally with fewer libraries. Where it is the case that needs could be met without all of the current libraries, we have considered which libraries would be best placed to deliver the service. In these cases, other factors have also been taken into account, such as the relative cost and condition of different buildings and opportunities to use the space within them more effectively. It is important to note, however, that the primary consideration of whether to retain a library or not is based on meeting identified needs.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

The needs based library service includes a core library service for all residents in order to service the needs of the county as a whole, as well as services targeted towards those individuals and communities who stand to benefit more from the service, in particular our offer to improve child and adult literacy and numeracy. This includes literacy and numeracy support for children and adults with disabilities support for adults with low literacy and numeracy skills and support for pre-school and school aged children to improve literacy and numeracy skills. In addition we will enhance our Home Library Service to provide reading materials for more isolated or vulnerable residents working with partners to develop additional volunteering capacity and opportunities within the service. We will also seek external funding to provide courses to improve basic literacy and numeracy in libraries in areas with higher needs working with other adult education providers to signpost people to the right offer for them.

In two areas identified as being of high need; Langney and Ore, it is not proposed to retain a library due to the proximity of other libraries and outreach services will be delivered which it is considered will better address the particular needs of each community. Langney, is in close proximity to Hampden Park and Eastbourne libraries where a wide range of services are available.

The needs assessment shows high levels of need around Ore, Hollington and the Hastings main library. The proximity of all three libraries means that it is considered possible to meet needs in these communities by retaining the completely refurbished Hastings Library and Hollington, and not retaining Ore library. Off-peak journey times from Ore Library to Hastings Library are 18 minutes by bus and six minutes by car.

In addition to the provision of libraries in Hampden Park and Eastbourne, and Hollington and Hastings, Langney and Ore communities will both be supported by new targeted outreach sessions. For example, librarians will work with children's centre staff to support pre-school learning and children's speech and language development by training volunteers to deliver rhymetimes and storytimes, and we will provide collections of children's stock. Librarians will also run outreach sessions to raise awareness of the library offer and its benefits e.g. our eLibrary.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

While many of the services which we provide will remain the same, the way we promote and engage people will be targeted towards those individuals and communities in most need. The areas of greatest needs in terms of literacy and numeracy have been identified through the Needs Assessment that has been undertaken in the development of the Strategy.

Ensuring access to library services in areas identified as having the greatest child and adult literacy and numeracy needs has been one of the main considerations when developing the proposals and our service offer includes proposals to support these individuals.

f) Provide details of the mitigation.

The proposals for a needs based library service will prioritise the literacy and numeracy needs of adults and children that have been identified through the development of the Strategy.

The future network of 17 libraries and the eLibrary will continue to offer reasonable access for the majority of the population of East Sussex to library services across the county. In libraries customers will have access to our new Children and Young People's Literacy and Numeracy offer, as well as personalised training and courses in libraries to help people gain literacy, numeracy and IT skills for work.

Targeted outreach activities are proposed that will provide additional support to the literacy and numeracy needs of adults and children in specific communities, working closely with other County Council services and partners to make sure that the service reaches those communities and individuals with the greatest needs. We will promote and deliver services more closely with other services in different settings such as Children's Centres and community centres.

In addition to services available in library buildings and via outreach, free online training resources will be available using the eLibrary to help support IT skills for work.

In and around Langney and Ore there are high levels of need. However, each of these communities is also served by a large town centre library (Eastbourne and Hastings) as well as another smaller library (Hampden Park and Hollington). The proximity of both libraries to alternative provision means that it is possible to meet needs in Langney and Ore through other libraries nearby.

In addition, however, we propose to deliver an outreach service for children and families in Langney from Shinewater Children's Centre and for children and families in Ore from the East Hastings Children's Centre, who are identified by the needs assessment as one of the groups the Library and Information Service is well placed to support.

How will any mitigation measures be monitored?

The number of customers attending targeted literacy and numeracy sessions in libraries will be monitored, as well as those delivered with other services in different settings such as Children's Centres and community centres.

4.9.3 Additional Factor 3: Rurality

a) How are these groups/factors reflected in the County/District/ Borough?

Table 23: Rurality, East Sussex and District (Percentage)

Rurality	East Sussex		Eastbourne		Hastings		Lewes		Rother		Wealden	
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
All people	74	26	100	0	100	0	77.1	22.9	47.7	52.3	55	45
0-15	74.2	25.8	100	0	100	0	76.5	23.5	44.1	55.9	56.4	43.6
16-64	74.5	25.5	100	0	100	0	77.5	22.5	45.4	54.6	54.9	45.1
65+	72.7	27.3	100	0	100	0	76.5	23.5	54.1	45.9	54.1	45.9

Source: 2011, Census, East Sussex in Figures

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

Table 24: Rurality, respondents to the Libraries Strategic Commissioning Strategy consultation compared to the population of East Sussex (Percentage)

Postcode analysis	LSCS consultation	East Sussex Population
Urban	53%	74%
Rural	27%	26%
Incomplete postcode/outside of East Sussex	5%	
No postcode given	15%	

27% of respondents to the consultation on our draft Strategy live in rural locations, comparable to the rurality of the county as a whole.

East Sussex libraries are located across rural and urban areas of the county. The closure of seven libraries includes libraries in both rural and urban areas alike and therefore it is likely that both urban and rural communities will be impacted. The closure of Mayfield, Ringmer and Pevensey Bay libraries, and the Northiam village library may have a disproportionate impact on rural communities as they are situated in rural areas. The location of the 88 Mobile Library stops are mainly in rural locations too and therefore the removal of the three weekly Mobile Library Service will affect mainly rural communities. In Appendix 4, Map a) shows the location of the current network of 24 libraries and 88 Mobile Library stops. Map b) shows the location of the 17 libraries included in the needs based library service.

In total, 5,757 customers are registered to Ringmer, Mayfield, Pevensey Bay and the Mobile Library, which represents 2.4% of total registered members (May 2017). A full breakdown of registered members is shown in table 2, in section 4.1 b).

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

The results of the consultation on our draft Strategy show that 22% of respondents (218 people) that live in rural locations would be affected by the proposals, compared to 24% of respondents (469 people) living in urban areas, see Appendix 6: Table 7. For both groups, not wanting to travel and being unable to travel to an alternative library were the main reasons given.

Some people in rural locations that currently walk to their nearest library or Mobile stop will be more affected than others if they do not have access to a car or public transport. However our research shows that car ownership in rural areas of the county is very high and due to the limited services available in some rural locations, it is likely that most residents regularly travel to other locations, for example for work or shopping and will therefore be able to choose to access an alternative library.

An analysis of where East Sussex library users live and which libraries they use shows that users do not necessarily visit their nearest library. This shows that there are other factors apart from travel time that influence decisions on which library to visit, and there may be a range of reasons behind this, including where people work, or combining a visit to the library with a trip for another purpose, such as shopping, a leisure activity or visiting friends and family. It may therefore be that someone living in a rural location travels to a library in an urban setting and vice versa dependent on their patterns of travel.

385 people that completed the consultation questionnaire (10% of respondents) used the Mobile Library Service. The removal of this service will affect mainly rural communities, particularly those people who currently walk to the Mobile Library and cannot access the service in any other way, for example via the eLibrary, due to lack of digital skills or technology, or a library building, due to mobility issues. 67% of the library customers registered to the Mobile Library (1,962 customers) only use the Mobile Library, although results from the consultation questionnaire show that only 29% of Mobile Library customers that completed the questionnaire would be unable to use the service in an alternative way.

The Mobile Library offers a three weekly service to 88 stops across the county. Each stop lasts between 15 minutes and 2 hours and 10 minutes, although most stops are for 20-30 minutes. Four mobile stops (4.5%) had more than 20 customers on average per visit in 2016. These four stops were Westfield, Geary Place (21 customers), Groombridge, Village Hall (32 customers), Fairlight Cove, Shepherd's Way (35) and Ticehurst, Car Park (52 customers). Twelve stops (13.6%) had between 10 to 15 customers on average per visit, however at the majority of stops, the number of customers that access the mobile service is extremely low with 72 (81.8%) of the 88 stops having on average less than 10 customers per visit, in 2016. Of these 72 stops, 34 stops had between 0 and 5 customers on average per visit.

For those Mobile Library customers who are able to travel further to an alternative library building, 53 of the 88 Mobile Library stops (60.2%) are within a 10 minute drive of one of the 17 libraries. On average seven customers use the Mobile Library at each of these stops. 35 stops (39.7%) are within a 20 minute drive. On average five customers use the Mobile Library at each of these stops. By public transport, 82 of the 88 Mobile Library stop locations are served by public transport to an alternative library building, on a day when the closest alternative library is open, of which 76 have a journey time of 30 minutes or under. Six locations have journey times of more than 30 minutes by public transport, including Bodiam, Brede, Ditchling, Ewhurst Green, Hurst Green, and

Wivesfield. On average seven customers use the Mobile Library at each of these stops. From each of these locations it takes between 33 and 42 minutes by public transport to access a library within the network of 17.

In four locations currently served by the Mobile Library (Bodle Street Green, Chiddingly, Crowhust Blacksmith's Field and Fairwarp) there is no public bus service, due to lack of demand, within a short walk of the Mobile Library stop. On average five customers use the Mobile Library in each of these locations. In two locations currently served by the Mobile library (Arlington and Ripe) the public bus runs on days of the week when the closest alternative library, Hailsham, is closed. On average, five customers use the Mobile Library each visit in Arlington and 2 in Ripe. See Appendix 3.

The closure of Mayfield, Ringmer and Pevensey Bay libraries may disproportionately affect those in these rural areas if they currently only access one of these libraries and are not able to travel to other locations where there will continue to be a library or cannot access the eLibrary. Total registered members at these three libraries represents 1.22% of total registered members of the library service, see table 3 above. Users of these three libraries represent 14% of responses to the consultation questionnaire. 187 people (31%) of these respondents stated that they would be unable to access the service in an alternative way.

For those customers that can travel further to an alternative library, all three libraries are within a reasonable travel time of an alternative library by car or public transport, as shown in Appendix 3.

The Library and Information Service also supports Northiam Village Library, a volunteer led community book swap which offers a limited selection of books to the local community from 2pm to 4pm on Thursday and Saturday each week. 24 people who responded to the consultation questionnaire were users of this service. In the past year, a total of just under 1,000 people used the village library, around 83 visitors on average each month. We will not continue to deliver a supply of books to Northiam Village Library as part of the needs based library service. Off-peak journey times from Northiam Village Library to Rye Library are 28 minutes by public bus and 17 minutes by car.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

For respondents to the consultation from rural areas, the main reason for being unable to continue to use the service was being unable to travel, or not wanting to travel, to an alternative library.

The impact of the withdrawal of the Mobile Library Service for some rural communities will be longer journey times, in order to access an alternative library building, for those customers that are able to do so. This will also be the case for customers that currently visit library buildings in the three rural locations that are not included in the future network, or use the village library in Northiam. This may mean that customers that use one of the rural libraries are likely to travel less frequently to an alternative library building that is further away, however for those customers that currently use the Mobile Library, this service works on a three-weekly cycle to each of the 88 Mobile Library stops.

A further potential impact for those in rural areas that will have to travel further to an alternative library may be the affordability of travel. Those that are not eligible for a concessionary bus or rail ticket may incur additional costs by travelling to a library further away. However the impact will be less for those who link their visit to a library with a trip for another purpose such as work or shopping, as mentioned above.

In addition to the cost of travel, for those customers who currently access services that will be discontinued, the reduced network of 17 libraries may mean that they have to walk further carrying books to an alternative library. This will only apply to those people that currently live in close proximity to one of these libraries or are currently able to park directly outside. Carrying heavy books further, particularly if combined with a shopping trip may be difficult for some people, particularly elderly residents. The Community Library Member card may support those unable to access an alternative library, if communities choose to take up this new membership option. In addition the click and collect service available through the eLibrary and the telephone renewal service mean that customers can visit libraries less frequently.

The results of the consultation have also highlighted that for some residents, particularly those aged 75 and over, a visit to the library is a source of social interaction and it is acknowledged that the closure of libraries, and the Mobile Library, may contribute to their feeling of social isolation alongside the closure of other rural services, if they are unable to travel further to an alternative library. The Community Library Membership category will enable individuals in communities to continue to run a book exchange in their area and support social interaction, if they wish to do so. The Home Library Service may also be a suitable alternative for some residents, or the support of friends and family that are able to access an alternative library building on their behalf.

For those people in rural locations that currently walk to the Mobile stop, or a rural library, that are unable to walk further to an alternative library, or travel by public transport or car, the impact may be that they would be unable to access library buildings in person and would be reliant on the eLibrary. 218 respondents from rural areas stated that they would be unable to access the future service and a lack of the digital skills required to access the eLibrary accounted for 22% of responses. These respondents would benefit from the Computer Buddy support available in libraries, which will be promoted in libraries prior to closure.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

To consider the direct potential impact of those customers in rural locations that access the Mobile Library Service, or one of the seven libraries not included in the future network, an analysis has been undertaken of the drive times and public transport journey times from each location to the closest alternative library building that is included in the needs based library provision. Each of the seven libraries are within a 20 minute journey either by bus or train to an alternative library building, and within a 10 minute drive. 82 of the 88 Mobile Library stop locations are served by public transport to an alternative library building, on a day when the library is open, of which 76 have a journey time of under 30 minutes. This is detailed in Appendix 3. Northiam village library is a 28 minute journey by public bus to Rye library and a 17 minute drive from both Rye and Battle libraries.

In order to minimise any negative impact of the library closures and withdrawal of the Mobile Library service, the range of alternative provision available will be promoted at libraries and on the Mobile Library prior to the closures. Access to the Library and Information Service is not restricted to library buildings and the range of services offered through the library service will continue to be advertised via the County Council's website <https://www.eastsussex.gov.uk/libraries/>. We will also promote the service and what it can offer to specific groups via our outreach activities.

Development of the eLibrary has improved access to the Service, as explained in section 2.1 b) above. The eLibrary enables customers who have access to the internet to engage with the Library

and Information Service without visiting a library building. Customers can manage loans 24 hours a day between visits or access materials online without the need to visit a library.

Lack of digital skills and lack of access to a computer or mobile device was an important factor (41% of responses) highlighted in the consultation questionnaire by the 218 rural respondents unable to access the future service. Free internet access in libraries will continue in our network of 17 libraries and for those customers that lack the skills to use the eLibrary, we will continue to offer training in libraries led by staff and volunteers, as well as self-help training courses online. In addition, we will improve our promotion of the eLibrary and better promote how easy it is to use, including online videos on the Libraries website homepage, also advertised on our Facebook page and via posters in libraries, and via People's Network screens. Free bookmarks will also be available in libraries for customers to take away that give a step by step guide to using the eLibrary, with a link to the online video. We will also introduce online computer buddy support, whereby customers can remotely chat via the web with a volunteer to get advice on how to use the eLibrary.

The Home Library Service is a service whereby volunteers collect books and other materials from library buildings and drive them to the homes of eligible customers. The service currently has 186 volunteers who collect and distribute books and other lending materials to 159 library customers. All library customers who cannot get to a library due to ill-health, disability or caring responsibilities are eligible for the scheme and this will continue to be offered. To ensure current recipients of this scheme can continue to access the service, we will continue to work with our existing volunteers to put in place reasonable measures to support them to continue to volunteer with us. If our existing volunteers are unable to continue to work with us, customers will be matched with other volunteers. It is anticipated that if the proposals are implemented, there may be an increase in requests for the Home Library Service among older customers that due to very limited mobility may be unable to travel further to an alternative library. Extension of the Home Library Service is reliant on volunteer capacity and we will continue to advertise with leaflets in libraries, on the East Sussex website (<https://www.eastsussex.gov.uk/libraries/activities-and-events/library-volunteers/roles/homelibraryservice/>), on the Do-It.org website (<https://do-it.org/>) and in Volunteer Centres around the county, including in Eastbourne and Uckfield to encourage more volunteers to come forward to support this service. In addition some current volunteers are waiting to be matched with customers. The proposals outlined in the Libraries Strategic Commissioning Strategy include improvements to the Home Library Service, by working more closely with Adult Social Care and Health as well as Community and Voluntary Sector Partners, including Making Every Contact Count training for volunteers, as described above. Through the consultation questionnaire, a number of members of the public have expressed an interest in volunteering to support this service.

The Home Library Service is a self-referral service and therefore an individual or representative must request this scheme in order for a suitable volunteer to be found. If customers that currently access one of the libraries not included in the future network are eligible for the Home Library Service, there may be a gap in their access to the service if their referral is not made in advance of the library closure. Wherever possible, eligible customers will be made aware of the scheme in advance of the proposals taking effect to allow time for a suitable volunteer to be found.

Rural communities may benefit from the new membership category, the Community Library Member, that will be introduced. This will mean that recognised members of a community, for example a member of a Town or Parish Council or someone assigned on their behalf would be issued with a library card that would enable them to borrow a large number of items from the

library to make available within a community setting for a prolonged period of time. This will scheme will particularly support communities that were previously served by the Mobile Library service, Northiam Village Library or one of the seven library building that are unable to travel to an alternative library building, or independently access the eLibrary. We will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter. We are in contact with three rural communities that are interested in taking up this new membership scheme.

f) Provide details of the mitigation.

It is considered that the network of 17 libraries provides the majority of the county with access to library buildings within reasonable travel times by either public transport or car, as detailed in 2.1 (b) above.

In addition to the network of library buildings, the eLibrary is another way in which customers can access the Library and Information Service, and can enable customers to travel less often to a library building. Customers can manage loans 24 hours a day between visits or access materials online without the need to visit a library. Advice and training on how to use the eLibrary will continue to be offered to customers of those libraries not included in the future network prior to closure. In addition advice will be offered on the Mobile Library regarding how to access the eLibrary as well as promotion of free training sessions available at library buildings.

A book drop facility will be provided at each of the 17 libraries, so that loaned items can be returned even if the library is closed, meaning that people will not be fined for later returns if they are unable to visit the library so frequently due to having further to travel.

For those customers who will be unable to access one of the remaining library buildings due to mobility issues, illness or their caring responsibilities the Home Library Service would be considered a reasonable alternative way of accessing the Library Service. 146 respondents to the consultation questionnaire have expressed an interest in becoming a volunteer and some of our existing volunteers are waiting to be matched with suitable customers. 73% (425 individuals) of housebound customers do not currently choose to use the Home Library Service and access the library service in other ways, including friends and family members accessing the service on their behalf. Libraries will continue to allow friends and family members to borrow books on behalf of others, to support those customers that are unable to visit a library themselves, but choose not to take up the Home Library Service.

The new Community Library Membership category, as described above will also support rural communities who choose to take up this scheme and we will write to all parish councils in East Sussex to make them aware of this new membership category. It will also be advertised to our existing customers via our e-newsletter. We are in contact with three rural communities that are interested in taking up this new membership scheme.

g) How will any mitigation measures be monitored?

Visitor numbers to library buildings and the eLibrary will continue to be monitored, before and after changes are implemented to track changes in usage patterns for those from rural communities. In addition, take up of the Home Library Service will be monitored, as well as the number of housebound customers that choose not to register for the Home Library Service to monitor levels of informal community support. We will also monitor take up of IT training and support in libraries, as well as the new Community Library membership category.

4.10 Human rights- Human rights place all public authorities – under an obligation to treat you with fairness, equality, dignity, respect and autonomy. **Please look at the table below to consider if your proposal, policy or strategy may potentially interfere with a human right.**

Articles	
A2	Right to life (e.g. pain relief, suicide prevention)
A3	Prohibition of torture, inhuman or degrading treatment (service users unable to consent, dignity of living circumstances)
A4	Prohibition of slavery and forced labour (e.g. safeguarding vulnerable adults)
A5	Right to liberty and security (financial abuse)
A6 & 7	Rights to a fair trial; and no punishment without law (e.g. staff tribunals)
A8	Right to respect for private and family life, home and correspondence (e.g. confidentiality, access to family)
A9	Freedom of thought, conscience and religion (e.g. sacred space, culturally appropriate approaches)
A10	Freedom of expression (whistle-blowing policies)
A11	Freedom of assembly and association (e.g. recognition of trade unions)
A12	Right to marry and found a family (e.g. fertility, pregnancy)
Protocols	
P1.A1	Protection of property (service users property/belongings)
P1.A2	Right to education (e.g. access to learning, accessible information)
P1.A3	Right to free elections (Elected Members)

Part 5 – Conclusions and recommendations for decision makers

5.1 Summarise how this proposal/policy/strategy will show due regard for the three aims of the general duty across all the protected characteristics and ESCC additional groups.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups
- Foster good relations between people from different groups

5.2 Impact assessment outcome Based on the analysis of the impact in part four please mark below ('X') with a summary of your recommendation.

X	Outcome of impact assessment	Please explain your answer fully.
X	A No major change – Your analysis demonstrates that the policy/strategy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.	Our proposals are based on a detailed assessment of needs in East Sussex which has outlined where and how the library service can best meet identified needs in the County, whilst continuing to meet the statutory duty to provide a comprehensive and efficient Library Service.
	B Adjust the policy/strategy – This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential effect.	A 12-week consultation has been undertaken and all comments and feedback received have been considered prior to revising our proposals
	C Continue the policy/strategy - This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate	We are confident that reasonable steps have been taken to ensure the demographics of protected groups have been considered among existing library customers and among those that completed the recent consultation questionnaire on our draft Strategy, as well as the views of those that wrote to us during the period of public consultation.
	D Stop and remove the policy/strategy – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy/strategy altogether. If a policy/strategy shows unlawful discrimination it <i>must</i> be removed or changed.	This final EqIA has identified the groups most likely to be disadvantaged as a result of the proposals and has helped to identify a number of measures that could be put in place to reduce the negative impact of the proposals on these

		<p>groups.</p> <p>Identified mitigation will need to be part of any changes taken forward</p> <p>The public consultation has had a positive impact on all groups as in itself it has promoted the range of ways that individuals can engage with the Library and Information Service, that extend beyond library buildings.</p>
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5.3 What equality monitoring, evaluation, review systems have been set up to carry out regular checks on the effects of the proposal, strategy or policy?

The Library and Information Service will undertake equality monitoring of the changes proposed through the Libraries Strategic Commissioning Strategy by monitoring visitor data related to each aspect of the service, including visitor numbers to the needs based library network, take up of training and targeted outreach services for adults and children, as well as use of the eLibrary.

In addition, library service complaints arising from the proposed changes will be kept under review at 3 monthly intervals for a period of 12 months. The results of library user surveys will be used to monitor whether there is any evidence of adverse impact of the changes on service users, including the three yearly PLUS survey.

5.6 When will the amended proposal, strategy or policy be reviewed?

The Libraries Strategic Commissioning Strategy covers a period of five years from 2018/19 to 2022/23. Subject to agreement by Cabinet, implementation would start from 1 April 2018 and a full implementation plan would be developed as part of the business planning process for the Library and Information Service. The seven identified libraries and the Mobile Library Service would close at the end of business on Saturday 5 May 2018, to provide time for customers to be informed of the changes and to be provided with information on alternative library services that are available to them.

Date completed:	January 2018	Signed by (person completing)	Katherine Emery
		Role of person completing	Project Manager – Strategic Commissioning, Library and Information Service
Date:	January 2018	Signed by (Manager)	Stephen Potter

Part 6 – Equality impact assessment action plan

If this will be filled in at a later date when proposals have been decided please tick here and fill in the summary report.

The table below should be completed using the information from the equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact
4. **If no actions fill in separate summary sheet.**

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

Area for improvement	Changes proposed	Lead Manager	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)

(a) 6.1 Accepted Risk

From your analysis please identify any risks not addressed giving reasons and how this has been highlighted within your Directorate:

Area of Risk	Type of Risk? (Legal, Moral, Financial)	Can this be addressed at a later date? (e.g. next financial year/through a business case)	Where flagged? (e.g. business plan/strategic plan/steering group/DMT)	Lead Manager	Date resolved (if applicable)

List of Appendices

Appendix 1 – Maps showing access to the future network of 17 libraries (public transport, car, walking)

Appendix 2 – Age of registered members at all libraries

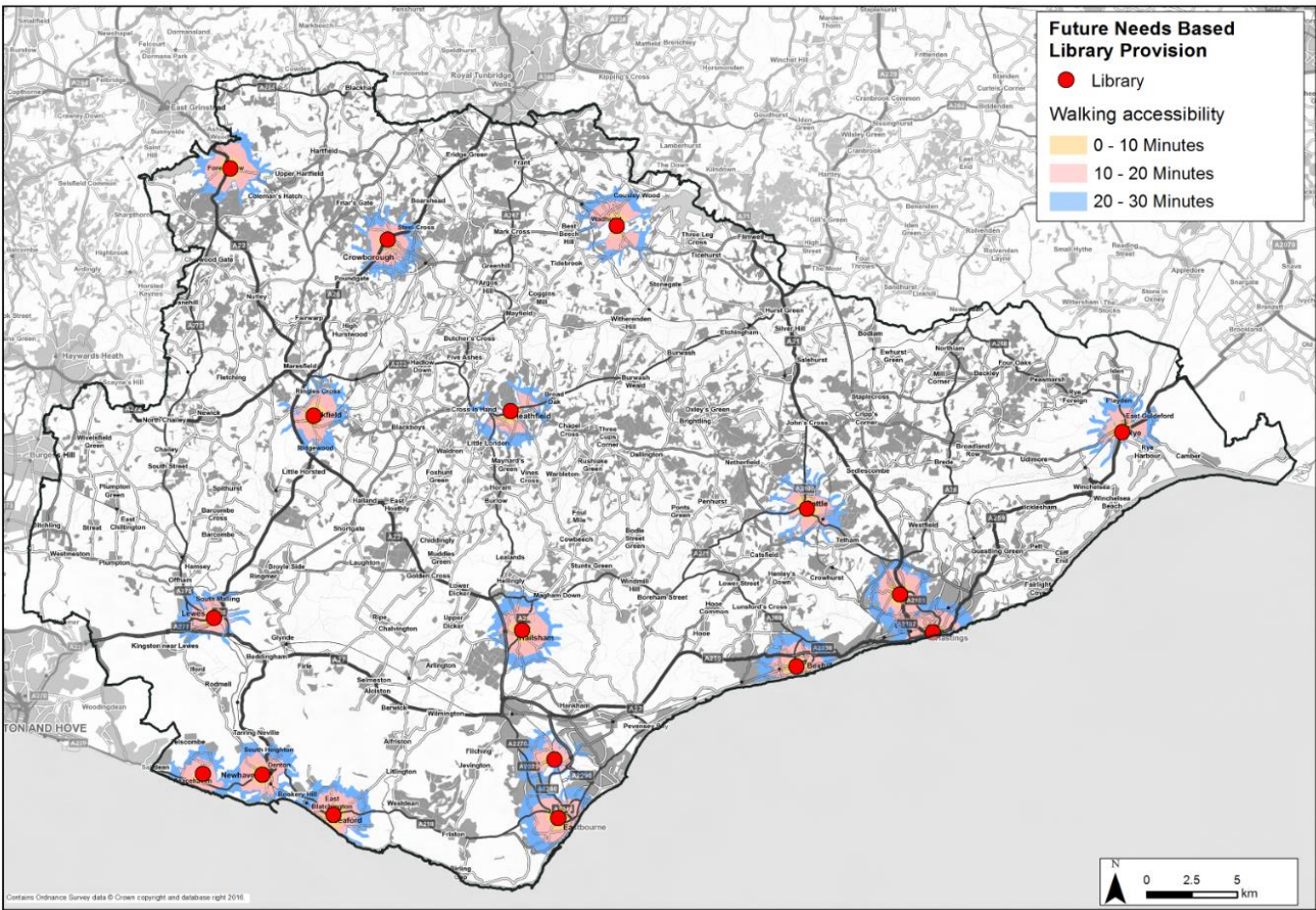
Appendix 3 – Journey times to alternative libraries (table includes registered and active members at each of the seven libraries, plus average number of visitors per Mobile Library stop)

Appendix 4 – Maps showing a) the current network of libraries including Mobile Librarys, b) future network of 17 libraries

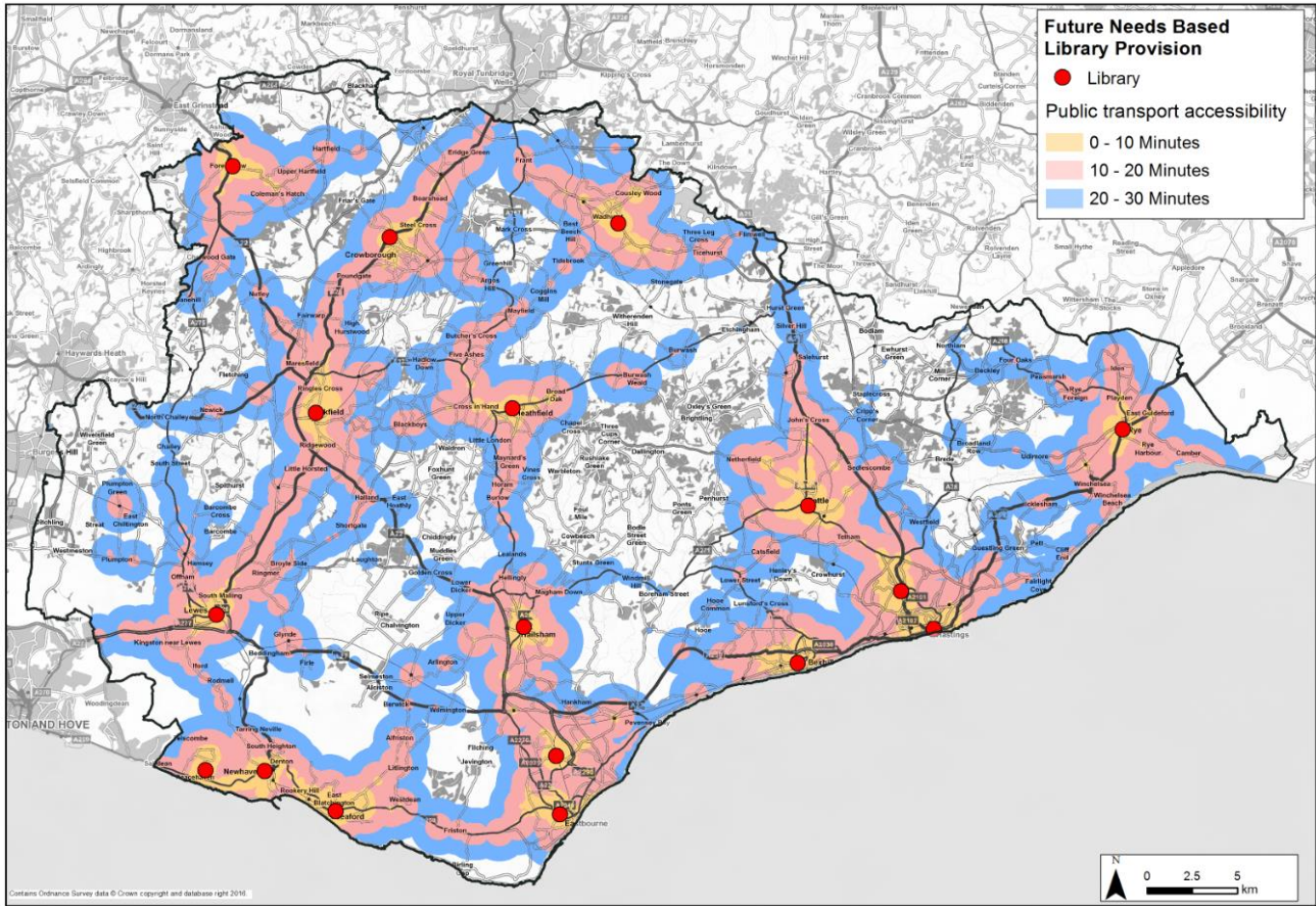
Appendix 5 – Population accessibility for the future network of 17 libraries

Appendix 6 – Breakdown per protected characteristic of those respondents that would be unable to use the service in an alternative way

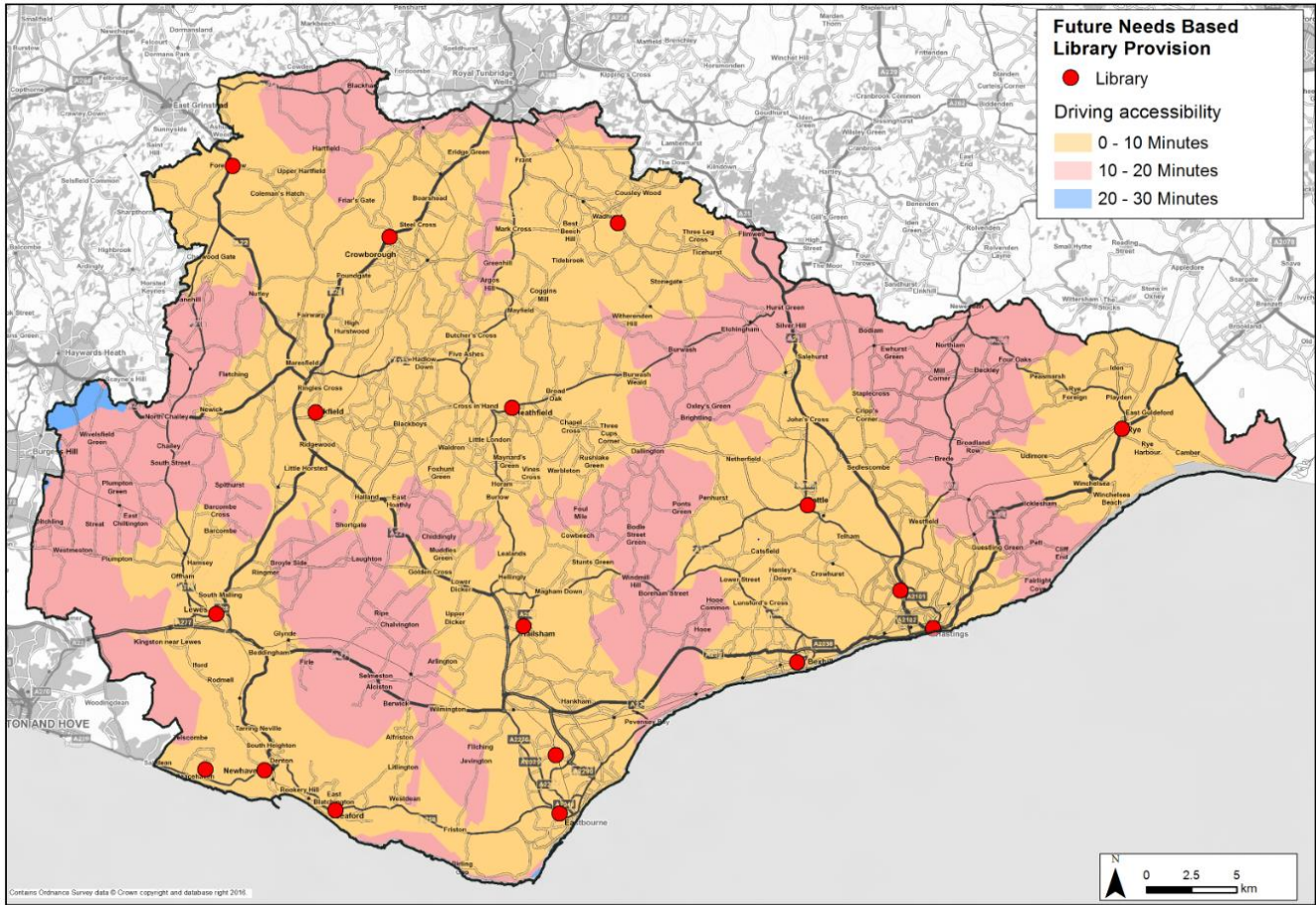
Appendix 1. Map a) Walking accessibility –future network



Appendix 1. Map b) Public transport accessibility - future network



Appendix 1 Map c) Driving accessibility - future network



Equality Impact Assessment

Appendix 2 – Table 1 - Age of registered members at all libraries

Age Range	0 - 4	5 - 8	9 - 12	13 - 15	16 - 24	25 - 44	45 – 64	65 - 74	75 or over	No DOB	Total :
Total registered members (all ESCC libraries)	9,513	17,440	19,367	15,070	18,688	37,323	31,611	17,266	11,387	53,894	231,559
BAT	294	547	714	531	604	1090	1189	686	425	761	6,841
BEX	682	1326	1335	1105	1381	2242	2245	1548	1124	6882	19,870
CRO	472	1049	1182	866	1002	1738	1594	924	551	2527	11,905
EAS	1507	2303	2376	1888	4160	8229	5323	2451	1575	12781	42,593
FOR	57	176	249	192	82	329	358	192	114	180	1,929
HAI	485	940	1020	794	875	1794	1330	731	499	1846	10,314
HAM	281	538	597	593	482	727	552	285	215	1011	5,281
HAS	1243	1925	2069	1454	1979	4174	3132	1282	603	7770	25,631
HEA	358	635	760	615	612	1281	1447	844	585	975	8,112
HOL	242	584	734	503	485	1062	652	272	182	588	5,304
LAN	270	631	638	514	486	898	743	477	397	1091	6,145
LEW	577	1189	1391	1159	1644	3315	3231	1317	703	3253	17,779
MAY	50	69	91	55	42	82	88	53	36	114	680
MOBILE	122	165	220	152	144	141	186	352	354	1092	2,928
NEW	307	615	620	446	556	1475	1163	518	368	499	6,567
ORE	145	375	433	312	283	440	345	154	117	570	3,174
PEA	430	838	877	700	748	2028	1702	950	734	1375	10,382
PEV	80	77	156	131	103	102	155	132	84	663	1,683
POL	185	394	437	218	187	453	373	305	246	1082	3,880
RIN	30	41	37	19	9	40	50	64	81	95	466
RYE	284	537	648	482	468	716	929	640	289	2864	7,857
SEA	633	914	947	765	1077	2397	2481	1811	1316	2259	14,600
UCK	567	1136	1316	1099	953	2045	1728	866	505	2634	12,849
WAD	102	253	305	286	143	301	388	189	134	335	2,436
WIL	110	183	215	191	183	224	227	223	150	647	2,353

Table 2 - Gender of library customers

	Female	Male
Battle	71%	29%
Bexhill	65%	35%
Crowborough	65%	35%
Eastbourne	58%	42%
Forest Row	79%	21%
Hailsham	72%	28%
Hampden Park	67%	33%
Hastings	50%	50%
Hollington	68%	32%
Langney	75%	25%
Lewes	63%	37%
Mayfield	64%	36%
Mobile Library	76%	24%
N.haven	63%	37%
Ore	63%	37%
Peacehaven	66%	34%
Pevensey Bay*	63%	37%
Polegate	70%	30%
Ringmer	76%	24%
Rye	60%	40%
Seaford	66%	34%
Uckfield	67%	33%
Wadhurst	81%	19%
Willingdon	72%	28%

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Table 3 - Percentage of adult library customers with disabilities or other conditions

	None / not applicable	Mobility	Hearing	Eyesight	Dexterity	Learning disability	Mental health problem	Other
Battle	78%	7%	10%	2%	3%	2%	1%	2%
Bexhill	67%	15%	13%	4%	5%	2%	3%	3%
Crowborough	78%	11%	5%	2%	4%	1%	4%	2%
Eastbourne	69%	11%	8%	3%	4%	2%	9%	5%
Forest Row	68%	9%	5%	5%	7%	2%	4%	2%
Hailsham	71%	12%	10%	3%	5%	1%	5%	3%
Hampden Park	66%	15%	9%	3%	7%	1%	5%	2%
Hastings	66%	12%	8%	3%	5%	5%	10%	4%
Hollington	67%	16%	10%	2%	8%	4%	7%	4%
Langney	63%	18%	13%	6%	7%	2%	7%	4%
Lewes	80%	5%	5%	2%	3%	3%	3%	3%
Mayfield	83%	4%	9%	4%	9%	4%	4%	9%
Mobile Library	59%	23%	17%	7%	9%	2%	3%	5%
Newhaven	70%	12%	4%	3%	4%	3%	7%	3%
Ore	64%	19%	7%	6%	8%	2%	12%	7%
Peacehaven	67%	16%	9%	3%	5%	1%	6%	0%
Pevensey Bay*	76%	11%	10%	1%	2%	1%	2%	5%
Polegate	67%	14%	11%	4%	7%	0%	4%	2%
Ringmer	69%	8%	16%	3%	3%	2%	3%	3%
Rye	75%	7%	9%	4%	3%	2%	2%	3%
Seaford	69%	13%	10%	3%	6%	2%	6%	3%
Uckfield	78%	7%	9%	3%	3%	2%	3%	2%
Wadhurst	83%	4%	5%	1%	0%	3%	1%	1%
Willingdon	76%	9%	11%	3%	5%	1%	3%	6%

*Pevensey Bay library was closed during the 2015 PLUS survey. Table shows 2012 PLUS survey results for this library.

Appendix 3 – Journey times to alternative libraries (table includes registered and active members at each of the seven libraries, plus average number of visitors per Mobile Library stop)

Library	Registered members	Active users	Nearest alternative library (by public transport)	Public transport journey time	Route	Nearest alternative library (by car)	Car journey time
Langney	6,201	1,609	Eastbourne Hampden Park	20 or 30 minutes to Eastbourne 16 minutes to Hampden Park	1,1A,1X, twice an hour, and The Loop, up to 12 times per hour, to Eastbourne The Loop, up to 3 journeys per hour, to Hampden Park	Hampden Park	4 minutes
Mayfield	686	219	Heathfield	12 minutes	251/252, up to 2 journeys per hour	Heathfield	9 minutes
Ore	3,223	747	Hastings	18 minutes	2, 22A, 28, 100, 101, 7 journeys per hour in total	Hastings	6 minutes
Pevensey Bay	1,712	473	Eastbourne	20 minutes	99, up to 3 journeys per hour	Hampden Park	11 minutes
Polegate	3,916	1,434	Eastbourne Hailsham	33 minutes to Eastbourne 12 minutes to Hailsham 7 to 10 minutes	51, 54, 98, up to 4 journeys per hour, to Eastbourne or Hailsham	Hailsham	7 minutes

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Library	Registered members	Active users	Nearest alternative library (by public transport)	Public transport journey time	Route	Nearest alternative library (by car)	Car journey time
				by train to Eastbourne	Train, up to four journeys per hour, to Eastbourne		
Ringmer	474	228	Lewes	10 minutes	28, up to 2 journeys per hour	Lewes	9 minutes
Willingdon	2,384	810	Eastbourne	18 minutes	51, 54, 98, up to 4 journeys per hour	Hampden Park	6 minutes

Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Alfriston, Deans Road	8	Seaford	10 minutes	Service 126	Seaford	8 minutes
Arlington, Village Hall	5	Hailsham	14 minutes	Service 42 (Wednesday only, when library is closed)	Hailsham	9 minutes
Ashburnham, Church Road	4	Battle	15 minutes	Service B79	Battle	10 minutes
Barcombe, Weald View	8	Lewes	20 minutes	Service 122	Lewes	10 minutes
Beckley, Village Hall	9	Rye	20 minutes	Service 313	Rye	13 minutes
Bells Yew Green,	2	Wadhurst	19 minutes	Service 256	Wadhurst	9 minutes

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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Rushlye Close						
Berwick, Village Hall	0	Seaford (Eastbourne and Lewes)	32 minutes (9 to 14 minutes by train)	Service 40 (or train to Eastbourne or Lewes)	Seaford	12 minutes
Bexhill, Cowdray Park	12	Bexhill	20 minutes	Service 94 or 96	Bexhill	7 minutes
Blackboys, Mount Pleasant	9	Uckfield	15 minutes	Service 231	Heathfield	8 minutes
Bodiam, Levetts Lane	1	Hastings	42 minutes	Service 349	Battle	15 minutes
Bodle Street Green, Village Hall	6	Uckfield	15 minutes, Community Transport	No public bus due to lack of demand. Community transport available, upon request	Hailsham	13 minutes
Brede, Village Hall	7	Hastings	33 minutes	Service 2	Hollington	13 minutes
Brightling, Village Hall	6	Battle	12 minutes	Service 225	Battle	11 minutes
Broad Oak, Brede, Reedswood Road	9	Rye	20 minutes	Service 326	Rye	13 minutes
Burwash Weald, Scout Hall	8	Heathfield	14 minutes	Service 231	Heathfield	8 minutes
Burwash, Christ the King	6	Heathfield	19 minutes	Service 231	Heathfield	12 minutes
Burwash, Rother View	6	Heathfield	22 minutes	Service 231	Wadhurst	12 minutes
Buxted, Buxted Court,	5	Uckfield	24 minutes	Service 248	Uckfield	7 minutes

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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Gordon Road						
Camber, Castle Public House	3	Rye	26 minutes	Service 100 or 101	Rye	9 minutes
Catsfield, Village Hall	5	Battle	15 minutes	Service 95	Battle	5 minutes
Chailey, Markstakes Corner	7	Lewes	26 minutes	Service 121	Lewes	13 minutes
Chelwood Gate, Village Hall	9	Forest Row	8 minutes	Service 270	Forest Row	8 minutes
Chiddingly, School	6	Uckfield	15 minutes, Community Transport	No public bus due to lack of demand. Community transport available upon request	Hailsham	10 minutes
Cooksbridge, Little Mead	5	Lewes	12 minutes	Service 121 or 122	Lewes	7 minutes
Cripps Corner, Northside Yard	3	Hastings	30 minutes	Service 349	Battle	9 minutes
Crowhurst, Blacksmith's Field	1	Hastings	25 minutes, Community Transport	No public bus due to lack of demand and train station is not within walking distance. Community Transport available upon request	Hollington	8 minutes
Crowhurst, Station Car Park	0	Hastings	13 minutes	Train No public bus due to lack of demand. Community Transport	Hollington	10 minutes

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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
				available upon request		
Dallington, Village Hall	11	Uckfield	27 minutes	Service 249	Heathfield	11 minutes
Danehill, Oak Tree Cottages	1	Forest Row	20 minutes	Service 270	Forest Row	10 minutes
Deanland, Mobile Home Park	13	Hailsham	20 minutes	Service 143	Hailsham	11 minutes
Ditchling, Dumbrell's Court	9	Lewes	42 minutes	Service 167	Lewes	16 minutes
East Dean, Village Hall	13	Eastbourne	12 minutes	Service 12/12X	Eastbourne	8 minutes
East Hoathly, Church	8	Uckfield	15 minutes	Service 54	Uckfield	11 minutes
Etchingham, Village Hall	15	Heathfield	21 minutes	Service 231	Battle	15 minutes
Ewhurst, Village Street	4	Hastings	36 minutes	Service 349	Battle	14 minutes
Fairlight Cove, Shepherd's Way	35	Rye (or Hastings)	15 minutes (or 20 minutes)	Service 101	Hastings	12 minutes
Fairwarp, Foresters Arms	6	Uckfield	15 minutes, Community Transport	No public bus due to lack of demand. Community transport available upon request	Crowborough	8 minutes
Firle, opposite Post Office	8	Lewes	16 minutes	Service 125	Lewes	9 minutes
Flimwell, opposite Longbranch	3	Wadhurst	19 minutes	Service 254	Wadhurst	10 minutes
Framfield, Beckett's Way	5	Uckfield	9 minutes	Service 231	Uckfield	5 minutes

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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Framfield, Framelle Mount	1	Uckfield	10 minutes	Service 231	Uckfield	5 minutes
Frant, Village Hall	8	Wadhurst	13 minutes	Service 254	Wadhurst	9 minutes
Groombridge, The Ridge	6	Forest Row	22 minutes	Service 291	Crowborough	10 minutes
Groombridge, Village Hall	32	Forest Row	23 minutes	Service 291	Crowborough	10 minutes
Hailsham East, Community Centre	3	Hailsham	12 minutes	Service H1	Hailsham	4 minutes
Hartfield, Castle Fields	6	Forest Row	12 minutes	Service 291	Forest Row	10 minutes
Herstmonceux, Ridgeway	6	Hailsham	18 minutes	Service 98	Hailsham	10 minutes
Hooe, opposite Denbigh Court	9	Bexhill	20 minutes	Service 97	Bexhill	11 minutes
Horam, Horebeech Lane	12	Heathfield	18 minutes	Service 51	Heathfield	7 minutes
Hurst Green, Village Hall	6	Wadhurst	35 minutes	Service 254	Battle	12 minutes
Icklesham, Old Post Office	6	Rye	14 minutes	Service 100	Rye	10 minutes
Iden, Village Hall	3	Rye	8 minutes	Service 312	Rye	6 minutes
Laughton, School	2	Lewes	21 minutes	Service 143	Hailsham	12 minutes
Maresfield, Village Hall	2	Uckfield	9 minutes	Service 31	Uckfield	6 minutes
Mark Cross, Mark Cross Inn	4	Heathfield	19 minutes	Service 251	Wadhurst	7 minutes

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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Mountfield, Hoath Hill	4	Battle	9 minutes	Services B71-B75	Battle	5 minutes
Netherfield, Netherfield Stores	4	Battle	9 minutes	Service 225/B72/B74/B75	Battle	7 minutes
Newick, South Rough	8	Uckfield	18 minutes	Service 31	Uckfield	10 minutes
Ninfield, Downsview	10	Bexhill	19 minutes	Service 98	Battle	8 minutes
Normans Bay, Caravan Park	12	Bexhill	9 minutes	Train No public bus due to lack of demand	Bexhill	10 minutes
Northiam, Station Road, opposite The Paddock	5	Rye	22 minutes	Service 313	Rye	17 minutes
Nutley, Fords Green layby	6	Uckfield	14 minutes	Service 261	Uckfield	11 minutes
Peasmarsh, Memorial Hall	6	Rye	9 minutes	Service 313	Rye	8 minutes
Pett, Church of England	14	Hastings	25 minutes	Service 347	Hastings	11 minutes
Playden, Poppyfields	1	Rye	7 minutes	Service 312 or 313	Rye	5 minutes
Plumpton, Village Hall	6	Heathfield	8 minutes	Service 225	Lewes	14 minutes
Punnetts Town, opposite the School	2	Heathfield	8 minutes	Service 225	Heathfield	5 minutes
Ripe, opposite Lamb Inn	2	Hailsham	19 minutes	Service 42 (Wednesdays only, when library is closed)	Hailsham	13 minutes

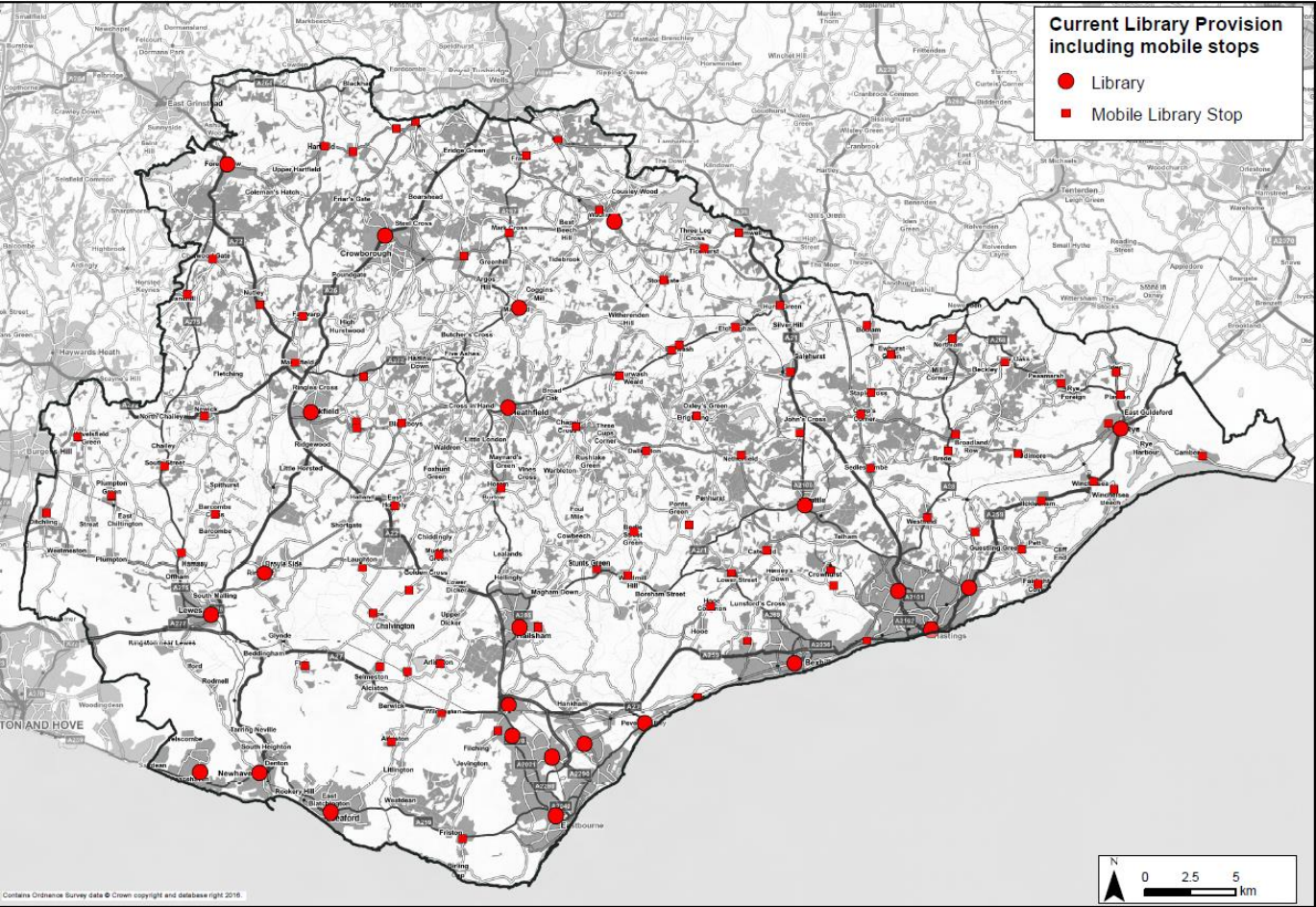
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Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Robertsbridge, near George Inn	7	Battle	16 minutes	Service 304 or 305	Battle	8 minutes
Rotherfield, The School	6	Crowborough	12 minutes	Service 224/225/226	Crowborough	8 minutes
Rye, Tilling Green	2	Rye	5 minutes	Service 326	Rye	3 minutes
Sedlescombe, Park Shaw	15	Hastings	25 minutes	Service 349	Battle	7 minutes
Selmeston, Village Hall	6	Lewes	19 minutes	Service 125	Polegate	11 minutes
St Leonards, Bulverhythe Road	4	Hastings	15 minutes	Service 98 or 99	Hollington	7 minutes
Staplecross, Cricketers Field	2	Hollington	25 minutes	Service 349	Battle	11 minutes
Stonegate, Village Hall	10	Battle	16 minutes	Train No public bus due to lack of demand.	Wadhurst	6 minutes
Three Oaks, Village Hall	7	Rye	10 minutes	Train No public bus due to lack of demand.	Hollington	10 minutes
Ticehurst, Car Park	52	Wadhurst	16 minutes	Service 254	Wadhurst	6 minutes
Udimore, Village Hall	8	Rye	15 minutes	Service 326	Rye	9 minutes
Wadhurst, Durgates	2	Wadhurst	6 minutes	No public bus due to lack of demand. Service 254 is a 5 minute walk and then a 6 minute journey to Wadhurst	Wadhurst	2 minutes
Wannock, Village Hall	7	Eastbourne	23 minutes	Service 125 or 143	Hampden Park	8 minutes

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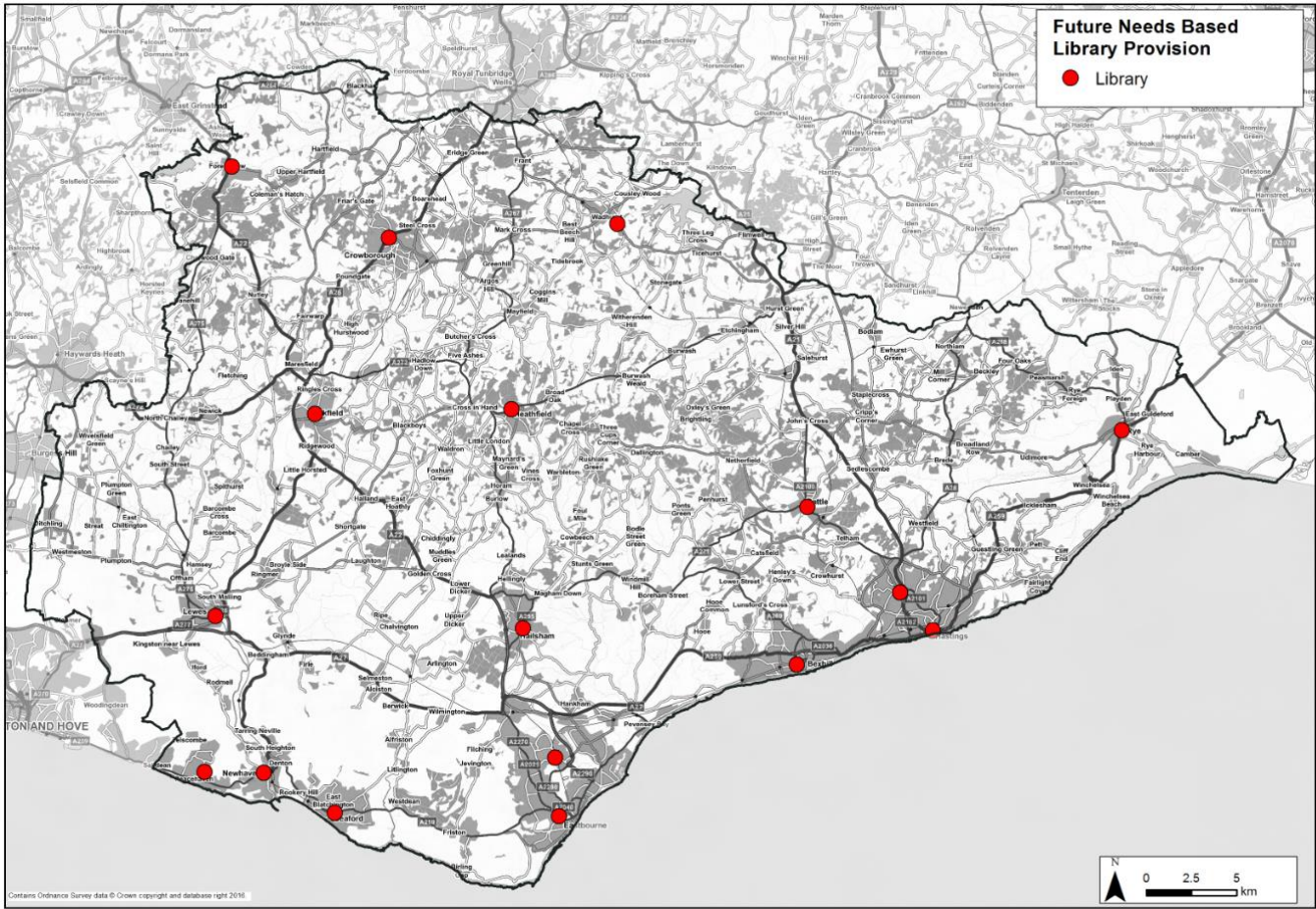
Mobile Library stop	Average number of visitors per stop	Next nearest library (by public transport)	Public transport journey time	Route	Next nearest library (by car)	Car journey time
Westfield, Geary Place	21	Hastings	28 minutes	Service 2	Hollington	8 minutes
Wilmington, Ades Field	2	Eastbourne	30 minutes	Service 125	Polegate	5 minutes
Winchelsea Beach, opposite Windmill Way	6	Rye	11 minutes	Service 101	Rye	7 minutes
Winchelsea, Castle Street	7	Rye	9 minutes	Service 100	Rye	5 minutes
Windmill Hill, Hurst Lane	7	Hailsham	21 minutes	Service 98	Hailsham	11 minutes
Withyham, Dorset Arms	4	Forest Row	16 minutes	Service 291	Crowborough	10 minutes
Wivelsfield Green, Village Hall	15	Lewes	33 minutes	Service 166	Uckfield	19 minutes

Appendix 4 Map a) Current network of 24 libraries and the 88 Mobile Library stops



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Appendix 4 Map b) network of 17 libraries



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Appendix 5 – Population accessibility for the future network of 17 libraries

Future network		Public Transport			Driving			Walking	
Journey time in minutes	0-10	10-20	20-30	0-10	10-20	20-30	0-10	10-20	20-30
No. of residents within journey time	241,980	212,384	50,487	482,621	44,178	722	65,532	138,459	105,396
% of residents within journey time	45.9%	40.3%	9.6%	91.5%	8.4%	0.1%	12.4%	26.2%	20.0%
Cumulative totals									
Cumulative number	241,980	454,364	504,851	482,621	526,799	527,521	65,532	203,991	309,387
Cumulative %	45.9%	86.1%	95.7%	91.5%	99.9%	100.0%	12.4%	38.7%	58.6%
Compared to current network (incl. Mobile Library)									
% of the total population for the current network	72.1%	24.9%	2.4%	99.9%	0.1%	0.0%	22.7%	34.2%	30.4%
Cumulative % for the current network	72.1%	97.0%	99.4%	99.9%	100.0%	100.0%	22.7%	57.0%	87.4%

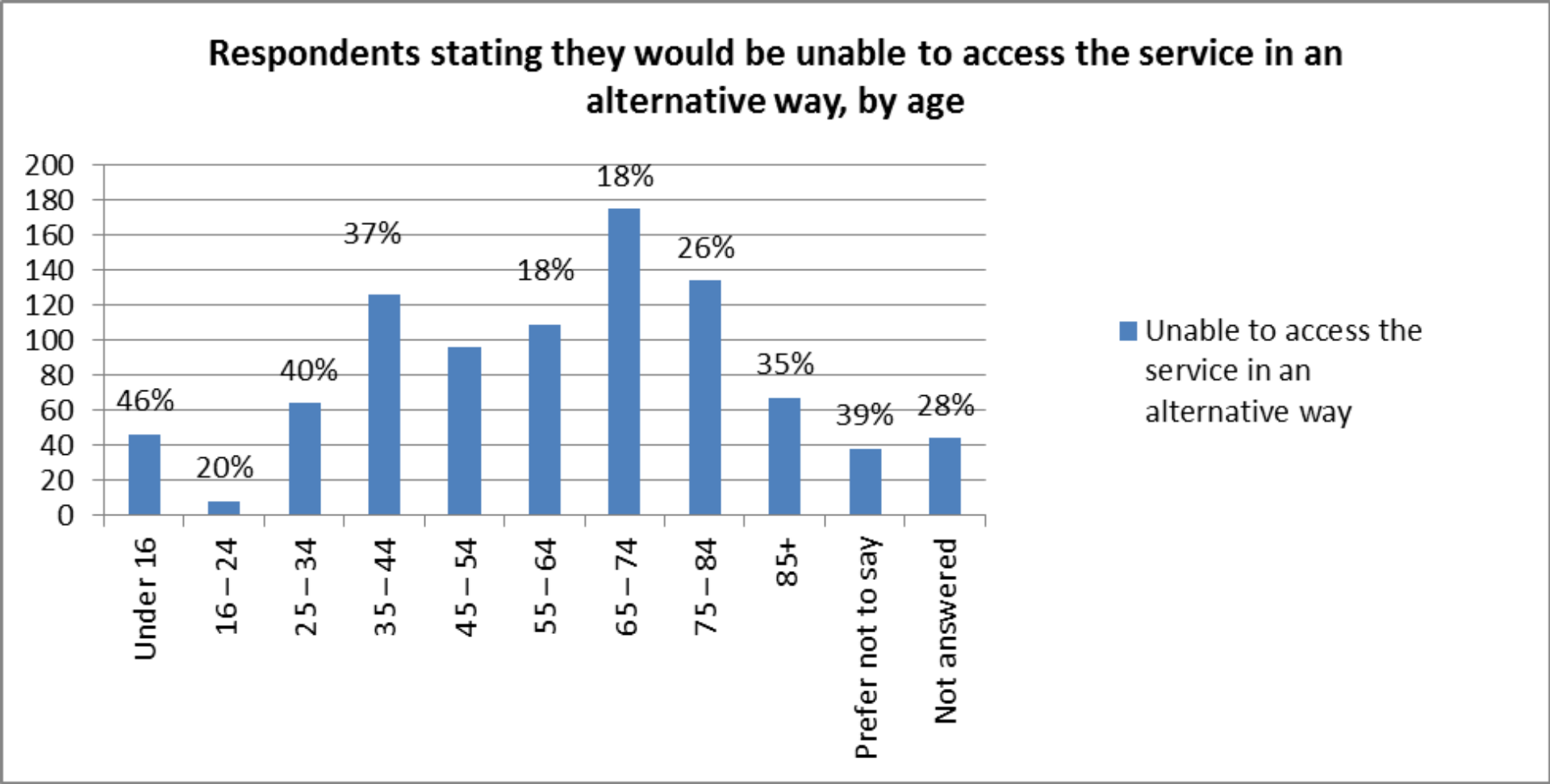
Overall, the proposals mean that 95.7% of East Sussex residents will be able to get to a library within half an hour by public transport (bus or train) and 100.0% by car. The current network of 24 libraries enables 96.2% of the population to get to a library within half an hour by public transport and 100% by car. If current Mobile Library stops are included, 99.4% are currently able to get to a library within half an hour by public transport and 100% by car.

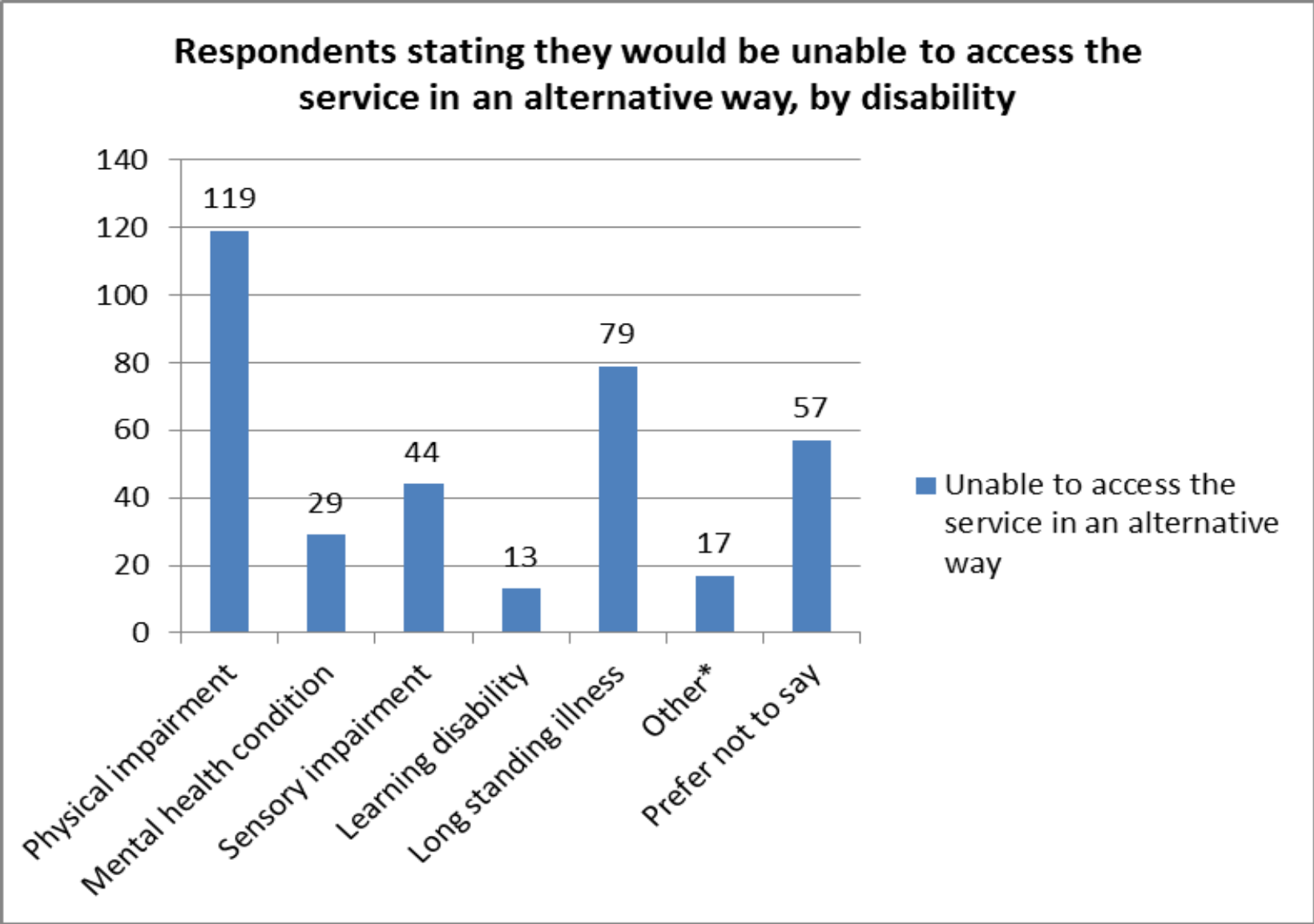
The proposals mean that 86.1% of the population will be within a 20 minute journey time by public transport and 99.9% within a 20 minute journey by car. There will, therefore, continue to be a very high level of accessibility to a library within a reasonable travel time of 20 to 25 minutes by either mode. This compares with 89.1% by public transport and 99.9% by car for the current network of 24 libraries or 97% by public transport and 100% by car if current Mobile Library stops are included.

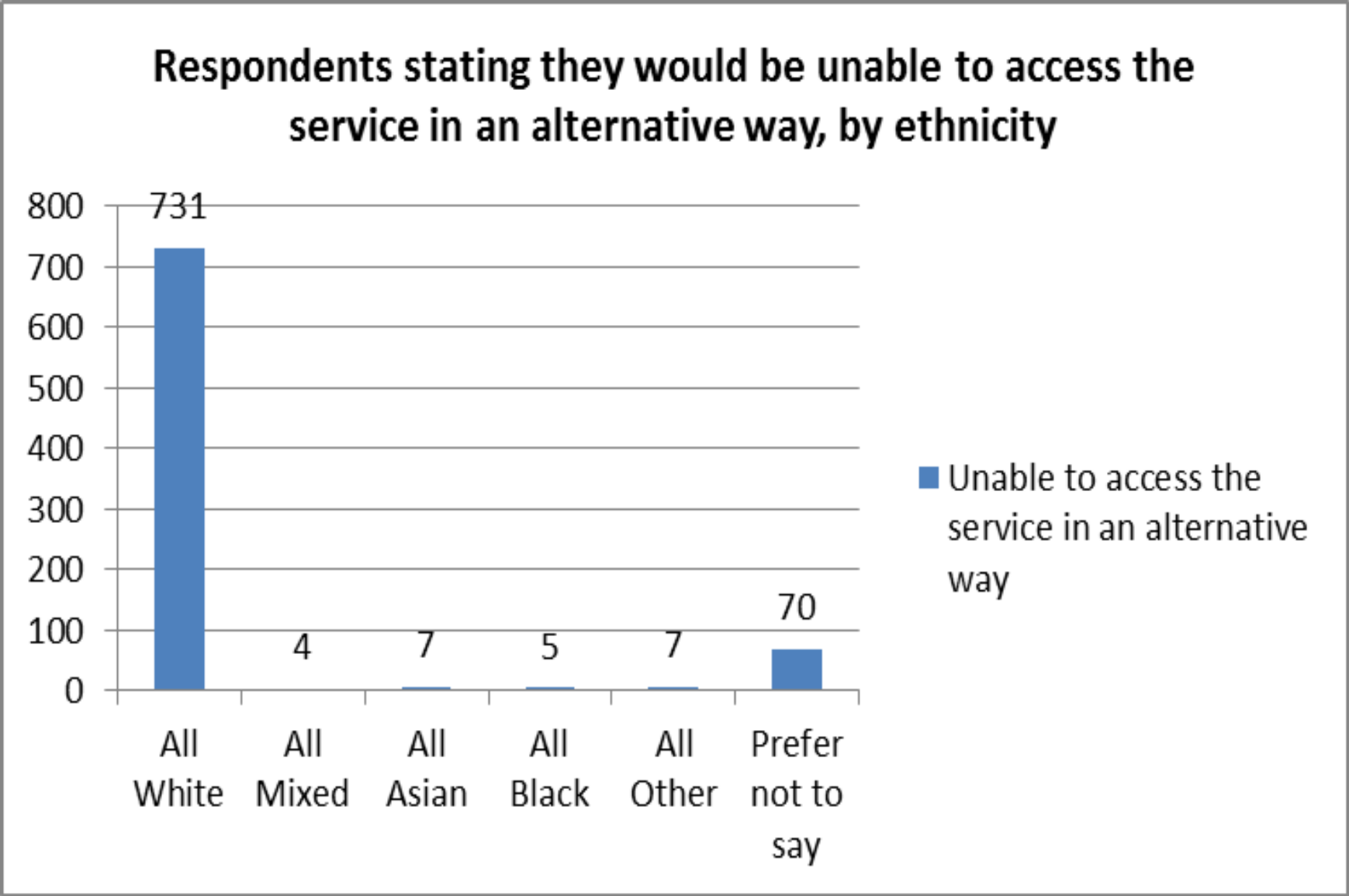
The largest impact will be on those walking to libraries. The current network of 24 libraries and Mobile Library stops enables 87.4% of the population to walk to a library within half an hour. Without Mobile Library stops, currently 75.3% of the population are able to walk to a library within half an hour. 58.6% of the population will still be able to walk to a library within half an hour with the network of 17 libraries and without the Mobile Library.

The current network of 24 libraries and Mobile Library stops enables 57.0% of the population to walk to a library within 20 minutes and 22.7% within 10 minutes. Without Mobile Library stops, currently 48.6% of the population are able to walk to a library within 20 minutes and 16.3% within 10 minutes. 38.7% will still be able to walk to a library within 20 minutes and 12.4% within 10 minutes, with the network of 17 libraries and without the Mobile Library.

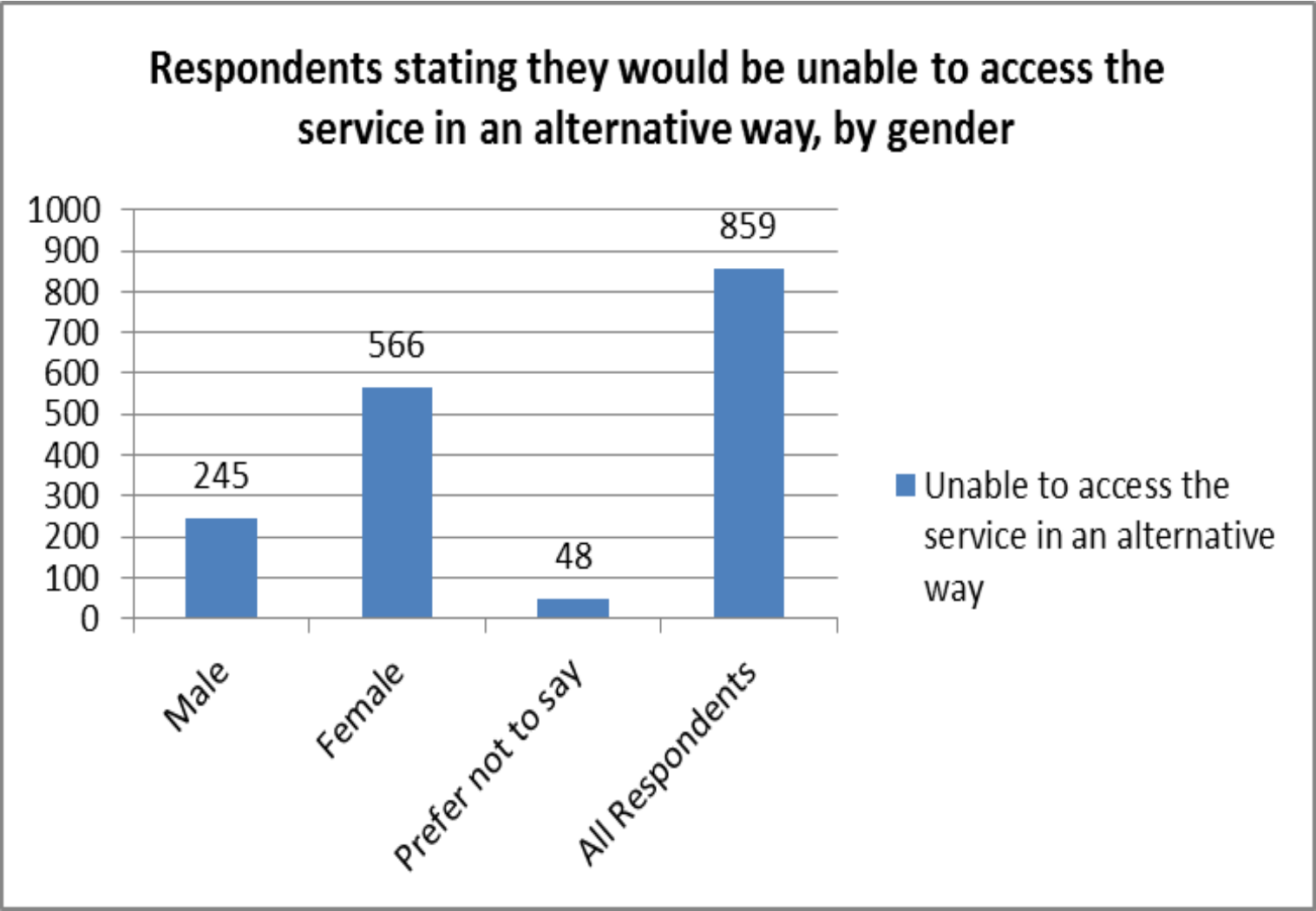
The analysis presents journey times to a library of the whole population of East Sussex, not only library users, to travel to a library. This is necessary in order to assess the ability of the service to meet the terms of the statutory duty to provide a comprehensive and efficient library service. It also based on an assumption that people will travel to the nearest library to their home. We know, from data on library users' home postcodes and where they have borrowed materials from, that this is not necessarily the case.

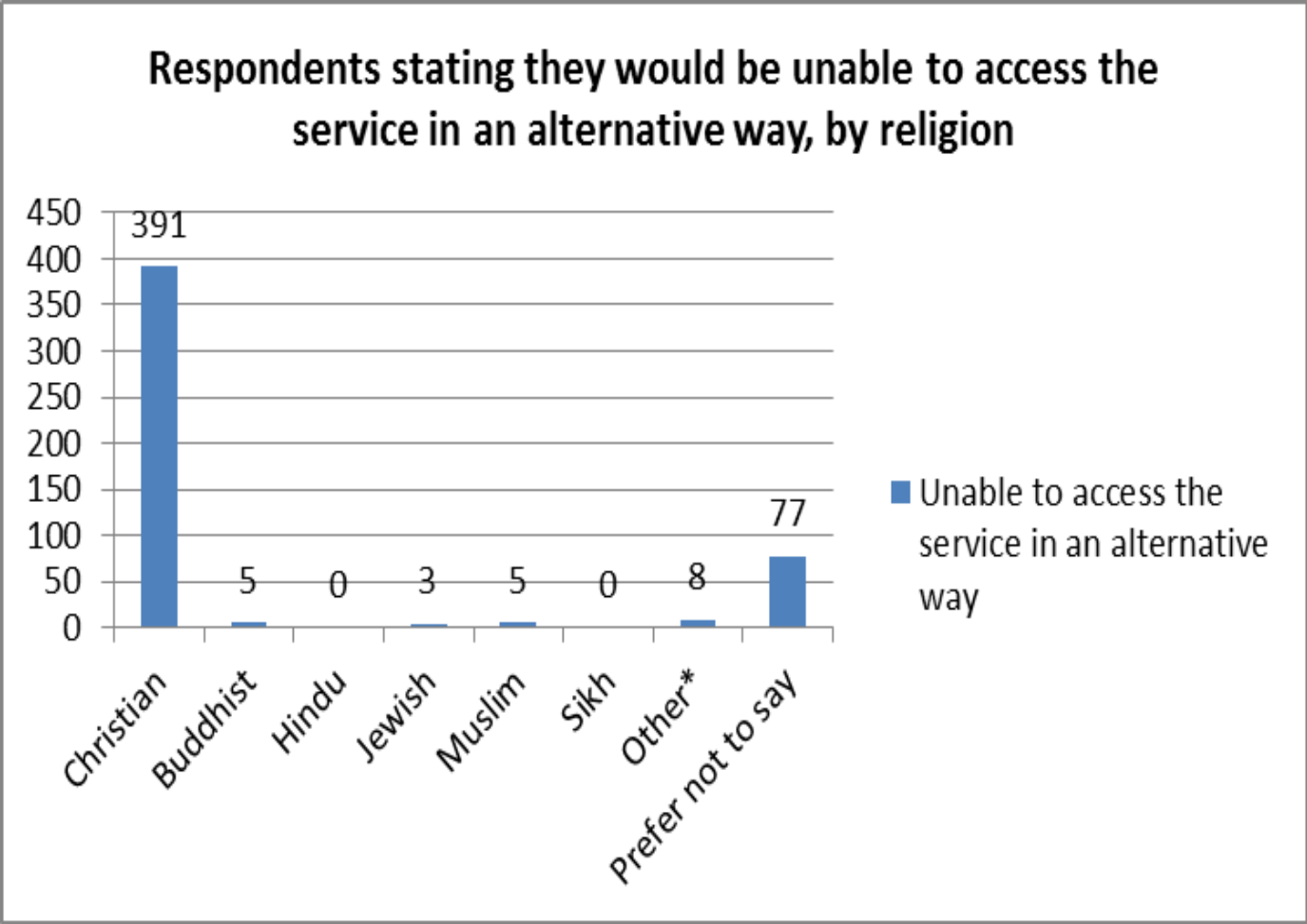


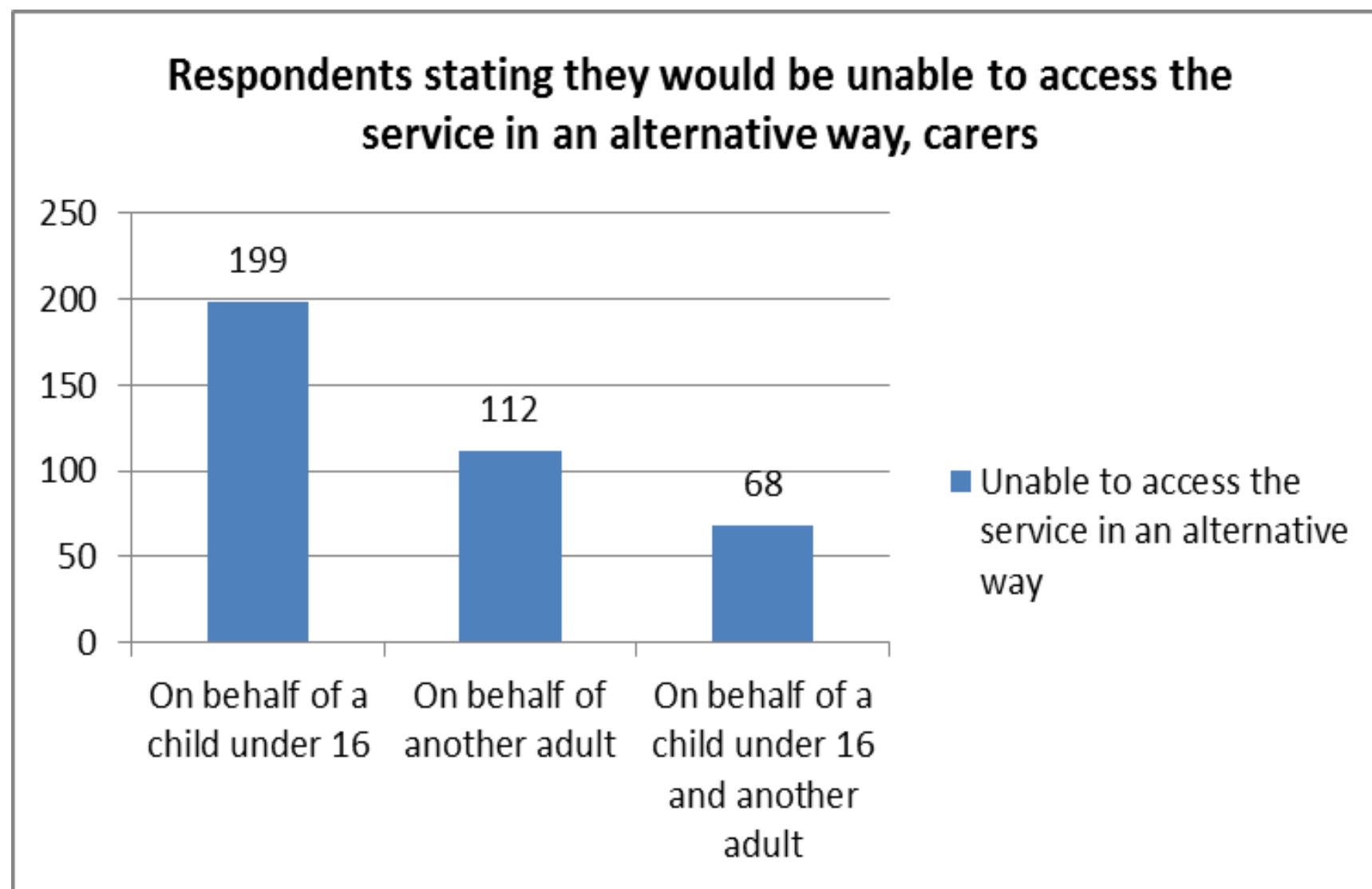


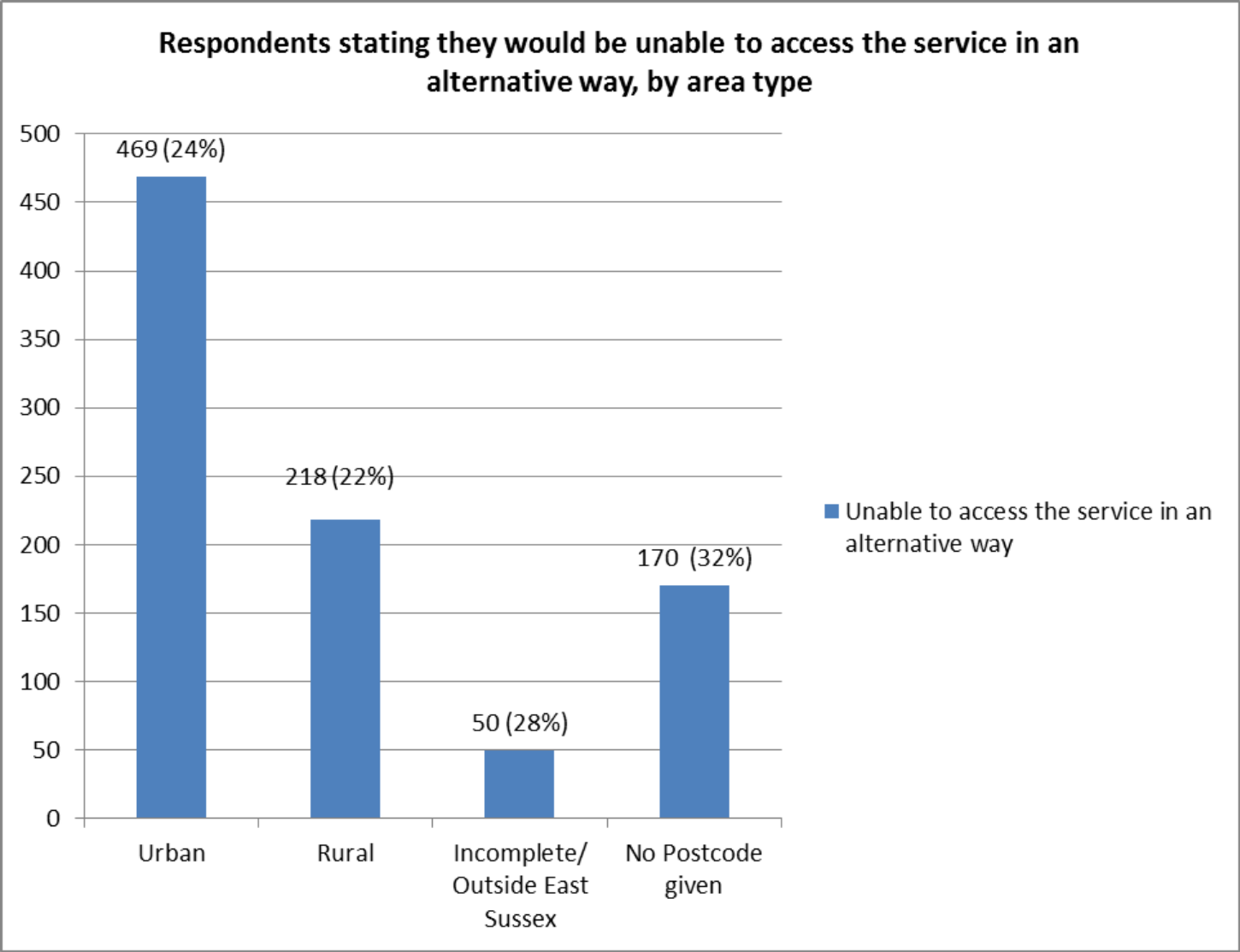


Appendix 6: Table 4









Analysis of “Other” responses to Question 5 of the consultation questionnaire: “

Written Responses and Codes

Code Reference

No.	Comment themes (matters directly related to Q5)	Quantity
1	Don't want to travel to other libraries, or consider it too difficult (for reasons not covered by codes 16-19)	181
2	Poor, expensive parking at the other libraries	119
3	People who are disabled or elderly will find it hard to use other libraries	113
4	Unable/difficult to travel to other libraries due to financial issues	101
5	Unable/difficult to travel to other libraries due to transport issues	87
5	People don't like e-books/the e-library and the choice of books it has	86
7	Unable/difficult to travel to other libraries due to mobility/disability issues	75
8	Children will be disadvantaged by shutting the libraries	65
9	People struggle to carry books on public transport to/from their homes	53
10	People don't have a computer/internet	44
11	People require help with technology	18
12	The other libraries don't offer the same services/books	12

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No.	Comment themes (other issues raised at this point)	Quantity
1	The proposals will have a negative impact on education, schools and literacy	48
2	Keep the Mobile Library	45
3	People make use of/want to start up clubs, groups and committees	26
4	Only financial effects have been considered, there are other ways to save/raise money, councillors get paid a lot/a pay rise and we pay council taxes	22
5	The current librarians/staff are friendly and helpful	11