

Mayor and Cabinet			
Report Title	Proposed changes to the Lewisham Library and Information Service		
Contributors	Executive Director for Community Services		
Date	9 December 2015	Item	

1. Introduction

- 1.1. On 30 September 2015, Mayor and Cabinet agreed for public consultation on the proposed changes to the library service to be undertaken and for the outcome of the consultation to be reported back to Mayor and Cabinet on 9th December 2015.

2. Purpose

- 2.1. This report informs Mayor and Cabinet of the outcome of the consultation and makes recommendations for taking forward proposed changes to the Library and Information Service.

3. Recommendations

- 3.1. Mayor and Cabinet is recommended:
- 3.2. To note the results of the consultation as set out in sections 6 and 7 of the report and in appendix 1.
- 3.3. To agree the proposed saving of £1million from the Library and Information Service budget.
- 3.4. To agree to the retention of three hub libraries at Deptford Lounge, Lewisham and Downham Health and Leisure Centre as set out at para 5.1
- 3.5. To agree to extend the Lewisham Community Library model as described in para 5.1 to Forest Hill, Torrington and Manor House libraries and for a formal tender process to be undertaken to identify partner organisations to work with the council to deliver this. The council will work with local stakeholders as part of this process.
- 3.6. To agree to the development of detailed plans for the reconfiguration of the library and public reception area at the ground floor of Laurence House in Catford as set out at para 5.1 and 6.10.

4. Policy context

- 4.1. Shaping the Future, the Council's Sustainable Community Strategy includes the following priority outcomes which relate to the work of the Library and Information Service and reflect the Council's aspirations for the service:
- Ambitious and Achieving – where people are inspired and supported to fulfil their potential.
 - Empowered and Responsible – where people can be actively involved in their local area and contribute to supportive communities.
 - Healthy, Active and Enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
 - Dynamic and Prosperous – where people are part of vibrant localities and town centres, well connected to London and beyond.
- 4.2. The Library and Information Service also contributes to the following Council Priorities:
- Community leadership and empowerment – developing opportunities for the active participation and engagement of people in the life of the community.

- Strengthening the local economy – gaining resources to regenerate key localities, strengthen employment skills and promote public transport.
- Active, healthy citizens – leisure, sporting, learning and creative activities for everyone.

5. The Proposal

- 5.1. On 30th September Mayor and Cabinet agreed for public consultation to be undertaken on a £1million proposed saving to the Libraries and Information Service Budget. The Savings Proposal is based on:
- The creation of three Hub Libraries – Deptford Lounge, Lewisham and Downham Health & Leisure Centre—which will carry an enhanced role for face to face contact between the Local Authority and the public to support the digital by default agenda.
 - The extension of the Lewisham Community Library Model to Forest Hill, Torrington, and Manor House, in partnership with other council services and community organisations. The council will continue to be responsible for the library service, owning and managing the stock, providing self issue terminals and overseeing the community library offer with a team of peripatetic community engagement staff. The council will work in partnership with a third party organisation who will take on responsibility for the management of the building and ensure that it remains open to the public.
 - The integration of the library provision into the repurposed ground floor space within the Catford complex (Laurence House).
 - The review of front line staff to include new functions through the re-training and enhancement of front line roles
- 5.2. The Proposal, if implemented, would produce reduced revenue costs of £950,000. The proposal also includes efficiencies to be realised on the Deptford Lounge budget which would produce savings of £50,000.

6. The public consultation

- 6.1. The council conducted a public consultation through five public meetings, a questionnaire, and a series of focus groups. The council also took into account the contributions of a petition, blogs, tweeter feeds, and individual correspondence addressed to the Library and Information Service and elected members during the consultation.
- 6.2. The main themes emerging from the consultation are summarised below. Please note that what follows does not reflect every detail of the consultation but aims to capture the more substantial themes that were brought forward during the consultation. Appendix 1 offers a fuller analysis of the public consultation.
- 6.3. The austerity approach – It emerged consistently during the consultation that many residents feel strongly against the climate of austerity that is having a negative effect on the local authority and its capacity to continue to sustain services to residents. Some maintain that the council should find ways to express its residents' views to central government.

It was explained that the council has a duty to present a balanced budget and that, despite savings agreed to date, there remains an expected reduction in funding of at least £50 million and savings of this order to be made by 2019/20 (see Medium Term Financial Strategy – July 2015 and Mayor & Cabinet savings report – September 2015).

- 6.4. The value of the library service – Residents were unanimous in expressing their views on the value of the Lewisham library service and its staff. The impact on citizens and future generations was repeatedly articulated in person and in writing. For these reasons, the majority of respondents thought that cuts should be taken elsewhere.

Lewisham has consistently invested in the library service and has achieved very positive results in the last years, within substantially reducing resources. The increased popularity of libraries, the way in which the service engages with local communities, and the growing satisfaction rate demonstrate that both the council and its residents value the service. The proposal presents a positive way forward for the service that balances budget reductions with sustainable service delivery.

- 6.5. The consultation process – Some believed that the consultation was not properly carried out because of insufficient publicity or time and opportunity to respond, or because the information was inadequate.

The consultation started on 1 October 2016 and ended on 15 November 2015, which is over the six weeks standard consultation time. The Budget Savings Proposal for the Library and Information Service was made public on 9 September when a paper was presented to the Safer Stronger Communities Select Committee. The consultation was publicised through the local media, including South London Press, News Shopper, and Mercury. Notifications were sent to residents through the Lewisham Life email newsletter. Publicity and papers were available on the council web site and in all the libraries.

The information provided before and during the consultation clarified the Library Service performance, including an overview of the existing community library provision, and the proposed approach to delivering savings. The Service aimed to provide the relevant information without overwhelming the reader. The public participation in the consultation in person and in writing demonstrates that residents were able to evaluate the options and express informed views on them.

- 6.6. Deterioration of the Service if community run – A large number of respondents expressed concern about the quality of the service if this moved to being “community run”. The comments were mostly based on the decrease in book issues at the Community Libraries, the fact that council staff are not based in the buildings and the risk of temporary closures.

There has been a fall in book issues from library services nationally. Overall Lewisham’s book issues have performed well against this national trend but it is true that the issues of books decreased faster in the community libraries than in the council-managed buildings. This may be partially attributed to the reduced stock at community libraries and the accessibility of the self-service technology. The library service intends to take steps to address the drop in book issues across the whole service and is investigating changing the self-service technology to better support self-issue. More positively, visits to community libraries have risen, demonstrating increased usage of the service. This consistent trend is linked to three factors, the increase in opening hours, the introduction of additional services in the buildings, and the direct involvement of local communities in the running of the buildings and the activities in them. It is also worth noting that residents’ satisfaction with the libraries service has risen since the introduction of the community library model in 2011. The need to temporarily close a service for lack of staff or unforeseen problems with a building, whilst always regrettable, can occur in any business, including the council-run libraries.

- 6.7. The local community – Many felt that the proposal would have a negative impact on the local community and some people asked how the council would continue to engage with local communities if the proposal was taken forwards.

The buildings and particularly the services in them are likely to change following the implementation of the community library model. The lack of certainty about the future of their local library is reasonably presenting residents with concern. However, our experience of the community libraries shows that creative and individual solutions can be found for each building, which avoids the potential impact of a more radical approach, such as the closure of a building. The council recognises that local residents will want to continue to be engaged with the implementation of the proposal and will establish mechanisms to continue to work with local stakeholders.

- 6.8. Volunteers – Respondents expressed concern over the use of volunteers to “replace” council staff. Some stressed the lack of reliability that is inherent in the transient role of volunteers. Some were concerned about issues linked to the ability of volunteers to care for the assets and to safeguard visiting audiences, particularly children.

The council is not proposing to replace council staff with volunteers. During the consultation, the community library model was explained. This is based on the commitment by a third party organisation to support access to library service from a building that they are now responsible for. The council commits to sustaining the library service, e.g. through buying books, maintaining the IT-based self-service infrastructure, and providing a peripatetic library service. All the partner organisations maintain safeguarding policies.

- 6.9. Support for a particular library – Respondents articulated a number of reasons why the individual libraries should be excluded from the proposed changes. For example,
- Forest Hill residents thought that their library should be excluded for a range of reasons, including the performance of the library and the impact on their community.
 - Manor House residents thought that their library should be excluded because of its status as a valued heritage building.
 - Torridon Road residents thought that their library should be excluded because of the work it does with children and families.

The value of the individual libraries was never in dispute, as much as the capacity of the future, much reduced workforce to sustain the current presence in these buildings. Some modelling is presented in Section 8 that reflect possible solutions based on retaining the council presence in all the buildings while reducing costs through staff reductions.

- 6.10. Catford – the consultation highlighted the need for a different approach for the library presence on the ground floor of Laurence House, which should be developed with other council services within the building. Residents did not support the proposal that library staff should be removed from the premises leaving the service to operate on a self-service basis with the support of the peripatetic community engagement team. The proposal for Catford is to retain a library service offer as part of an integrated ‘front door’ to the council on the ground floor of Laurence House. The ‘front door’ has three key components:

- A safe, public space – a truly public space, open to all, with books, information and computers that people can access themselves. A space with free WIFI where you can spend time, feel safe and part of the wider community including an area specifically for children that will continue to offer access to books and reading for our younger residents.
- Reception for council business – efficiently and securely welcoming visitors to the council’s offices.
- Access Point – providing a customer service centre that offers face to face support for more complex transactions between the council and residents that cannot be resolved on the phone or online.

At the moment these three functions are managed separately. Over the next 2 months officers will explore how to integrate these functions with a joined up staff team, and a redesign of the layout to support the efficient management of the space whilst still delivering each of the three functions.’ The comments received during the consultation process in relation to Catford Library will be taken into consideration in the redesign.

7. Alternative proposals

- 7.1. During the consultation a number of alternative proposals for how to achieve the required £800k saving in employee costs were suggested. This section of the report explores the feasibility of these alternatives.

7.2. The table below summarises the two main alternative approaches set against the current practice and against the proposal of extending the community library model which was the favoured option put forward in the consultation document. The alternative proposals are then discussed individually.

	Current structure	Proposal	Reduction in staff but all libraries open	Reduction in staff and inclusion of volunteers at all libraries
Employee costs	£ 3,105,800	£ 2,305,800	£ 2,305,800	£ 2,305,800
Total weekly opening hours	637.5	666.5	443	637.5
Structural volunteer hours/week	0	0	0	600
No of Hub Libraries	7	4 (including Catford)	7	7
No of Community Libraries	5	8	5	5
What does it mean?	This is the current cost of providing the service	<ul style="list-style-type: none"> • 3 Hub Libraries (Deptford, Downham, Lewisham), • Extension of Community Library Model to Forest Hill, Manor House, and Torridon Road, and separate solution for Catford to be developed. • Staff roles review and training. 	<ul style="list-style-type: none"> • Reduced opening hours at Catford, Downham, Deptford, and Lewisham to 50 h/w • Reduced opening hours at, Forest Hill, Manor House, and Torridon to 15-20 h/w. • No change to the existing community library (which would all be open longer than the council-staffed libraries) 	<ul style="list-style-type: none"> • This will reduce services from the Current set-up by replacing paid staff with volunteers. • The Service may have to manage a new infrastructure based on volunteers.

7.3. The current structure – The current structure covers the cost of running the library service at the seven buildings and the community engagement team that supports the current five community libraries.

7.4. The proposal – The Proposal would reduce staffing costs by £800,000. The Proposal includes the relocation of staff from four buildings (Catford, Forest Hill, Manor House, and Torridon Road) to the remaining three (Deptford, Downham, and Lewisham) Hub Libraries. Fundamentally, the Proposal maintains a library service provision within the buildings subject to the asset transfer (Forest Hill, Manor House, and Torridon Road) and in Catford. This would be based on a self-service infrastructure and the growth of the peripatetic service currently provided through the Community Engagement Team.

7.5. Reduction of opening hours – It is possible to retain staff at all the seven libraries currently operating in the borough after the reduction in staffing. However, the much reduced staffing levels may result in a 34% loss in opening hours. One in three opening hours will be lost, putting at risk the basic provision of library services.

7.6. Use of volunteers at all libraries – The full integration of new volunteer roles in the structure of the library service might provide an option to sustain current provision. This would have to follow the reduction in staff, proposing the replacement of paid staff with volunteers. The council has always viewed the third sector as distinct, supporting it and valuing its input as additional and complementary to the council's own. There is no indication that the council is minded to depart from the current position. This approach will also require the library service to develop an infrastructure to promote, recruit, manage, and develop volunteers. Such structure

might further reduce the library specific staff, unless the new duties and skills are reassigned to re-trained staff.

- 7.7. Other alternative suggestions included approaches based on increasing income or external, one-off capital input, such as using council reserves or (prudential) borrowing to temporarily sustain the current level of provision.
- In relation to the former, to achieve the required level of income, takings would need to grow from £237,700 to up to £1,187,700 (+500%). While increased income is desirable, the level of growth required, given no other change in the business scope and practices, is unrealistic.
 - In relation to the use of reserves, the council would not be able to use reserves to structurally sustain a specific service. While reserves may be used in emergencies and one-off conditions, relying on them to balance revenue accounts would negate the core function of the reserves fund. Also, prudential or other forms of borrowing to sustain continued revenue costs would not resolve the fundamental issue of allowing the council to live within its means, which may lead to unmanageable debt levels.
- 7.8. Also, during the consultation, respondents mentioned two additional options, namely the potential outsourcing of the service to a third party or the spin-out of local authority control through the formation of an independent organisation, possibly a mutual. While both are potential options, it is unclear that either will provide the required level of savings in the timeframe. It is also plausible that each would require a full reorganisation and streamlining of the Service before its implementation. Without this, the incoming or fledgling organisation would be burdened with additional costs that the council is already trying to reduce through these proposals.

8. The soft market test

- 8.1. The Council conducted a soft market test to gauge the interest in the transfer of the Forest Hill, Manor House, and Torridon Road buildings to potential partners. The Test attracted a number of organisations from the commercial, public, and voluntary sectors.
- 8.2. Given the outcome of soft market test that resulted in eight organisations expressing an interest, it is reasonable to assume that a formal procurement will attract suitable partners interested in taking on the management of the library buildings on a long lease.
- 8.3. It also emerged that community groups, local residents and stakeholders would welcome further engagement during the formal procurement phase. It is proposed that this is done through the Local Assemblies structure and engaging with relevant groups in the vicinity of each building.

9. Potential impact of the proposed changes and equalities implications

- 9.1. The specific impact on protected characteristics and a full Equality Impact Assessment are available in Appendix 2. Overall the equalities impact is assessed as low given that the library service would continue to operate in all of its current locations. However, it is recognised that the service being delivered will change and that the needs of individual protected characteristics will need to continue to be taken into consideration as the proposal is implemented.

10. Comments from the Safer Stronger Communities Select Committee held on 30 November 2015

- 10.1 The Select Committee heard the feedback from the consultation process and wished to be assured about the thoroughness of the process itself.

- 10.2 The Committee also heard contributions from the floor and made note of the passion that many residents have for the Library Service. The Committee also noted the petition presented by a representative of the Defend Torridon Road Library group.
- 10.3 The Committee noted that officers agreed that further work needs to be done on the details of integrating the library, reception and Access Point on the ground floor of Laurence House.
- 10.4 The Committee strongly agreed that if the proposals were to be agreed, officers should engage with residents via Local Assemblies to ensure a level of contribution to shaping the specification for community libraries and contributing to elements of the procurement process.
- 10.5 The Committee regretted that cut backs were required in the Library and Information Service but noted the difficult financial situation that the Council has been placed in. They therefore, with reluctance, recommended that the Mayor agree the proposed changes to the Library and Information Service.

11. Legal Implications

- 11.1 The Public Libraries and Museums Act 1964 makes provision for regulating and improving library services. Section 7(1) sets out the duty of every library authority to provide a “comprehensive and efficient library service for all persons desiring to make use thereof”. Section 7(2) provides that, in fulfilling its duties, a library authority should have regard to the desirability “of securing ...by any other appropriate means” that facilities are available for the borrowing of, or reference to, books and other printed matter, pictures, records, films and other materials in sufficient number, range and quality to meet the general requirements and any special requirements of adults and children. Section 9(1) provides that “a library authority may make contributions towards the expenses ofany person providing library facilities for members of the public”.
- 11.2 Recent judgments by Courts have indicated that where a consultation exercise is undertaken by public bodies in relation to proposals to cut services which are provided pursuant to Statute then that for it to be lawful consultation should conform to certain requirements , namely that it should:
- be undertaken at a time when the relevant proposal is still at a formative stage;
 - give sufficient reasons for particular proposals to permit of intelligent consideration and an intelligent response;
 - give consultees adequate time for consideration and response; and
 - the product of consultation must be conscientiously taken into account when finalising any proposals.
- 11.3 The consultation process is at the discretion of the public authority and provided it is fair there are no prescriptive rules which have to be followed subject to the principles outlined at **Error! Reference source not found.** above being observed.

12. Equalities Legislation

- 12.1 The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 12.2 In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

12.3 The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

12.4 The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at:
<http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>

12.5 The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

1. The essential guide to the public sector equality duty
2. Meeting the equality duty in policy and decision-making
3. Engagement and the equality duty
4. Equality objectives and the equality duty
5. Equality information and the equality duty

12.6 The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:
<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

13. Financial Implications

13.1 This report relates to savings proposal L6 considered by Mayor and Cabinet on 16 September 2015. The proposal is for a reduction of £1m against the current net library budget of £4.18m, phased £400k in 2016/17, £600k in 2017/18.

13.2 The report sets out the results of public consultation on the proposals and recommends that the further work required to achieve the saving be undertaken.

14. Crime and Disorder Implications

14.1 There are no direct crime and disorder implications arising from this report.

15. Environmental Implications

15.1 There are no direct environmental implications in this report.

16. Conclusion

- 16.1. The consultation on the proposed changes to the Library and Information Service attracted a strong response from residents. Respondents were overwhelmingly opposed to the proposal. A number of alternative proposals were put forward, the majority of which, would be unlikely to achieve the required £1million saving. On balance, taking into account the strong opposition to the proposal and having considered the alternatives, it is felt that the preferred option laid out in the consultation paper and section 5 above, builds on the experience that the council has developed since 2010 in relation to the transfer on long leases of the buildings and the delivery of library services through the Lewisham Community Libraries Model and will enable the council to continue to meet its obligation under the Public Libraries and Museums Act of 1964 to provide a 'comprehensive and efficient' service. The Model is sound and is sustaining a library service that has increased the satisfaction of Lewisham residents. The link that the council has established with local organisations has proven mutually beneficial, attracting increasing visitors to the community libraries. While it is recognised that the issuing of books has reduced, which requires further efforts from the Library and Information Team across the whole service, this is one of many functions that the libraries provide.

Background Papers

1. May 2011 Report + EIA:

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=1443andISATT=1#search=%22library%22>

2. Mayor and Cabinet Report from HCSC 18 January 2012

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=7306>

3. HCSC report 14 December 2011

<http://councilmeetings.lewisham.gov.uk/mgConvert2PDF.aspx?ID=6983>

4. Mayoral response to the comments of the Healthier Communities Select Committee on the Library and Information Service

<http://councilmeetings.lewisham.gov.uk/documents/s8101/Response%20on%20Community%20Libraries%20to%20Healthier%20Communities%20SC.pdf>

For further information please contact
Liz Dart, Head of Culture and Community Development on 020 8314 6115.

Appendix 1

The public consultation on the proposed changes to the Library and Information Service

Consultation overview

This report brings together the feedback received through each of the different consultation elements and provides a comprehensive evidence base to help inform the decision-making process. It reviews the full range of feedback received, and brings together those common themes that have emerged.

Verbatim quotations (all of which are italicised) are used where relevant to capture recurrent points of view.

Overview of the consultation elements

Consultation type	No of responses / participants
Quantitative	
Questionnaire	827
Total quantitative responses	827
Qualitative	
Public meetings (5 meetings across the borough)	211
Focus groups & stakeholder meetings 5 sessions with various groups)	65
Written submissions (from individuals and groups)	18
Petitions	2
Signatures	1,454
Total qualitative responses (some individuals may have contributed to more than one consultation strand)	1,748
TOTAL RESPONSES OVERALL	2,575

Consultation process

In October and November 2015, Lewisham Council consulted on the proposed savings in the Libraries budget as part of the Lewisham Future Programme. The Library & Information Service was asked to find £1,000,000 in savings from its budget. 3 options were proposed – outsourcing of the service; reducing opening hours and closing libraries; the extension of the Lewisham Libraries community model with the transfer of 3 libraries to community partners - Forest Hill, Manor House and Torridon Libraries, the creation of 3 Hub libraries – Deptford, Downham and Lewisham, and the remodelling of Catford Library

The consultation launched on 1st October and ran until 15th November. Information about the proposals was posted in the libraries, on the Libraries section of the Council website (<http://www.lewisham.gov.uk/libraryconsultation>) and a consultation survey was posted on the Lewisham consultation website (https://lewisham-consult.objective.co.uk/public/proposed_changes_to_the_library_and_information_service). 5 public meetings were held at locations across the borough and 4 focus groups.

Users were encouraged to complete the survey online and paper copies were made available in libraries and at the consultation meetings and focus groups. An email address was created for people to contact the service and request pdf copies of the consultation survey or submit comments - library.consultation@lewisham.gov.uk.

Information was also posted on the Library & Information Service Facebook page and Twitter account.

Petitions were handed in from local interested parties. Steps were taken to monitor activity and comments on the web to ensure awareness of the main areas of concern, including comments posted on the petition **Save Lewisham Libraries** and the **SE23 Forum**.

Public meetings

Public consultation meetings were held on –

Date	Location	No of attendees
Wednesday 7 October	Broadway Theatre, Catford SE6 4RU	27
Monday 12 October	Trinity School, Lee SE12 8PD	46
Monday 19 October	Sydenham School, Forest Hill, SE26 4RD	55
Thursday 22 October	Sandhurst Junior School, Catford SE6 1NW	55
Wednesday 4 November	St Dunstan's Jubilee Hall, Catford SE6 4SW	28

Focus groups

Focus groups were held to ensure input from users who might not be able to interact online or attend evening meetings.

Date	Group	No of attendees
Monday 2 November	Young Mayor's Advisors	25
Thursday 5 November	Positive Ageing Council	12
Wednesday 11 November	School teachers and librarians	3
Thursday 12 November	Lewisham Disability Coalition	4
Monday 16 November	Manor House Library stakeholder meeting	21

Online consultation

The online consultation was launched on 1 October. Information was posted on the Libraries section of the Council website, which received 2,268 unique visits and 2,937 views over the consultation period from 1 October to 15 November.

Source	Number of responses
Library Consultation page on the Council website	2,268 visitors
Consultation survey (A copy of the survey is attached)	827

Written submissions

	Source	Number of responses
Petitions received	2	
	Number of signatories	1454
	Number of comments	363
	Formal responses from local organisations	4
	Emails	7
	Letters	3

Social media

Source	Number of responses
SE23 Forum	100 comments

Areas of concern raised through the consultation process

Main themes

The austerity approach – It emerged consistently during the consultation that residents feel strongly against the climate of austerity that is having a negative effect on the local authority and its capacity to continue to sustain services to residents. Some maintain that the council should find ways to express its residents' views to the government.

The value of the library service – Residents were unanimous in expressing their views on the value of the Lewisham library service and its staff. It was felt that any reduction in the service would make the authority poorer in the present and more so in the future. The impact on citizens and future generations was clearly and repeatedly articulated in person and in writing.

Deterioration of the Service if community run – A large number of respondents expressed concern about the quality of the service if this moved to being “community run” and that the proposed option would entail reduced access to professional and/or trained library staff

Impact on children - A number of respondents expressed concern that the proposed option would have a major detrimental effect on children and their families.

Reduction in perceived access to libraries – Respondents expressed concern that they would be unable to travel to a hub library and would not be able to access ‘full’ library services

The local community – Many felt that the proposal would have a negative impact on the local community.

Volunteers – Respondents expressed concern over the use of volunteers to “replace” council staff. Some stressed the lack of reliability that is inherent in the transient role of volunteers. Some were concerned about issues linked to the ability of volunteers to care for the assets and to safeguard visiting audiences, particularly children. That the proposed option would mean that professional and/or trained library staff

The consultation process – Some believed that the consultation was not properly carried out because of insufficient publicity or time and opportunity to respond, or because the information was inadequate.

Consultation survey

827 Responses were received to consultation survey.

Need for change

Respondents were asked to what extent they agreed or disagreed that changes to the Council's public library service were necessary.

20% agreed or strongly agreed
65% disagreed or strongly disagreed

Need for change

Question responses: 814 (98.43%)

To what extent do you agree or disagree that changes to the Council's public library service are necessary?

Table .1

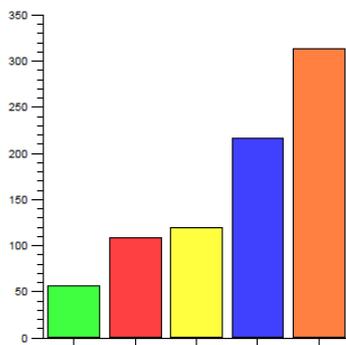


Table .2

	% Total	% Answer	Count
Strongly agree	6.77%	6.88%	56
Agree	13.06%	13.27%	108
Neither agree nor disagree	14.51%	14.74%	120
Disagree	26.24%	26.66%	217
Strongly disagree	37.85%	38.45%	313
[No Response]	1.57%	--	13
Total	100.00%	100.00%	827

Option selection

Respondents were asked which – if any – of the 3 proposed options they preferred.

6% preferred outsourcing the service to a third party organisation
4% preferred reducing opening hours and closing libraries
36% preferred creating 3 fully staffed hubs and extending the community model
54% preferred another option

Respondents were then asked to complete a free text box with details of their preferred 'other' option. These are listed below.

Option selection

Question responses: 780 (94.32%)

Which of the following is your preferred option for changes to the library service?

Table .1

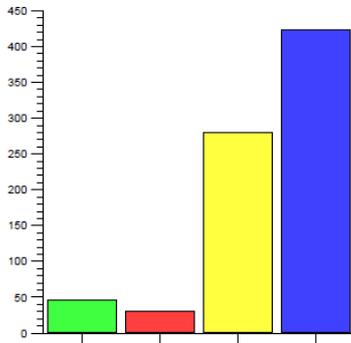


Table .2

	% Total	% Answer	Count
Outsourcing the library service to a third party organisation	5.56%	5.90%	46
Reducing opening hours and closing libraries	3.75%	3.97%	31
Creating three fully staffed hub libraries with longer opening hours and extending the community library model to three more buildings	33.86%	35.90%	280
Other...please specify below	51.15%	54.23%	423
[No Response]	5.68%	--	47
Total	100.00%	100.00%	827

Preferred option

Respondents were asked to what extent they agreed or disagreed with the Council's preferred option to create 3 hub libraries and extend the community model.

29% agreed or strongly agreed
59% disagreed or strongly disagreed

Preferred option

Question responses: 806 (97.46%)

To what extent do you agree or disagree with the Council's preferred option to create three fully staffed hub libraries with longer opening hours while extending the community model to three more buildings?

Table .1

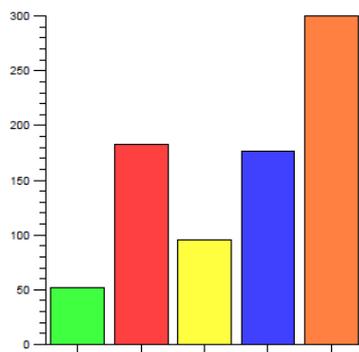


Table .2

	% Total	% Answer	Count
Strongly agree	6.29%	6.45%	52
Agree	22.13%	22.70%	183
Neither agree nor disagree	11.49%	11.79%	95
Disagree	21.28%	21.84%	176
Strongly disagree	36.28%	37.22%	300
[No Response]	2.54%	--	21
Total	100.00%	100.00%	827

Impact of the proposed changes

Respondents were asked what impact the proposal would have on them personally.

8% said it would have a positive impact
66% said it would have a negative impact

Respondents were able to complete a free text box with further details on what the impact would be on them. The results of this are listed below.

Impact of proposed changes

Question responses: 809 (97.82%)

What impact do you think that this proposal would have on you personally?

Table .1

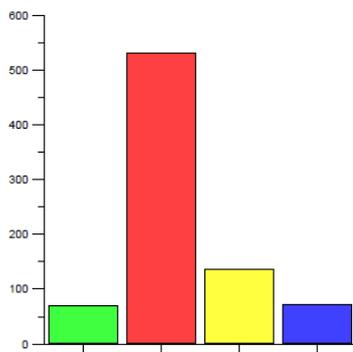


Table .2

	% Total	% Answer	Count
Positive impact	8.34%	8.53%	69
Negative impact	64.21%	65.64%	531
No personal impact	16.57%	16.93%	137
Don't know	8.71%	8.90%	72
[No Response]	2.18%	--	18
Total	100.00%	100.00%	827

Free text comments

There were 3 questions where people could enter free text and make comments on –

Which of the following is your preferred option for changes to the library service? Please specify your 'other' preferred option here

What impact do you think that this proposal would have on you personally? Please describe briefly how you think you would be impacted by this proposal?

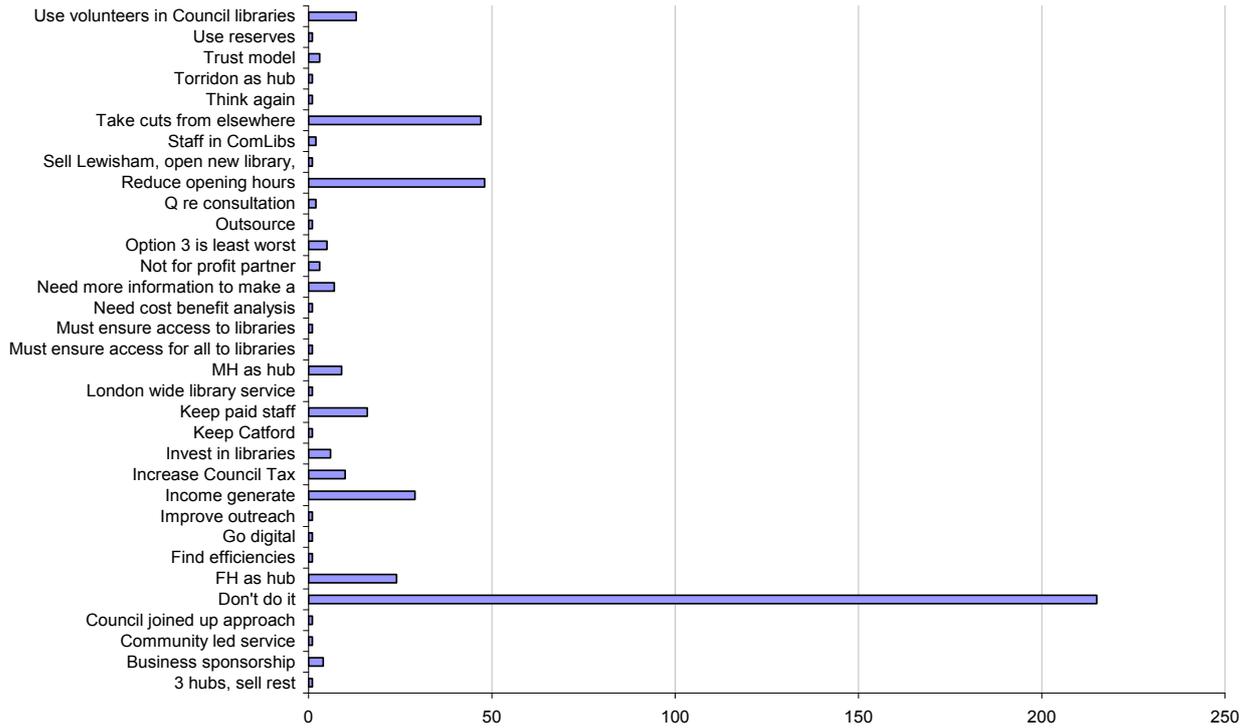
Do you have any other comments on the proposed changes to the library service that you would like to share with us?

Question 1

Which of the following is your preferred option for changes to the library service? Please specify your 'other' preferred option here.

54% or 423 people selected this option. 474 respondents completed a response and these were categorised as follows

Category	No of responses
3 hubs, sell rest	1
Business sponsorship	4
Community led service	1
Council joined up approach	1
Don't do it	215
Forest Hill as hub	24
Find efficiencies	1
Go digital	1
Improve outreach	1
Income generate	29
Increase Council Tax	10
Invest in libraries	6
Keep Catford Library	1
Keep paid staff	16
London wide library service	1
Manor House as hub	9
Must ensure access for all to libraries	1
Must ensure access to libraries	1
Need cost benefit analysis	1
Need more information to make a choice	7
Not for profit partner	3
Option 3 is least worst	5
Outsource	1
Q re consultation	2
Reduce opening hours	48
Sell Lewisham, open new library, close community libraries	1
Staff in community libraries	2
Take cuts from elsewhere	47
Think again	1
Torridon Library as hub	1
Trust model	3
Use reserves	1
Use volunteers in Council libraries	13



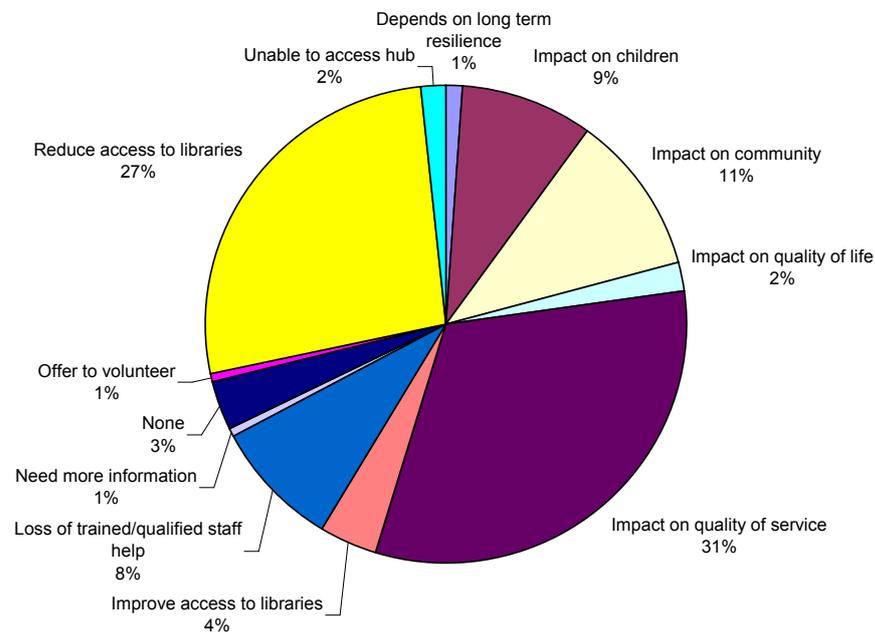
Question 2

**What impact do you think that this proposal would have on you personally?
Please describe briefly how you think you would be impacted by this proposal?**

573 respondents entered a response and these were categorised as follows

Category	No of responses
Depends on long term resilience	6
Impact on children	50
Impact on community	59
Impact on quality of life	11
Impact on quality of service	178
Improve access to libraries	22
Loss of trained/qualified staff help	47
Need more information	3
None	18
Offer to volunteer	3
Reduce access to libraries	149
Unable to access hub	9

Libraries consultation - Impact of proposals



Question 3

Do you have any other comments on the proposed changes to the library service that you would like to share with us?

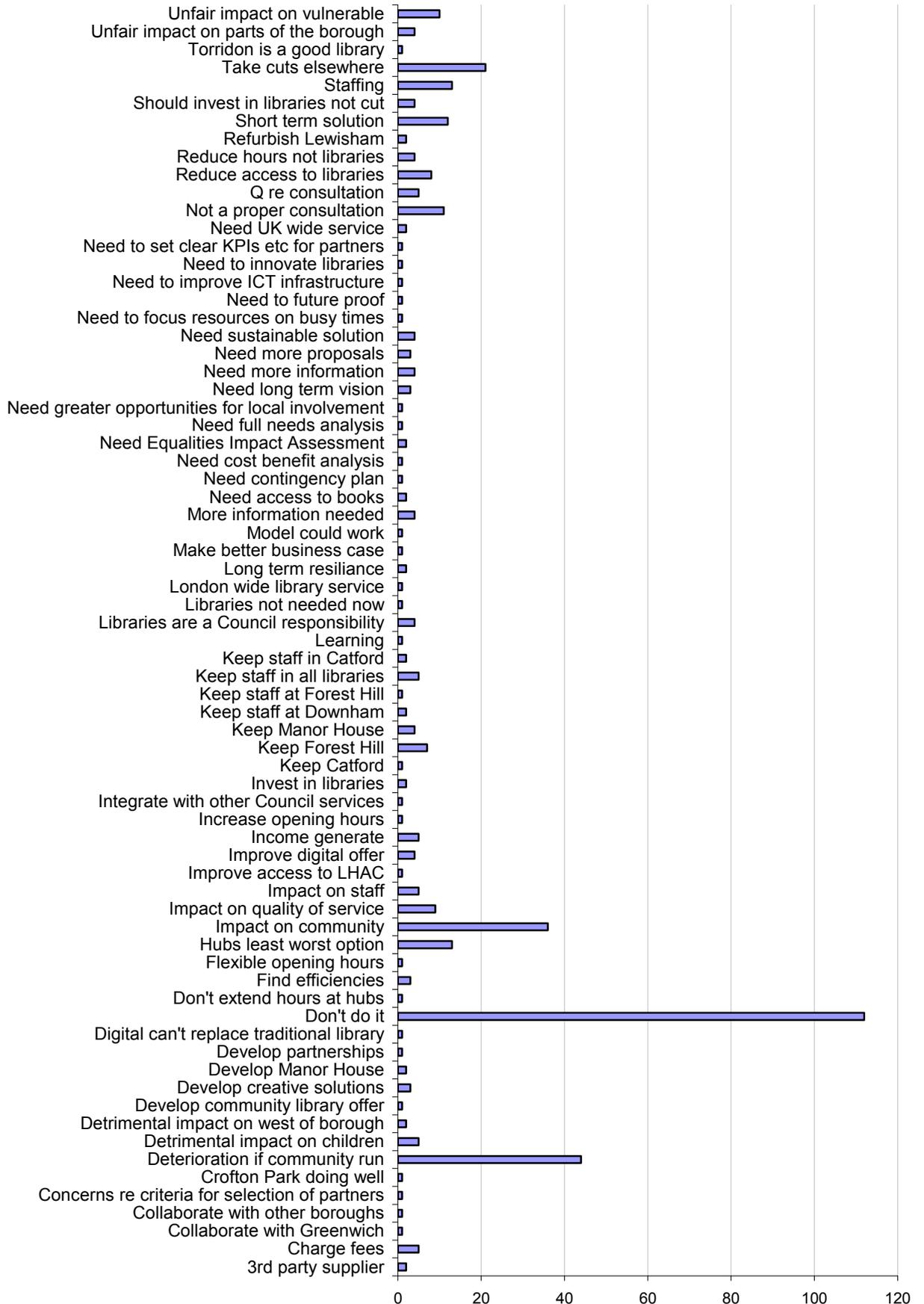
444 respondents entered a response.

These covered a wide range of subjects which were categorised as follows –

Category	No of responses
3rd party supplier	2
Charge fees	5
Collaborate with Greenwich	1
Collaborate with other boroughs	1
Concerns re criteria for selection of partners	1
Crofton Park doing well	1
Deterioration if community run	44
Detrimental impact on children	5
Detrimental impact on west of borough	2
Develop community library offer	1
Develop creative solutions	3
Develop Manor House	2
Develop partnerships	1
Digital can't replace traditional library	1
Don't do it	112
Don't extend hours at hubs	1
Find efficiencies	3
Flexible opening hours	1
Hubs least worst option	13
Impact on community	36
Impact on quality of service	9
Impact on staff	5
Improve access to LHAC	1
Improve digital offer	4
Income generate	5
Increase opening hours	1
Integrate with other Council services	1
Invest in libraries	2
Keep Catford	1
Keep Forest Hill	7
Keep Manor House	4
Keep staff at Downham	2
Keep staff at Forest Hill	1
Keep staff in all libraries	5
Keep staff in Catford	2
Learning	1
Libraries are a Council responsibility	4
Libraries not needed now	1
London wide library service	1
Long term resilience	2
Make better business case	1
Model could work	1
More information needed	4

Category	No of responses
Need access to books	2
Need contingency plan	1
Need cost benefit analysis	1
Need Equalities Impact Assessment	2
Need full needs analysis	1
Need greater opportunities for local involvement	1
Need long term vision	3
Need more information	4
Need more proposals	3
Need sustainable solution	4
Need to focus resources on busy times	1
Need to future proof	1
Need to improve ICT infrastructure	1
Need to innovate libraries	1
Need to set clear KPIs etc for partners	1
Need UK wide service	2
Not a proper consultation	11
Q re consultation	5
Reduce access to libraries	8
Reduce hours not libraries	4
Refurbish Lewisham	2
Short term solution	12
Should invest in libraries not cut	4
Staffing	13
Take cuts elsewhere	21
Torridon is a good library	1
Unfair impact on parts of the borough	4
Unfair impact on vulnerable	10

Free text comments



Respondent types

92% of respondents live in Lewisham and 15% work and 3% study in the borough
(This was a multiple choice question)

Respondent types

Question responses: 816 (98.67%)

Which of the following best describes you?

Table .1

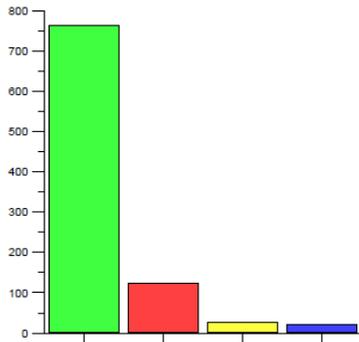


Table .2

	% Total	% Answer	Frequency	Count
I live in the borough of Lewisham	80.83%	81.78%	92.26%	763
I work in the borough of Lewisham	13.14%	13.29%	14.99%	124
I study in the borough of Lewisham	2.65%	2.68%	3.02%	25
None of the above	2.22%	2.25%	2.54%	21
[No Response]	1.17%	--	1.33%	11
Total	100.00%	100.00%	0%	944

Frequency of use

The majority of respondents are regular library users and visit a Lewisham library weekly – 44% or monthly 30%

Frequency of use

Question responses: 817 (98.79%)

How often do you use any of the public libraries in Lewisham?

Table .1

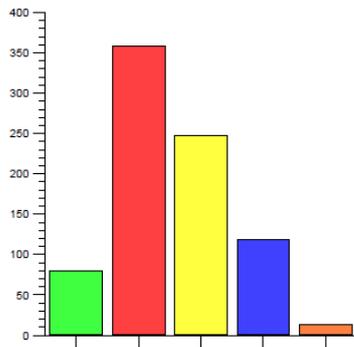


Table .2

	% Total	% Answer	Count
Daily	9.55%	9.67%	79
Weekly	43.29%	43.82%	358
Monthly	29.99%	30.35%	248
Less often than monthly	14.39%	14.57%	119
Never	1.57%	1.59%	13
[No Response]	1.21%	--	10
Total	100.00%	100.00%	827

Which library do you use

The majority of responses came from users of Manor House (30%) and Forest Hill (24%) libraries, followed by Lewisham (11%), Catford (9%) and Torrington Road (9%) libraries

Which library

Question responses: **820 (99.15%)**

Which one of Lewisham's public libraries do you use the most often?

Table .1

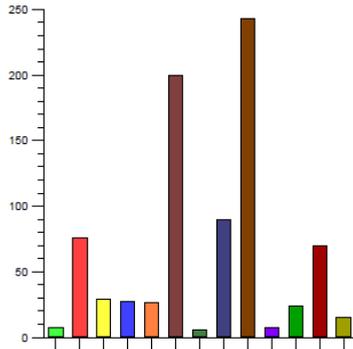


Table .2

	% Total	% Answer	Count
Blackheath	0.85%	0.85%	7
Catford	9.19%	9.27%	76
Crofton Park	3.51%	3.54%	29
Deptford Lounge	3.26%	3.29%	27
Downham	3.14%	3.17%	26
Forest Hill	24.18%	24.39%	200
Grove Park	0.73%	0.73%	6
Lewisham	10.88%	10.98%	90
Manor House	29.38%	29.63%	243
New Cross	0.85%	0.85%	7
Sydenham	2.90%	2.93%	24
Torrington Road	8.46%	8.54%	70

Age of respondents

The responses came from a broad range of age groups, the highest being the over 65s (17%) and 40-44 years (16%). This was followed by the 35-39 years (15%), 45-49 years (10%), 30-34 years (10%) and the 50-54 years (9%).

Age

Question responses: 819 (99.03%)

Please select your age group

Table .1

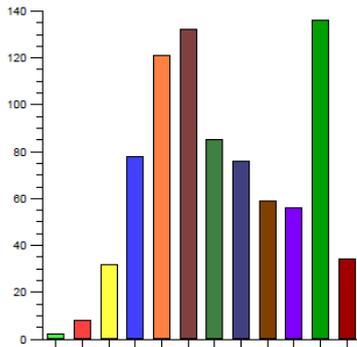


Table .2

	% Total	% Answer	Count
Under 18 years	0.24%	0.24%	2
18-24	0.97%	0.98%	8
25-29	3.87%	3.91%	32
30-34	9.43%	9.52%	78
35-39	14.63%	14.77%	121
40-44	15.96%	16.12%	132
45-49	10.28%	10.38%	85
50-54	9.19%	9.28%	76
55-59	7.13%	7.20%	59
60-64	6.77%	6.84%	56
65+	16.44%	16.61%	136
I'd rather not say	4.11%	4.15%	34

Ethnicity of respondents

The majority of responses came from White British and White other ethnic groups – 79%, with Black African, Caribbean, British providing 7%.

Ethnicity

Question responses: 800 (96.74%)

What is your ethnic group?

Table .1

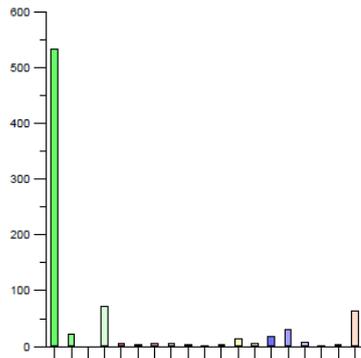


Table .2

	% Total	% Answer	Count
White			
English/Welsh/Scottish/Northern Irish/British	64.45%	66.63%	533
Irish	2.66%	2.75%	22
Gypsy or Irish Traveller	0.00%	0.00%	0
Any other White background	8.71%	9.00%	72
Mixed/Multiple Ethnic Groups			
White and Asian	0.73%	0.75%	6
White and Black African	0.48%	0.50%	4
White and Black Caribbean	0.60%	0.63%	5
Any other mixed/ multiple ethnic background	0.60%	0.63%	5
Asian/Asian British			
	% Total	% Answer	Count
Chinese	0.48%	0.50%	4
Bangladeshi	0.24%	0.25%	2
Pakistani	0.48%	0.50%	4
Indian	1.57%	1.63%	13
Any other Asian background	0.60%	0.63%	5
Black/ African/ Caribbean/ Black British			
African	2.18%	2.25%	18
Caribbean	3.63%	3.75%	30
Any other Black/ African/ Caribbean background	0.97%	1.00%	8
Any other ethnic group			
Arab	0.24%	0.25%	2
Other ethnic group	0.48%	0.50%	4
I'd rather not say	7.62%	7.88%	63
[No Response]	3.26%	--	27
Total	100.00%	100.00%	827

Gender of respondents

64% of responses came from Women and 30% from men, with 6% preferring not to say.

Gender

Question responses: **806 (97.46%)**

Are you:

Table .1

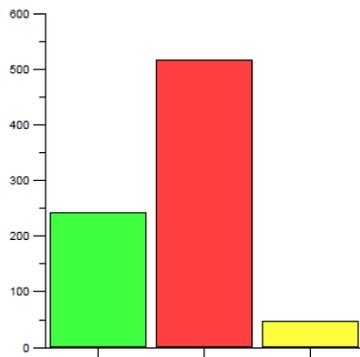


Table .2

	% Total	% Answer	Count
Male	29.38%	30.15%	243
Female	62.39%	64.02%	516
I'd rather not say	5.68%	5.83%	47
[No Response]	2.54%	--	21
Total	100.00%	100.00%	827

Transgender responses

Transgender respondents supplied 6% of responses with 10% preferring not to say.

Transgender

Question responses: 661 (79.93%)

Is your gender identity different from the gender you were assigned at birth?

Table .1

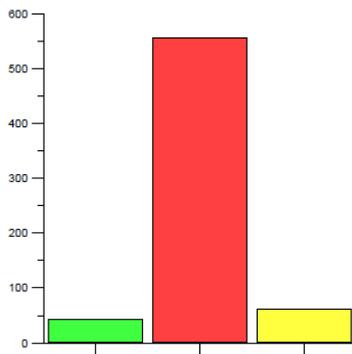


Table .2

	% Total	% Answer	Count
Yes	5.08%	6.35%	42
No	67.35%	84.27%	557
I'd rather not say	7.50%	9.38%	62
[No Response]	20.07%	--	166
Total	100.00%	100.00%	827

Disability

12% of respondents were people who considered themselves to be disabled

Disability

Question responses: 783 (94.68%)

Do you consider yourself to be a disabled person?

Table .1

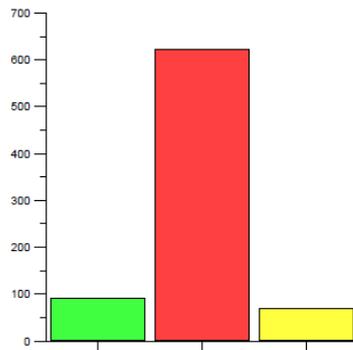


Table .2

	% Total	% Answer	Count
Yes	11.12%	11.75%	92
No	75.09%	79.31%	621
I'd rather not say	8.46%	8.94%	70
[No Response]	5.32%	--	44
Total	100.00%	100.00%	827

25% of these respondents had a long standing illness or health condition, 18% a physical impairment, 16% a mental health condition, 14% a learning disability and 13% a sensory impairment.

Please state the type of impairment that applies to you

Question responses: 92 (11.12%)

Please state the type of impairment that applies to you.

Table .1

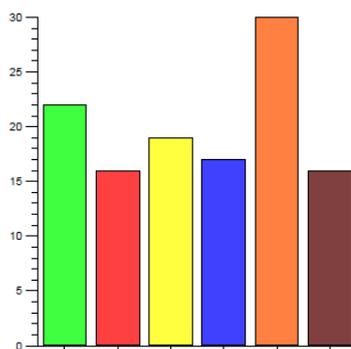


Table .2

	% Total	% Answer	Frequency	Count
Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	2.57%	18.33%	2.66%	22
Sensory impairment, such as being blind/ having a serious visual impairment or being deaf/ having a serious hearing impairment	1.87%	13.33%	1.93%	16
Mental health condition, such as depression or schizophrenia	2.22%	15.83%	2.30%	19
Learning disability/difficulty, such as Down's Syndrome or dyslexia or cognitive impairment, such as autistic spectrum disorder	1.99%	14.17%	2.06%	17
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	3.51%	25.00%	3.63%	30
Other	1.87%	13.33%	1.93%	16

Religion and Belief

46% of those responding said they had no religion, 33% said they were Christian (all denominations) and 14% preferred not to say.

Religion and belief

Question responses: 796 (96.25%)

Table .1

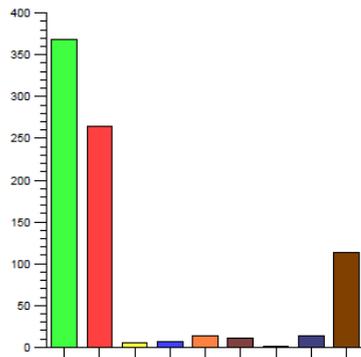


Table .2

	% Total	% Answer	Count
None	44.50%	46.23%	368
Christian (all denominations)	31.92%	33.17%	264
Buddhist	0.60%	0.63%	5
Hindu	0.73%	0.75%	6
Jewish	1.69%	1.76%	14
Muslim	1.33%	1.38%	11
Sikh	0.12%	0.13%	1
Any other religion/ belief	1.69%	1.76%	14
I'd rather not say	13.66%	14.20%	113
[No Response]	3.75%	--	31
Total	100.00%	100.00%	827

Sexual orientation

73% of respondents said they were straight/heterosexual, 21% preferred not to say, 3% were Gay/lesbian and 2% were Bisexual.

Sexual Orientation

Question responses: 769 (92.99%)

How would you define your sexual orientation?

Table .1

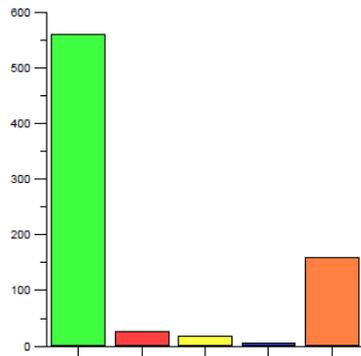


Table .2

	% Total	% Answer	Count
Straight/ heterosexual	67.84%	72.95%	561
Gay/ lesbian	3.14%	3.38%	26
Bisexual	2.06%	2.21%	17
Other	0.60%	0.65%	5
I'd rather not say	19.35%	20.81%	160
[No Response]	7.01%	--	58
Total	100.00%	100.00%	827

Pregnancy and maternity

4% of respondents were pregnant or on maternity leave while 10% preferred not to say.

Pregnancy & Maternity

Question responses: 738 (89.24%)

Are you pregnant or on maternity leave?

Table .1

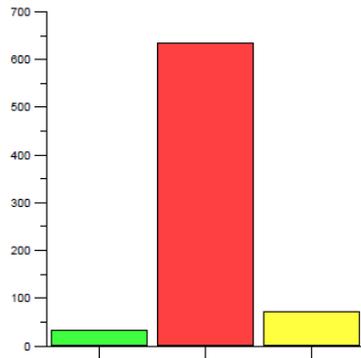


Table .2

	% Total	% Answer	Count
Yes	3.87%	4.34%	32
No	76.78%	86.04%	635
Prefer not to say	8.59%	9.62%	71
[No Response]	10.76%	--	89
Total	100.00%	100.00%	827

Consultation meetings

211 people attended the 5 consultation meetings

Date attendees	Location	No of
Wednesday 7 October	Broadway Theatre, Catford SE6 4RU	27
Monday 12 October	Trinity School, Lee SE12 8PD	46
Monday 19 October	Sydenham School, Forest Hill, SE26 4RD	55
Thursday 22 October	Sandhurst Junior School, Catford SE6 1NW	55
Wednesday 4 November	St Dunstan's Jubilee Hall, Catford SE6 4SW	28

Summary of concerns raised

- Concern over the loss of valued community and heritage assets and the impact of this on the local community
- Concern over the lack of precise detail on the current financial costs and the detail and impact of the proposed savings. Several attendees requested detailed financial details of the saving for their local library
- Concern as to whether the proposed changes will actually deliver the required savings
- Need for alternative revenue streams as opposed to cuts, i.e. charges, income generation, hiring out library spaces, improving café offer
- Concern that this was not a 'proper consultation', that the decision had already been made
- Is the timetable realistic – very short timescale to deliver these changes if they go ahead
- Concern over the level of redundancies among library staff – number and financial details were requested
- Concern over the loss of qualified librarians and trained staff and the potential deterioration in service at the proposed community libraries
- What is the potential for using volunteers in the Council run libraries and using this to support keeping Council library staff in all the community libraries
- Concern over the potential deterioration in stock and resources at the proposed community libraries
- Concern over the potential impact on services to children and families – ie Under 5s sessions, Baby Bounce, Summer Reading Challenge – and the need to maintain these
- How will potential partners be selected and will the local community have a role in the selection as this will be of major importance to them
- What contracts will be specified and how will they be monitored. Will local library groups have any input
- How will the 'peripatetic' service provided by the Community Engagement Team work in practice, how much time will be allocated to each library
- Why does the Council not just say no to the government and not implement any cuts
- Why does the Council not use money from the reserves instead of making cuts

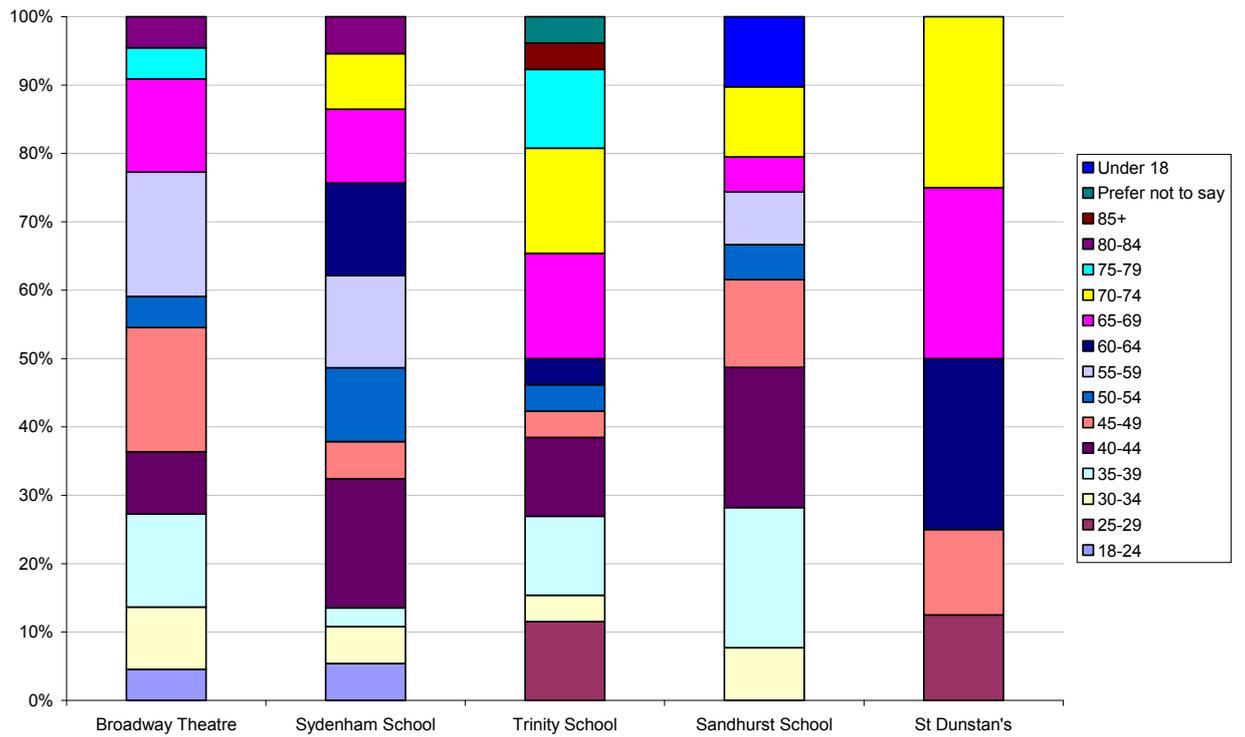
Specific to Forest Hill

- Why was Forest Hill chosen over Downham as a potential community library given that it has high usage – borrowers and footfall
- This would leave a large part of the borough without close access to a hub library as Deptford, Downham and Lewisham are too far to travel to from the Forest Hill area

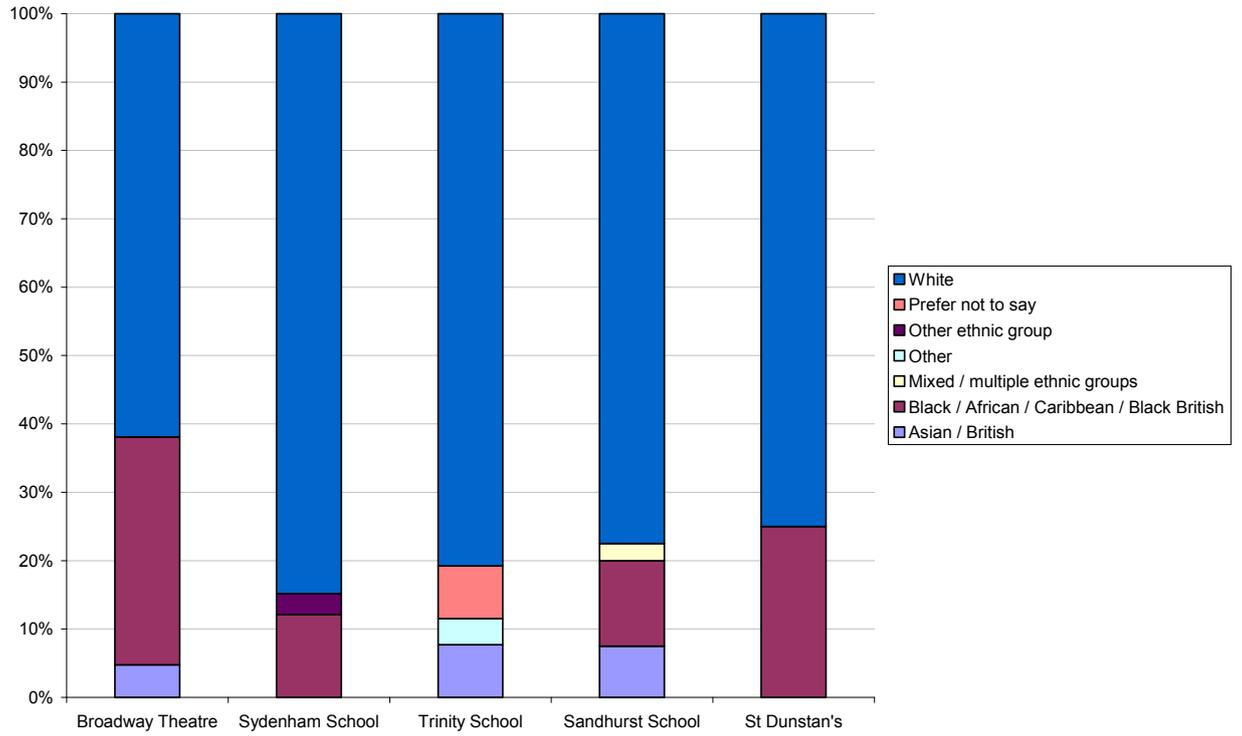
Specific to Manor House

- Manor House is a Grade II* listed building and an important heritage and community asset that the Council has invested a large amount of money in to restore and maintain

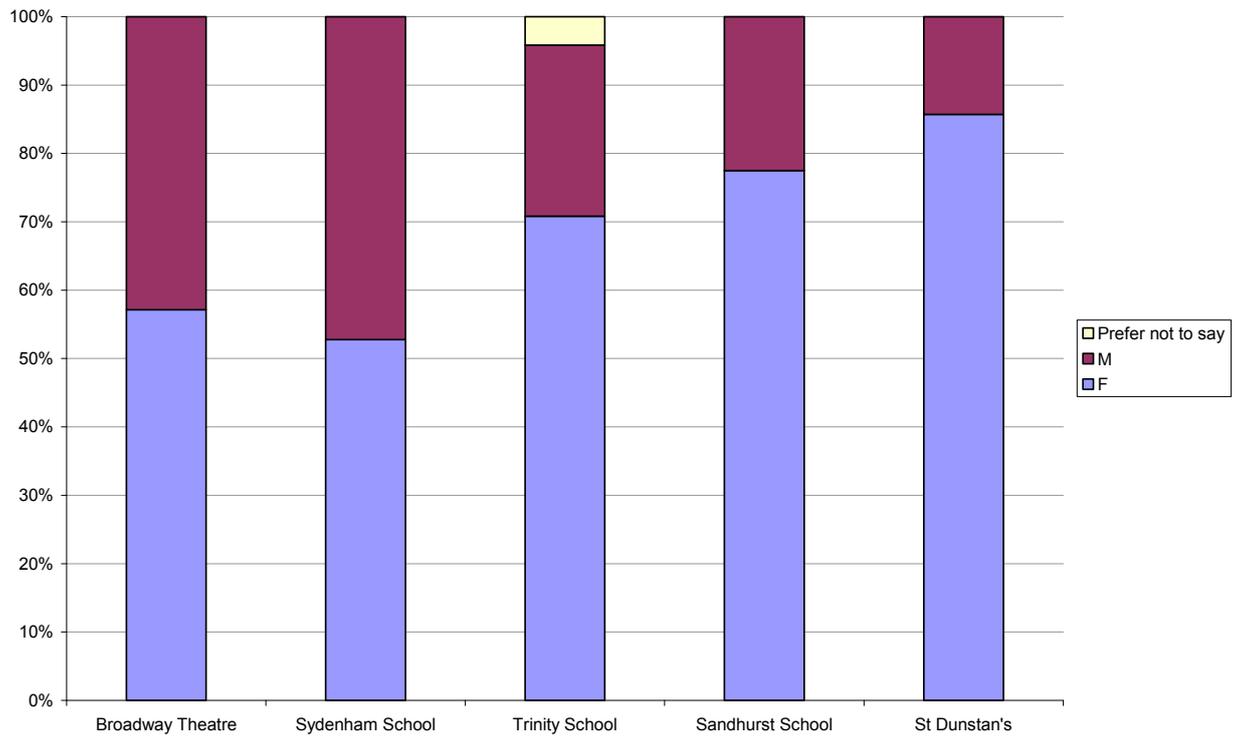
Breakdown of attendees by age



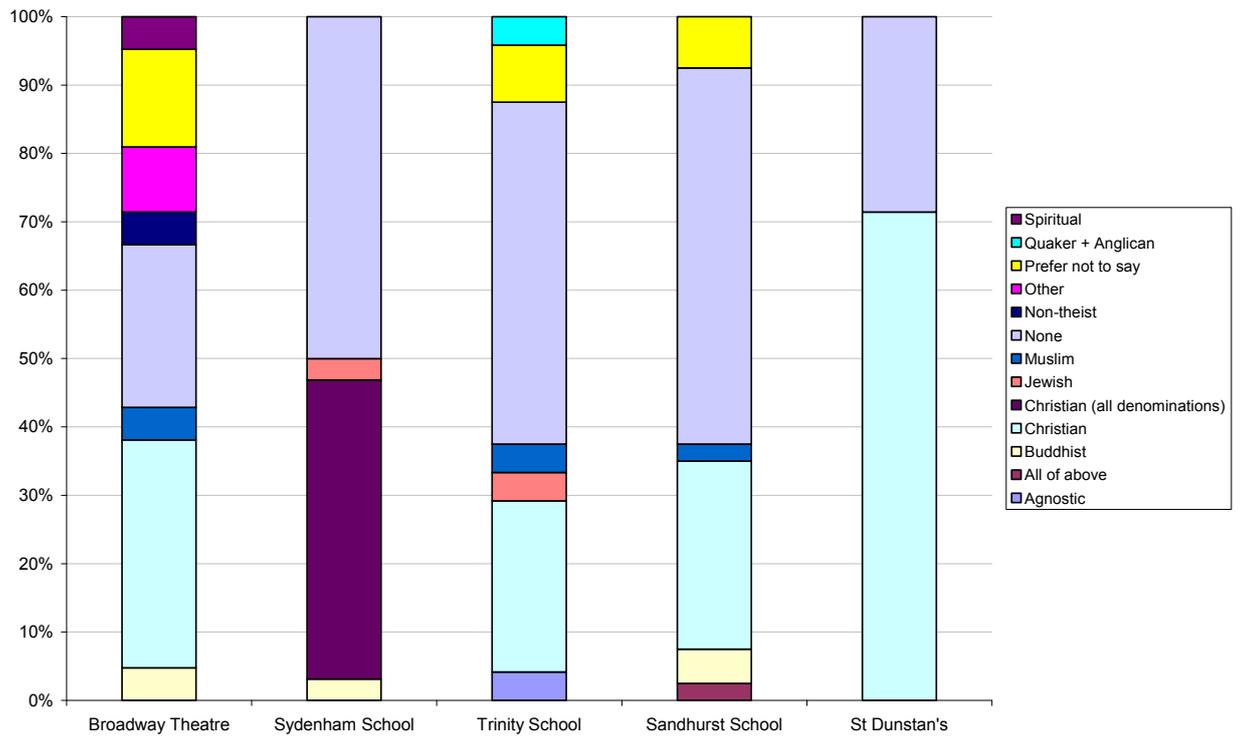
Breakdown of attendees by ethnicity



Breakdown of attendees by gender



Breakdown of attendees by belief



Focus groups and stakeholder meeting

44 people attended the 4 focus groups
21 people attended the stakeholder meeting

Monday 2 November	Young Mayor's Advisors	25
Thursday 5 November	Positive Ageing Council	12
Wednesday 11 November	School teachers and librarians	3
Thursday 12 November	Lewisham Disability Coalition	4
Monday 16 November	Manor House Library stakeholders	21

Monday 2 November Young Mayor's Advisors

The Young Mayor and young advisers have a direct involvement in the process of determining council grant allocation to youth service initiatives, experiencing some of the real complexities of political decision-making and public service delivery, looking at key decision-making reports and engaging with service managers, policy-makers and elected members to both hear and comment on plans and strategies for the delivery of services.

Young advisers come from a wide range of young people's involvement initiatives including youth and community projects, specialist groups, neighbourhood forums, volunteering initiatives and school or college councils, as well as those from Lewisham's Young Citizens' Panel.

Concerns raised included

- How could £1 million be saved by outsourcing
- How could £1 million be saved by extending the community library model, what will be the impact on staff
- Could the savings be achieved in any other way – crowd funding, service charges, income generation
- Has becoming a mutual organisation been considered
- How the proposed changes could impact on young people – lack of study space, reduced hours to access libraries
- Need to raise profile of libraries to encourage use
- Need to develop libraries so they are more relevant and attractive to young people

Thursday 5 November Positive Ageing Council

The Positive Ageing Council was set up in 2011 to help give older people a voice, share views and ideas, meet new people and join in with free social activities. The group is open to anyone aged 60 years or over who lives, works, learns or volunteers in the borough. They meet as an open forum four times a year to discuss issues that have a real effect on the lives of older people.

Concerns raised included

- Concern re the closure of local community facilities for older people generally, including community centres and the increased pressure on remaining services
- Long term viability of the proposed option and the availability of volunteers to support
- Long term viability of the proposed option and implications if a partner organisation was unable to continue. Would this mean library closures
- Loss of access to trained / qualified staff
- Availability of library service at Catford

Wednesday 11 November School teachers and librarians

A range of teachers and school librarians at Lewisham primary and secondary schools were approached to attend

Concerns raised included

- Long term viability – if Council funding was restored would the libraries be brought back under direct Council management
- Concerned over the erosion of services - Is this a 'race to the bottom'
- Need for an impact assessment on the existing community libraries
- Need to raise profile of the Community Engagement Team so that schools can access their support more easily
- How can the schools work with the community libraries to support childrens' reading
- Concerns re safeguarding and responsibility of DBS checks, especially if partners are using volunteers
- Impact of the community model on book stock in libraries and need to maintain quality
- Loss of access to trained / qualified staff
- Need for libraries to remain a safe place, providing consistency, knowledge and quality of service

Thursday 12 November Lewisham Disability Coalition

Lewisham Disability Coalition (LDC) works to promote equality for disabled people and to provide services that support Independent Living. It provides information, support and advice to people and carers living with a long-term health problem or disability, The LDC has a drop in service once weekly where residents needing advice can go for 1:1 advice and practical help with issues relating to disability.

Concerns raised included

- Access to the Home Library Service
- Need to find a non-profit partner rather than commercial
- Loss of access to trained / qualified staff
- Need to encourage more people to use libraries
- Impact on children and young people of reduction in library services

Monday 16 November Manor House Library stakeholders

Attendees included representatives from a number of local organisations

Lee Manor Society
Users & Friends of Manor House Library
Lee Green Assembly
Website
Lee Forum
Good Shepherd and St Peters Churches

Concerns raised included

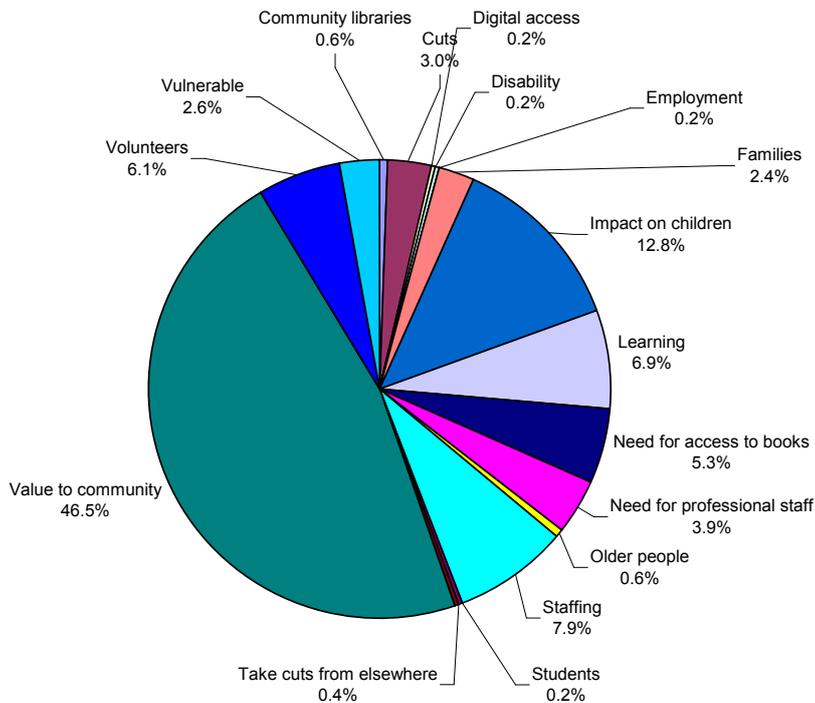
- Manor House is a significant public asset – Grade II* listed building and an integral part of the gardens and the cultural heritage of the area. Large investment has been made by the Council in restoring the building
- Long term viability of the proposed option – financial and social
- Financial implications - maintenance costs and responsibility, income generation
- How the Library Service would be delivered in the proposed option and the relationship between any partner and the Council
- Lack of access to trained / qualified staff as opposed to volunteers
- How the Library Service would support library services in Manor House
- How a potential partner/manager of the building would be selected

Social media

The 'Save Lewisham Libraries' campaign ran an online petition where people were encourage to state the reason they had signed the petition. The petition was submitted as part of the consultation and had 1,310 signatories with 363 had left a comment.

These were categorised as follows –

Reason for signing petition	No of responses
Value to community	229
Impact on children	63
Staffing	39
Learning	34
Volunteers	30
Need for access to books	26
Need for professional staff	19
Cuts wrong	15
Vulnerable	13
Families	12
Older people	3
Community libraries poor alternative	3
Take cuts from elsewhere	2
Students	1
Employment	1
Disability	1
Digital access	1



Comments from the Save Lewisham Libraries petition

The SE23 Forum ran an online discussion thread on Forest Hill Library which attracted 100 comments during the consultation period. The majority of these opposed the preferred option and the extension of the community library model to Forest Hill Library. There was also concern at the distance from Forest Hill to the new proposed hub libraries at Deptford Lounge, Lewisham and Downham Health & Leisure Centre and the potential impact of any changes on children and families.

Appendices

Consultation survey

Written responses were received from -

Forest Hill Society
Forest Hill Traders Association
Lee Manor Society
Defend Torridon road Library

Petitions were received from –

‘Please support our local libraries to stay open’
‘Save Lewisham Libraries’

Letters were received from –

Judith Corbyn
Michael Muldoon

Emails were received from –

Emma Johnson
Georgia Dobbs
G. Englefield
Stephen Thomas
Jeannine Dowling-Jones
Simon Jennings
Sue Hyam
Mrs F I Al-Ghraifi
Pauline Wright

Proposed changes to Library and Information Service

Consultation survey

This is a transcript of the consultation questionnaire

About this consultation

We are proposing changes to the way that the Council provides library services and we want your views.

We welcome the views of all Lewisham residents, whether you are a current user of library services or not. We are also interested in hearing from organisations that may be affected by our proposed changes.

This consultation will close at midnight on **Sunday 15 November 2015**.

How to respond

In addition to this survey, you are also welcome to attend one of the following consultation meetings, all of which start at **7.30pm**:

7 October – Broadway Theatre, Catford, SE6 4RU

12 October – Trinity School, Taunton Rd, Lee, SE12 8PD

19 October – Sydenham School, Dartmouth Rd, SE26 4RD

22 October – Sandhurst Junior School, Minard Rd, SE6 1NW

4 November – St Dunstan's Jubilee Hall, Canadian Ave, SE6 4SW

Printed copies of this consultation are available upon request. Please email library.consultation@lewisham.gov.uk.

After the consultation

Once the consultation has closed all responses will be considered and a summary of responses will be included in a report to the meeting of Lewisham's Mayor and Cabinet on 9 December 2015. This report will seek a decision on the future plan for library services and approval to proceed with implementation.

Addition information

Additional information concerning the Library and Information Service, including further detail on budget saving proposals can be reviewed at: www.lewisham.gov.uk/libraryconsultation.

Background

Lewisham Council believes that the public library service and library buildings provide easy access to information, learning and culture. They help bring communities together and are an important interface between residents and the Council.

The Lewisham Library and Information Service is one of the most successful library services in London. It has often outperformed national trends, attracting increasing numbers of users and extending both

opening hours and geographical reach. The service has also led the way implementing new ways to work with local communities.

The service currently operates through seven buildings that the Council owns and manages (Catford, Deptford, Downham, Forest Hill, Lewisham, Manor House and Torrison Road) and six buildings that are owned and/or managed by community and voluntary organisations (Blackheath, Crofton Park, Grove Park, New Cross, Sydenham, and Pepys).

In the buildings run by others, the service is run on a self-service infrastructure supported by an outreach team. The Lewisham Model is different from other “community library” solutions in that the Council owns and manages the stock and the systems that allow residents to access the library service. The library service that is delivered in partnership with the community libraries is therefore fully integrated with the rest of the service.

The service also includes the Home Library Service that supports residents who cannot visit a library building, the Archives and the Local History Service.

Beyond traditional services such as the lending of books, reading promotions, information services, the Library & Information Service provides room hire, access to computers (PC and Apple), Wi-Fi, a vast collection of digital content (newspapers, magazines, reference material), and support to eAdmissions, parking permits and registrar services.

Rationale for changing the library service

The Lewisham Mayor’s Commission on Libraries and Adult Learning, published in 2009, defined the library service as the one that offers “unbiased access to information and works of the creative imagination” and relies on open, trusted, public spaces available to citizens.

Lewisham’s approach to the delivery of Library and Information Services reflects these principles, and the changes to the service implemented in 2011 with the introduction of community libraries were shaped by them.

In considering further change we are taking account of three specific needs:

- the expectation of 24/7 online service provision
- the need to sustain quality and reach, while serving a growing and changing population
- the continued pressure on the Council to reduce expenditure.

Online service provision

The Council is increasingly moving services online to meet the expectations and demands of our residents and service users.

However we continue to recognise the value of face-to-face interaction and the need to provide for those who – for whatever reason – seek support to access, or interpret, online resources. Library staff are particularly skilled in providing this support. Since the late 1990s public libraries have offered free access to computers, training, and support for information seekers, learners, and more. Lewisham libraries offer PCs, Apple Macs, Wi-Fi, and online collections of reference materials, eBooks, eAudio books, substantial collections of online magazines and newspapers and access to research papers.

In developing proposals for the future delivery of the service it is important to maintain the service's ability to expand the digital presence and equip staff with even better skills to support the move to digital in years to come.

Sustaining quality and reach for a growing population

Lewisham's resident population is one of the fastest growing in the capital. In response, the Library and Information Service has increased the number of venues where library services can be accessed from, the investment in digital resources and introduced a new Community Engagement Team. A new and additional library presence is planned for the PLACE/Ladywell development on the site of the former Ladywell leisure centre. It is important to build on this success.

Budget pressures

From 2010 to 2015 Lewisham Council made savings of over £120 million. The Council needs to identify a further £45million savings over the next two years. For this reason the Council has been undertaking a fundamental review of all its budgets, including the Library and Information Service.

The library service has been asked to contribute savings of £1 million over the next two financial years.

Possible options

In considering how to deliver the Library and Information Service in the future, the Council has looked at the following three options:

Option 1: Commission a third party to deliver the service on a contract basis.

Some local authorities have outsourced the provision of library services to third party organisations. In this case, the service is regulated by a contract that sets out the specifications of the service against which the contractor delivers.

Pros: A tried and tested option that other councils have adopted. A new external provider could bring new skills and capacity to the service.

Cons: This approach alone is unlikely to deliver the scale of savings required as staff costs would be transferred to the new provider under TUPE legislation. The ability for the service to operate as a main interface between the Council and residents may be compromised.

This option is not favoured.

Option 2: Reduce opening hours and/or close libraries.

This option relies on the reduction of services to match the resources available while keeping it in house. Lewisham has managed to consistently increase opening hours in spite of budget reductions in

the past. This option departs substantially from the strategy adopted so far by the Council and relies on reduced costs and much reduced services, which may involve the closure of most buildings.

Pros: Could deliver the required level of saving.

Cons: This option is not consistent with the principles of the 2009 Mayoral Commission and would not sustain service reach or enhance its capacity to support online services.

This option is not favoured.

Option 3: Extend the Lewisham community library model.

Establish three hub libraries at Deptford Lounge, Lewisham and Downham Health and Leisure Centre. These three libraries are the most popular with very large numbers of visitors every month. A reorganisation of the staff and new roles would deliver increased opening hours, allowing the three hubs to be open 85 hours per week each, taking Lewisham and Downham to the level of Deptford Lounge.

Transform Forest Hill, Torridon Road and Manor House into community libraries. These would become self-service libraries and would operate in a very similar way to the current community libraries. There would be a full staff reorganisation of the service and library staff would be withdrawn from these buildings prior to the move to the community library model.

Potential partner organisations will be asked to express an interest in occupying Forest Hill, Manor House and Torridon Road library buildings on the basis that they work with the service to support the continued provision of library services as well as providing other community benefits.

In Catford, create self-service library provision in a redesigned ground floor space in Laurence House integrated with other council services. The self-service provision would be supported by the other Council staff working on the ground floor. This change would only take place as part of a wider review of the use of the ground floor in Laurence House. This review is expected at some point as part of the Council's customer service transformation programme. In the meantime the library space would remain unchanged.

Pros: This approach would deliver the required £1m savings through a reduction of £800,000 in the staff salaries budget, £150,000 through contract efficiencies in the service, and £50,000 efficiencies from the Deptford Lounge premises budget.

This approach safeguards the fundamental principles that the Mayoral Commission identified for the library service while continuing to deliver cost effective, quality library services to Lewisham residents and supporting digital service delivery across the Council.

Cons: The proposal is reliant on identifying suitable partner organisations for three buildings. The service offer at the four self-service libraries will change, although this may be mitigated by new services provided by the partner organisations.

Preferred option: On balance we believe that extending the Lewisham community library model is the best way to continue to provide a comprehensive and efficient library service within reducing resources.

Consultation questions

We welcome comments on this consultation and we are particularly keen to hear your views on the following:

Which of the following best describes you?

(please select all that apply)

- I live in the borough of Lewisham
- I work in the borough of Lewisham
- I study in the borough of Lewisham
- None of the above

How often do you use any of the public libraries in Lewisham?

(please select one answer)

- Daily
- Weekly
- Monthly
- Less often than monthly
- Never

Which one of Lewisham's public libraries do you use the most often?

(please select one answer)

- Blackheath
- Catford
- Crofton Park
- Deptford Lounge
- Downham
- Forest Hill
- Grove Park
- Lewisham
- Manor House
- New Cross
- Sydenham
- Torridon Road
- I do not use the libraries in Lewisham

To what extent do you agree or disagree that changes to the Council's public library service are necessary?

(please select one answer)

- Strongly agree
- Agree

- Neither agree nor disagree
- Disagree
- Strongly disagree

Please read the '**Possible Options**' page of this survey before answering the following question.

Which of the following is your preferred option for changes to the library service?

(please select one answer)

- Outsourcing the library service to a third party organisation
- Reducing opening hours and closing libraries
- Creating three fully staffed hub libraries with longer opening hours and extending the community library model to three more buildings
- Other....please specify below

Please specify your 'other' preferred option.

Please read the '**Possible Options**' page of this survey before answering the following question.

To what extent do you agree or disagree with the Council's preferred option to create three fully staffed hub libraries with longer opening hours while extending the community model to three more buildings?

(please select one answer)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Our preferred proposal is based on creating three fully staffed hub libraries with longer opening hours and on extending the community library model to three more buildings.

What impact do you think that this proposal would have on you personally?

(please select one answer)

- Positive impact
- Negative impact
- No personal impact
- Don't know

Please describe briefly how you think you would be impacted by this proposal?

Do you have any other comments on the proposed changes to the library service that you would like to share with us?

If you are responding to this consultation on behalf of a voluntary or community group, then please provide the name of the organisation below:

About you

The following questions are for the specified purpose of the monitoring of our services, to ensure that Lewisham Council is being fair and inclusive. We need to know who our customers are to check that everyone in the borough is accessing the services they are entitled to, and that nobody is discriminated against unlawfully. All questions on the form are voluntary and you do not have to answer them. Any information that you do choose to provide on this form will be treated confidentially in accordance with the Data Protection Act 1998.

Age

Please select your age group

(please select one answer)

- Under 18 years
- 18-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65+
- I'd rather not say

Ethnicity

What is your ethnic group?

(please select one answer)

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Mixed/Multiple Ethnic Groups

- White and Asian

- White and Black African
- White and Black Caribbean
- Any other mixed/ multiple ethnic background

Asian/Asian British

- Chinese Bangladeshi
- Pakistani
- Indian
- Any other Asian background

Black/ African/ Caribbean/ Black British

- African
- Caribbean
- Any other Black/ African/ Caribbean background

Any other ethnic group

- Arab
- Other ethnic group
- I'd rather not say

Any other White background (please specify)

Any other mixed/ multiple ethnic background (please specify)

Any other Asian background (please specify)

Any other Black/ African/ Caribbean background (please specify)

Any other ethnic group (please specify)

Gender

Are you:

(please select one answer)

- Male
- Female
- I'd rather not say

Transgender

Is your gender identity different from the gender you were assigned at birth?

(please select one answer)

- Yes
- No
- I'd rather not say

Disability

Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities. This also includes people with HIV, cancer and multiple sclerosis (MS).

Do you consider yourself to be a disabled person?

(please select one answer)

- Yes
- No
- I'd rather not say

Please state the type of impairment that applies to you

People may experience more than one type of impairment, in which case you may indicate more than one. If none of the categories apply, please mark 'Other' and specify the type of impairment.

Please state the type of impairment that applies to you.

(please select all that apply)

- Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches
- Sensory impairment, such as being blind/ having a serious visual impairment or being deaf/ having a serious hearing impairment
- Mental health condition, such as depression or schizophrenia
- Learning disability/difficulty, such as Down's Syndrome or dyslexia or cognitive impairment, such as autistic spectrum disorder
- Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Other

Any other disability (please specify)

Religion and belief

(please select one answer)

- None
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim

- Sikh
- Any other religion/ belief
- I'd rather not say

Any other religion (please specify)

Sexual Orientation

How would you define your sexual orientation?

(please select one answer)

- Straight/ heterosexual
- Gay/ lesbian
- Bisexual
- Other
- I'd rather not say

Any other sexual orientation (please specify)

Pregnancy & Maternity

Are you pregnant or on maternity leave?

(please select one answer)

- Yes
- No
- Prefer not to say

Would you like to receive the Lewisham Life e-newsletter for local events and things to do, news, discounts and other consultations?

(please select all that apply)

- Yes please
- No thanks

If yes please provide your email address

Frequently asked questions

Is Lewisham closing four libraries?

No. The preferred approach on which we are consulting is based on the four library buildings continuing to provide library services, but on the basis of the existing community libraries.

What will happen to my library?

Deptford Lounge: Very little will change at the Lounge, which is still the most successful library in Lewisham.

Lewisham: Opening hours will increase to match Deptford Lounge. The proposal will also require some improvements to the building, including the lift and other minor adjustments.

Downham: Opening hours will increase to match Deptford Lounge.

Catford: The library space will operate on a self-service basis, while other council services are integrated across the whole ground floor of Laurence House.

Forest Hill, Manor House, and Torridon Road: We will seek partners willing to manage the space while supporting the provision of library services in the building. We would expect the opening hours to remain unchanged and the floor space of the library may reduce where other activities are being developed by the partner organisation. The partners are likely to be different to reflect the different potential uses of the three sites.

Blackheath, Crofton Park, Grove Park, Sydenham, and New Cross: The existing community libraries will continue to operate as at present.

How do community libraries work in Lewisham?

The community library is a service delivered in partnership with others in buildings that used to be wholly managed by the council or in buildings owned outright by the partner organisation.

The Council is responsible for buying the books, maintaining the stock, providing self-service terminals, for organising reading events, and for supporting the partner organisation with training.

Residents can still join the library service, reserve a book, borrow and return books, ask for information, and more.

What will happen to library staff?

There will be a full reorganisation of the service with the introduction of new, enhanced front line roles. This will see a reduction to the number of library staff. The reorganisation will be based on all remaining staff being moved to the hub libraries before the proposed extension of the community library model to the four buildings.

What options are there to outsource the library service?

These depend very much on what you are trying to achieve through outsourcing. What follows is not an exhaustive list, but may offer a few examples of what is possible:

1. If you want to secure significant staff engagement in the ownership, leadership, and design of the library service an employee owned social enterprise may be the way forward.
2. If you want to secure direct library user engagement in the leadership, design, and delivery of the service a mutual or co-operative model may be appropriate.
3. If you want commercial financial discipline and a business focus, a local authority trading company may be appropriate. (as in Essex and Slough)
4. If you want to manage and develop libraries as community assets over the long-term a charitable trust may be appropriate (Wigan, Salford, Luton, Greenwich, although these are leisure trusts that also run libraries).
5. If you want to transfer risk and decision-making to the private sector, (joint) procurement of an independent provider may be appropriate (as Wandsworth and Croydon and Bexley and Bromley have done).
6. If you want to secure economies of scale in management and service delivery cross-borough collaboration may be appropriate.

It would be possible to consider any of the above at a future date for the newly reconfigured service.

Key dates

1 October 2015 - Consultation opens.

15 November 2015 - Consultation closes.

30 November 2015 - Outcome of consultation considered by Safer Stronger Select Committee.

9 December 2015 - Outcome of consultation reported to Mayor and Cabinet and decision sought on future approach for the service.

January 2016 - Implementation of new approach commences, including staff consultation.

August 2016 - New approach fully implemented.

Thank you

Thank you for taking the time to complete this survey.

If you require any further information then please contact library.consultation@lewisham.gov.uk.

Appendix 2

Impact assessment of the proposed changes to the Library and Information Service

Equalities Analysis Assessment

Name of proposal	Proposed changes to the Library and Information Service
Lead officer	Liz Dart Head of Cultural and Community Development
Other stakeholders	
Start date of Equality Analysis	1 October 2015
End date of Equality Analysis	15 November 2015

- 1. Background**
 - 1.1. This document is the Equalities Analysis Assessment for the proposed changes to the Library & Information Service. It considers how the proposed plan might affect different groups in the community and assesses whether these effects are positive or negative. It also outlines the activity that the Council will take to ensure that equal opportunities are promoted and that no group is disproportionately discriminated against.
- 2. Proposed changes to Library & Information Service**
 - 2.1. From 2010 to 2015 Lewisham Council made savings of over £120 million. The Council needs to identify a further £45million savings over the next two years. For this reason the Council has been undertaking a fundamental review of all its budgets, including the Library and Information Service. The library service has been asked to contribute savings of £1 million over the next two financial years.
- 3. Option 3: Extend the Lewisham community library model.**
 - 3.1. Establish three hub libraries at Deptford Lounge, Lewisham and Downham Health and Leisure Centre. These three libraries are the most popular with very large numbers of visitors every month. A reorganisation of the staff and new roles would deliver increased opening hours, allowing the three hubs to be open 85 hours per week each, taking Lewisham and Downham to the level of Deptford Lounge.
 - 3.2. Transform Forest Hill, Torridon Road and Manor House into community libraries. These would become self-service libraries and would operate in a very similar way to the current community libraries. There would be a full staff reorganisation of the service and library staff would be withdrawn from these buildings prior to the move to the community library model.
 - 3.3. Potential partner organisations will be asked to express an interest in occupying Forest Hill, Manor House and Torridon Road library buildings on the basis that they work with the service to support the continued provision of library services as well as providing other community benefits.
 - 3.4. In Catford, create self-service library provision in a redesigned ground floor space in Laurence House integrated with other council services. The self-service

provision would be supported by the other Council staff working on the ground floor. This change would only take place as part of a wider review of the use of the ground floor in Laurence House. This review is expected at some point as part of the Council's customer service transformation programme. In the meantime the library space would remain unchanged.

- 3.5. Pros: This approach would deliver the required £1m savings through a reduction of £800,000 in the staff salaries budget, £150,000 through contract efficiencies in the service, and £50,000 efficiencies from the Deptford Lounge premises budget.
- 3.6. This approach safeguards the fundamental principles that the Mayoral Commission identified for the library service while continuing to deliver cost effective, quality library services to Lewisham residents and supporting digital service delivery across the Council.
- 3.7. Cons: The proposal is reliant on identifying suitable partner organisations for three buildings. The service offer at the four self-service libraries will change, although this may be mitigated by new services provided by the partner organisations.

4. Equalities Context

- 4.1. Public bodies such as local authorities are legally required to consider the three aims of the Public Sector Equality Duty (set out in the Equality Act 2010) and document their thinking as part of any decision-making processes. The Act sets out that public bodies must have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation;
 - advance equality of opportunity between people who share a protected characteristic and those who do not share that characteristic; and
 - foster good relationships between those who share a protected characteristic and those who do not share that characteristic.
- 4.2. The following equalities characteristics are 'protected' from unlawful discrimination in service provision under the Equality Act 2010: age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; gender; and sexual orientation.
- 4.3. The duty continues to be a "have regard duty", and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 4.4. The Human Rights Act came into effect in the UK in October 2000. It means that people in the UK can take cases about their human rights as defined in the European convention on Human Rights to a UK court. At least 11 Articles of the European Convention on Human Rights have implications for the provision of public services and functions. This EIA assesses whether the proposed recommendations are in line with duties established by this Act.
- 4.5. Against the backdrop of the of the Equality Act 2010, Lewisham's Comprehensive Equalities Scheme (CES) was developed and agreed by the Mayor in 2012. The CES is the council's overarching equalities vision statement. It specifically describes how the Public Sector Equality Duty will be addressed through five overarching objectives:
- tackling victimisation discrimination and harassment
 - closing the gap in outcomes for citizens
 - improving access to services
 - improving mutual understanding and respect
 - improving participation and engagement

5. Equalities Assessment of the Proposed changes to the Library and Information Service

5.1. Age

Age refers to a person belonging to a particular age or age range. As an employer and a provider of services the Council is required to ensure that it does not unlawfully discriminate against a person on account of their age. A summary of data on age is set out in the box below.

Data summary for age:

- according to the 2011 Census some 70,100 Lewisham residents are aged between 0-19 (25% of the population), whilst some 179,800 residents are aged between 20-64 (65% of the population). By contrast there are some 26,200 older people aged 65 and over (9.5%).
- according to the 2013 Sub National Population Projections by 2021 the number of Lewisham residents aged 0-19 is expected to rise to 79,570 (25% of the population), whilst the number of people aged 20-64 is expected to reach 208,190 (65% of the population). By contrast the number of people aged 65 and older is expected to increase to 30,570 (10% of the population).
- Ward profiles suggest that a greater number of older residents (65+) live in the south of borough in areas like Downham or Grove Park; whilst younger residents (0-19) are spread throughout the borough more evenly.

Within the proposed plan, the main changes that may have an effect on older people and younger people are the extension of the community library model to 3 more libraries – Forest Hill, Manor House and Torrison Road libraries and the establishment of 3 hub libraries at Deptford Lounge, Downham Health & Leisure Centre and Lewisham Library.

The number and location of libraries will stay as they are within the plan. The proposal may result in a negative impact for some residents where services at their local library may change. However, new community partnerships may bring new services that do not currently exist to the affected neighbourhoods.

The Community Library is a service delivered in partnership with others in buildings that used to be wholly managed by the council or in buildings owned outright by the partner organisation. The council is responsible for buying the books, maintaining the stock, providing self-service terminals, for organising reading events, and for supporting the partner organisation with training. Residents can still join the library service, reserve a book, borrow and return books, ask for information, and more. The preferred option proposes an expanded Community Engagement Team which would

- take on the role of developing and delivering activities for families.
- meet regularly with staff and volunteers in the anchor organisation to share ideas on events and activities
- develop and deliver training for staff and volunteers in the anchor organisation on developing knowledge on choosing and sharing books together.
- broker relationships between the anchor organisation and the family organisations such as Children's Centres. To provide advice and guidance on working with external organisations where needed.

Overall, we believe that older people and younger people should not be disproportionately affected by the implementation of this plan.

5.2. Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. 'Substantial' is more than minor or trivial e.g. it takes longer than it usually would to complete an everyday action such as getting dressed, whilst a 'long-term' condition means 12 months or more. Progressive conditions can also be classed as disabilities; these are conditions that get worse over time like HIV or cancer. It should also be noted that a number of older residents are likely to be eligible for disability-specific provision, for examples for services supporting dementia or individuals who are physically incapacitated. A summary of data on disability is set out in the box below.

Data summary for disability

According to the 2011 Census:

- 7.1% (19,523) Lewisham residents indicated that their day-to-day activities were limited a lot, and 7.3% (20,212) indicated that their day-to-day activities were limited a little;
- 5.3% (14,318) Lewisham residents indicated that they are in bad health or very bad health;
- 8.1% (22,521) Lewisham residents provide some form of unpaid care. Over 5,000 Lewisham residents provide 50+ hours of unpaid care per week.
- 160 Lewisham residents indicated that sign language was their main language.

The number of users identifying themselves as having a disability is lower for all of the proposed community libraries than for the service as a whole – 13-18% compared with 20%. (Public Library User Survey 2012)

Therefore we should expect residents with this protected characteristic not to be disproportionately affected by the proposed plans.

5.3. Gender

Gender has the meaning usually given to it and refers to whether a person is a man or a woman. A summary of data on gender is set out in the box below.

Data summary for gender

- according to the 2011 Census there are 135,000 males living in Lewisham and 140,900 females;
- however, by 2030 it is forecast that the number of males would have surpassed that of females (158, 500 men to 157,100 women);

- based on the 2013 Mid-year Population Estimates Lewisham's males are more numerous than females between the 0-19 age groups. By contrast females are more numerous than males in the 20 – 44, 35 - 59 60 -79 and 80+ age groups;
- by 2030 the percentage of males is still expected to be greater than females in the 0-19 age group. Males are also expected to be more numerous in the 20 – 44, and 35 – 59 age group. However, females will still be more numerous in the 60-79 and 80+ age groups.

The recommended plan is inclusive of both genders. The inclusive nature of all libraries, both community and hub models, and partner organisations that operate within them or will be selected to operate within them, suggests that no specific gender should be disproportionately affected by the proposed implementation plan.

5.4. Gender Re-assignment

Gender re-assignment describes the process of transitioning from one gender to another. For individuals within this group, the Act provides protection for transsexual people from discrimination and harassment in various areas, such as work or the provision of goods and services. A summary of data on gender reassignment is set out in the box below.

Data summary for gender reassignment

- in 2006-07 Lewisham Council commissioned a research study of the LGBT populations who lived, worked, studied or socialised in the borough;
- of the 316 respondents, seven identified as trans people, which was insufficient to draw quantitative conclusions;
- according to the NHS Secondary User Service Admitted Patients database, there were four admissions to NHS hospitals in 2011-12 of four different individuals resident in Lewisham and having a primary diagnostic code beginning F64 (trans-sexualism or gender identify disorder). Only one of these was for a full (male to female) gender reassignment. None of the admissions were to Lewisham Hospital.
- In October 2014 the Trans and Gender Non-Conforming Swimming Group (TAGS) set up a weekly private swimming session – 20 regular swimmers have attended a week, although some may have travelled from other boroughs to Lewisham.

The inclusive nature of all libraries, both community and hub models, and partner organisations that operate within them or will be selected to operate within them, suggests that there will be no positive or negative connotations for people going through the gender re-assignment process.

As a result we don't believe that the implementation plan will have any impact on residents going through Gender re-assignment.

5.5. **Marriage and Civil Partnership**

The Equality Act protects against unlawful discrimination if you are legally married or in a civil partnership. A summary of data on marriage and civil partnership is set out in the box below.

Data summary for marriage and civil partnership

- In 2011 about half of Lewisham residents over 16 have never been married or in a civil partnership. This is higher than England as a whole.
- A third of over 16s in Lewisham are currently married or in a civil partnership (0.5% in civil partnership)
- 17% of residents (aged 16 and over) have been married or in a civil partnership but are now separated, divorced or widowed.

Consideration of the characteristic of marriage and civil partnerships need only be in respect of eliminating unlawful discrimination. In this regard, the proposed implementation plan would not in any way exclude individuals who are legally married or in a civil partnership. Therefore, this characteristic should not be disproportionately affected under the proposed plans.

5.6. **Pregnancy and Maternity**

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. A summary of data on pregnancy and maternity is set out in the box below.

Data summary for pregnancy and maternity

- for 2013 there were about 4,827 new babies recorded in official statistics as Lewisham residents; the General Fertility Rate is notably higher in Lewisham, at 68.1 live births per 1,000 women aged 15 – 54, than in England at 62.4 in 2013.
- Lewisham has an underlying population growth arising from its excess of births over deaths. In a typical year, there are more births (approximately 4,500-5200) than deaths (approximately 1,500-1,800) in Lewisham residents.

The proposed transfer of the 3 libraries to the community library model could have an impact on Pregnancy and Maternity as all Lewisham libraries provide activities and support for children, especially Under 5s activities. These activities are also an integral part of the library offer in the existing community libraries and would continue after any transfer. The number and location of libraries and users will stay as they are within the plan.

Therefore we should expect residents with this protected characteristic not to be disproportionately affected by the proposed plans.

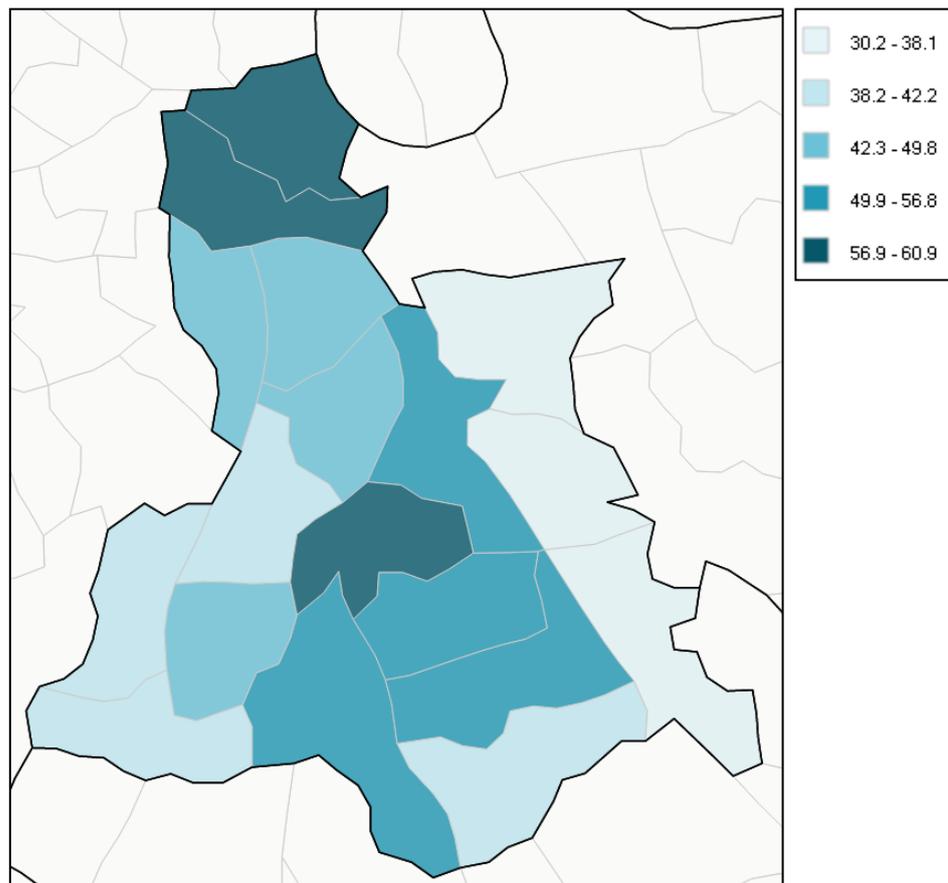
5.7. Race

Race refers to the equality group of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. A summary of data on race is set out in the box below.

Data summary for race

- according to Census data from 2011, 53.6% (147, 686) of all Lewisham residents are white (White British, White Irish and White European);
- currently people from a Black Caribbean, Black African and Black other ethnic background represent 27.2% (74,942) of the population.
- Profiles indicate that the majority of black and minority ethnic residents live in the North and Centre of the borough in wards such as Evelyn, New Cross and Rushey Green.

The data in the table below shows that there is considerable demographic variation across the borough when it comes to BME communities with a number of wards having a BME majority.



Percentage of the population from a BME community

The number and location of libraries will stay as they are within the plan. Any changes to services at Catford Library would be considered to have a great

potential impact on this protected characteristic as 64% of Catford Library users are BME compared with a service average of 52%. The consultation highlighted the need for a different approach for the library presence on the ground floor of Laurence House, which should be developed in concert with other council services within the building. Further investigation on the options for the ground floor of the Laurence House building are proposed.

The proposed plan is considered not to have a disproportionate impact relating to Race

5.8. Religion or Belief

Religion has the meaning usually given to it, but belief includes religious and philosophical beliefs including lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition. A summary of data on religion and belief is set out in the box below.

Data summary for religion or belief

- the most up to date information on religion or belief in Lewisham is from the Census of 2011. This revealed that nearly 64% of Lewisham residents described themselves as having a faith or religion, whilst around 27% of residents described themselves as having no faith or religion;
- amongst those residents that described themselves as having a faith or religion some 52.8% identified their faith as Christian, whilst 6.4% described themselves as Muslim;
- of other religions, Hindus represent 2.4% of the population, whilst Buddhists represent just over 1.3% of the population;

The number and location of libraries and users will stay as they are within the plan. The inclusive nature of all libraries, both community and hub models, and partner organisations that operate within them or will be selected to operate within them, suggests that there will be no positive or negative connotations for residents with this protected characteristic.

5.9. Sexual Orientation

Sexual orientation is defined as whether a person's sexual attraction is towards the opposite sex, their own sex or to both sexes. A summary of data on sexual orientation is set out in the box below.

Data summary for sexual orientation

- There are no accurate statistics available regarding the profile of the lesbian, gay, bisexual and transgender (LGBT) population either in Lewisham, London or Britain as a whole.
- The Greater London Authority based its Sexual Orientation Equality Scheme on an estimate that the lesbian and gay population comprises roughly 10% of the total population.

- At the 2011 census 2% of over 16 year olds were cohabiting with someone of the same sex or were in a civil partnership, this is higher than both the England and London averages (0.9 % and 1.4% respectively).
- in the 2015 Annual Resident Survey, a question on sexual orientation found that 3% of respondents identified as lesbian or gay.

Users of Lewisham Library and Information Service that identify themselves as Gay/Lesbian or Bisexual are 4% of total users (Public Library User Survey 2012). The make up of users of the proposed community libraries reflect this and are in some instances lower than the service average. The number and location of libraries will stay as they are within the plan, and it is not anticipated that this proposed plan will have a negative impact upon the LGBT community.

6. Overall Mitigation

- 6.1. The Community Library is a service delivered in partnership with others in buildings that used to be wholly managed by the council or in buildings owned outright by the partner organisation. The council is responsible for buying the books, maintaining the stock, providing self-service terminals, for organising reading events, and for supporting the partner organisation with training. Residents can still join the library service, reserve a book, borrow and return books, ask for information, and more.
- 6.2. The proposal may result in a negative impact for some residents where services at their local library may change. However, new community partnerships may bring new services that do not currently exist to the affected neighbourhoods.
- 6.3. The proposal brings opportunities to develop new partnerships for the library service and will provide partner organisations with access to new premises and additional service users. A soft market test will seek partners willing to manage the space while supporting the provision of library services in the building.
- 6.4. We would expect the opening hours to remain unchanged and the floor space of the library may reduce where other activities are being developed by the partner organisation. The partners are likely to be different to reflect the different potential uses of the three sites.
- 6.5. When considering the impact of the proposed plan across the nine protected characteristics, the two main areas for concern were the impact on older and younger people, and those from the BME community. However, having considered the mitigation and demographic profile of the borough alongside alternative local facilities the impact on these groups is not felt to be negative, and indeed if the hub model and re-provision of buildings through partnerships with housing providers is successful then long term there will be a positive impact.
- 6.6. Overall, considering the changes to the range of libraries that are being proposed, alongside the new ways of working and the potential to develop new community services with potential partners, the implementation plan is considered to be fair and equitable.

Equalities Analysis Assessment

Equalities Impact Assessment for the proposed changes to Lewisham Library and Information Service

1. Consultation summation

- 1.1. In October and November 2015, Lewisham Council held public meetings to discuss the impact of proposed savings in the Libraries budget. 3 options were proposed – outsourcing of the service, reducing opening hours and closing libraries; extension of the Lewisham Libraries community model with the transfer of 3 libraries to community partners - Forest Hill, Manor House and Torridon Libraries, the creation of 3 Hub libraries – Deptford, Downham and Lewisham, and the remodelling of Catford Library
- 1.2. Information about the proposals were posted in the libraries, on the Libraries section of the Council website (<http://www.lewisham.gov.uk/libraryconsultation>) and a consultation survey was posted on the Lewisham consultation website (https://lewisham-consult.objective.co.uk/public/proposed_changes_to_the_library_and_information_service) . Users were encouraged to complete the survey online and paper copies were made available in libraries and at the consultation meetings. An email address was created for people to contact the service and request pdf copies of the consultation survey or submit comments - library.consultation@lewisham.gov.uk. Petitions were handed in from local interested parties. Steps were taken to monitor activity and comments on the web to ensure awareness of the main areas of concern, including comments posted on the petition Save Lewisham Libraries.
- 1.3. Library public consultation meetings were held on –
- | | |
|----------------------|---|
| Wednesday 7 October | Broadway Theatre, SE6 4RU |
| Monday 12 October | Trinity School, Taunton Road, Lee SE12 8PD |
| Monday 19 October | Sydenham School, Dartmouth Road SE26 4RD |
| Thursday 22 October | Sandhurst Junior School, Minard Road SE6 1NW |
| Wednesday 4 November | St Dunstan's Jubilee Hall, Canadian Avenue, SE6 4SW |
- 1.4. Focus groups were held to ensure input from users who might not be able to interact online or attend evening meetings.
- | | |
|-----------------------|--|
| Monday 2 November | Young Mayor's Advisors |
| Thursday 5 November | Positive Ageing Council |
| Wednesday 11 November | School teachers and librarians |
| Thursday 12 November | Disability Forum interviewees |
| Monday 16 November | Manor House Library stakeholders meeting |

2. Areas of concern raised through the consultation process

2.1. The main areas of concern raised through the consultation process were.

- The value of the library service – Residents were unanimous in expressing their views on the value of the Lewisham library service and its staff. It was felt that any reduction in the service would make the authority poorer in the present and more so in the future. The impact on citizens and future generations was clearly and repeatedly articulated in person and in writing.
- Deterioration of the Service if community run – A large number of respondents expressed concern about the quality of the service if this moved to being “community run” and that the proposed option would entail reduced access to professional and/or trained library staff
- Impact on children - A number of respondents expressed concern that the proposed option would have a major detrimental effect on children and their families.
- Reduction in perceived access to libraries – Respondents expressed concern that they would be unable to travel to a hub library and would not be able to access ‘full’ library services
- The local community – Many felt that the proposal would have a negative impact on the local community.
- Volunteers – Respondents expressed concern over the use of volunteers to “replace” council staff. Some stressed the lack of reliability that is inherent in the transient role of volunteers. Some were concerned about issues linked to the ability of volunteers to care for the assets and to safeguard visiting audiences, particularly children. That the proposed option would mean that professional and/or trained library staff

3. Catford Library

- 3.1. Catford Library is based on the ground floor of Laurence House, which is part of the Council civic complex and the main offices for Council staff. Laurence House has high footfall from both residents and Council employees. The library occupies the eastern end of the ground floor and had a re-fresh in May 2015 which included a new carpet, repainted walls and a reconfiguration of the shelving layout.
- 3.2. Catford is near good transport links, both bus and train and close to the shopping centre. It benefits from its central location and attracts users from across the borough. 21% come from Rushey Green ward, 12% each from Bellingham and Catford South ward and 9% from Whitefoot ward.
- 3.3. There are links with local schools and nurseries meaning children in the local community have the opportunity to engage with reading and library activities. Catford Library works closely with 7 nurseries and 6 primary schools who regularly visit Catford Library or are visited by library staff.
- 3.4. A programme of regular activities takes place during the 57 hours of opening. The library hosts visits from partner organisations such as Stop Smoking, Volunteer Lewisham, NHS Active Gateway, Lewisham Mind and the National Careers Service. The Reader Organisation runs a weekly reading group and there are weekly Under 5s, 'Baby Bounce' and craft sessions for young children.

Libraries data and user profile

- 3.5. Active users profile – users come from across the borough as Catford is a central point and houses the main Council offices. 21% come from Rushey Green ward, 12% from Bellingham and 12% from Catford South wards.
- 3.6. Active Users – Please see the attached charts showing statistics for active users as at 1 April 2015 and results from the 2012 Public Library User Survey
- 3.7. Age range – The age profile for Catford library users is slightly older than that of the service average with 35% of users aged under 18 compared with 38% for Lewisham as a whole. There are slightly more 18-24 year olds – 9% compared with a service average of 8%.
- 3.8. Gender – Catford has a slightly higher proportion of female users – 60% compared with a service average of 59%
- 3.9. Ethnicity – 36% of Catford library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black African – 21%, Black Caribbean – 19% and Black Other - 9%.
- 3.10. Disability - The number of users identifying themselves as having a disability is lower for Catford Library than for the service as a whole – 17% compared with 20%
- 3.11. Ward Profiles (Catford library users) – Please see the attached charts showing statistics for the wards in the library catchment area
- 3.12. 57% of active library users in Rushey Green ward use Catford Library, while 23% use Lewisham and 4% use Downham. 31% of active library users in Bellingham ward use Catford Library, 18% use Sydenham and 16% use Lewisham libraries.

38% of library users in Catford South ward use Torridon Road library, 31% use Catford and 13% use Downham libraries.

Equalities Context

- 3.13. Public bodies such as local authorities are legally required to consider the three aims of the Public Sector Equality Duty (set out in the Equality Act 2010) and document their thinking as part of any decision-making processes. The Act sets out that public bodies must have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation;
 - advance equality of opportunity between people who share a protected characteristic and those who do not share that characteristic; and
 - foster good relationships between those who share a protected characteristic and those who do not share that characteristic.
- 3.14. The following equalities characteristics are ‘protected’ from unlawful discrimination in service provision under the Equality Act 2010: age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; gender; and sexual orientation.
- 3.15. The Human Rights Act came into effect in the UK in October 2000. It means that people in the UK can take cases about their human rights as defined in the European convention on Human Rights to a UK court. At least 11 Articles of the European Convention on Human Rights have implications for the provision of public services and functions. This EIA assesses whether the proposed recommendations are in line with duties established by this Act.

Scoping grid

- 3.16. The key questions to be considered in scoping the assessment are:
- Could this service - and the way we deliver it - affect some groups in society differently?
 - Will /can this service - and the way we deliver it - promote equal opportunities?

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Age	Negative / Low	The age profile for Catford library users is slightly older than that of the service average - with 35% of users aged under 18 compared with 38% for Lewisham as a whole; slightly more 18-24 year olds – 9% compared with a service average of 8%; 20% 45-64 year olds compared 18% for Lewisham as a whole
Disability	Negative / Low	The number of users identifying themselves as having a disability is lower for Catford Library than for the service as a whole – 17% compared with 20%
Gender	Negative / Low	Catford has a slightly higher proportion of female users – 60% compared with a service average of 59%

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Gender Re-assignment	Negative / Low	
Marriage and Civil Partnership	Negative / Low	29% of Catford Library users identify themselves as Married and 2% as Civil-partnered compared with 36% and 2% as the service average
Pregnancy and Maternity	Negative / Low	
Race	Negative / Medium	64% of Catford Library users are BME compared with a service average of 52%. . The largest BME populations are Black African – 21%, Black Caribbean – 19%
Religion or Belief	Negative / Low	26% of Catford Library users report themselves as having No religion, 60% as Christian, compared with Lewisham library average of 31% No religion, 55% Christian
Sexual Orientation	Negative / Low	2% of Catford Library users identify themselves as Gay / Lesbian compared with the service average of 2% and 3% as Bisexual compared with the Lewisham average of 2%

Suggestions as to potential mitigation actions

- 3.17. The preferred option proposes an expanded Community Engagement Team which would
- take on the role of developing and delivering activities for families.
 - meet regularly with staff and volunteers in the anchor organisation to share ideas on events and activities
 - develop and deliver training for staff and volunteers in the anchor organisation on developing knowledge on choosing and sharing books together.
 - broker relationships between the anchor organisation and the family organisations such as Children’s Centres. To provide advice and guidance on working with external organisations where needed.
- 3.18. Stock being regularly moved between branches using stock management tools and staff expertise. Stock being regularly maintained by library staff to ensure collections are of good quality and relevance.
- 3.19. Any changes to services at Catford Library would be considered to have a great potential impact on this protected characteristic as 64% of Catford Library users are BME compared with a service average of 52%. The consultation highlighted the need for a different approach for the library presence on the ground floor of Laurence House, which should be developed in concert with other council services within the building. Further investigation on the options for the ground floor of the Laurence House building are proposed and the needs of this community will need to be considered in taking forward the proposals.

Socio-Economic specific to Catford Library catchment

3.20. Active users profile – users come from across the borough as Catford is a central point and houses the main Council offices. 21% come from Rushey Green ward, 12% from Bellingham and 12% from Catford South wards.

Rushey Green ward – 21% of users

3.21. The age structure for Rushey Green is slightly younger than the Lewisham average with 26.8% aged 0-19 compared with 25.4%. The mean age of the Rushey Green ward population is 34 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Rushey Green is Age 30 to 44 which represents 27.50% of the population.

3.22. BME residents represent 59.1% of the population compared with 46.5% for Lewisham.

3.23. Median household income for Rushey Green is slightly lower than that for the borough as a whole and there are lower numbers of economically active residents - 72.4% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 32.9% compared with 38% for the borough as a whole.

3.24. A breakdown of the Forest Hill Ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 21.3% of the ward's population

3.25. The crime rate is higher than the Lewisham average – Criminal damage is 15.8 per 1,000 population compared with 9.7 for Lewisham, Violence against the person is 41.2 compared with 23.6.

3.26. Disability rates are higher than the Lewisham average – 8% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Rushey Green has 4.4% residents that report being in bad health and 1.5% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 14 (out of 18 Wards) within Lewisham.

3.27. Rushey Green ward has 6,257 households, which represents 5.39% of Lewisham's 116,091 households. The largest number of households live in 'Private rented: Private landlord or letting agency' accommodation - 28.9% compared with 23.0% for Lewisham as a whole.

3.28. The second largest number of households lives in 'Owned with a mortgage or loan' accommodation - 26.7% compared with 27.5% for the borough.

3.29. Rushey Green has 17.9% of households with dependent children aged 0 to 4 and 33.9% of households have 'Dependent children in household: All ages'.

Bellingham ward – 12% of users

3.30. There is a higher proportion of 0-19 year olds in Bellingham – 30.5%, compared with 25.4% for Lewisham. There are also slightly more over 50s in the ward – 24.9% compared with 22.9%. The mean age of the Bellingham ward population is 34 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Bellingham is Age 30 to 44 which

represents 23.4% of the population.

- 3.31. BME residents represent 51.3% of the population compared with 46.5% for Lewisham.
- 3.32. Median household income for Bellingham is lower than that for the borough as a whole and there lower numbers of economically active residents – 69.5% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 23.5% compared with 38% for the borough as a whole.
- 3.33. A breakdown of the Forest Hill Ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 18.4% of the ward's population
- 3.34. The crime rate is slightly lower than the Lewisham average, although Criminal damage is 10.1 per 1,000 population compared with 9.7 for Lewisham and Violence against the person is 25.4 compared with 23.6.
- 3.35. Disability rates are higher than the Lewisham average – 8.9% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Bellingham has 5.2% residents that report being in bad health and 1.7% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 16 (out of 18 Wards) within Lewisham.
- 3.36. Bellingham Ward has 6,107 households, which represents 5.26% of Lewisham's 116,091 households. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 26.9% of the Ward's households. That compares with 27.5% for the borough as a whole.
- 3.37. The second largest number of households lives in 'Private rented: Private landlord or letting agency' accommodation with 24.2% of the Ward's households. That compares with 15.5% for the borough as a whole.
- 3.38. Bellingham has 16.9% households with dependent children aged 0 to 4 and 37.7% of households have 'Dependent children in household: All ages'.

Catford South ward – 12 % of users

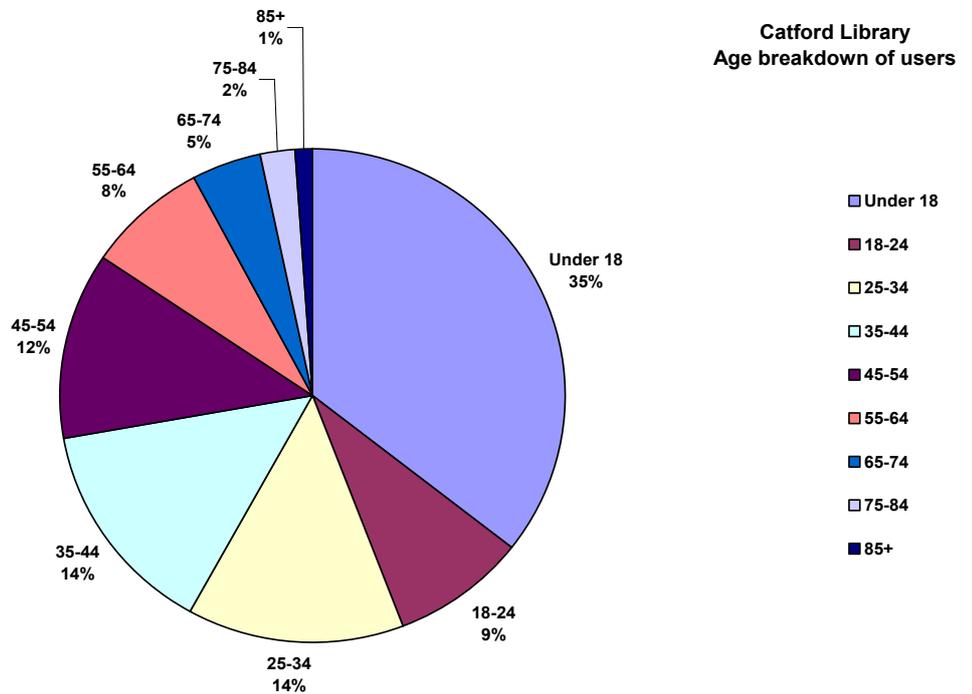
- 3.39. There are higher levels of younger and older people in Catford South ward compared with the Lewisham average - 27.5% 0-19 year olds compared with 25.4%, 16.7% 50-64 year olds compared with 13.4% and 11.3% over 65s compared with 9.5%. The mean age of the Catford South ward population is 36 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Catford South is Age 45 to 59 which represents 22.10% of the population.
- 3.40. BME residents represent 56.2% of the population compared with 46.5% for Lewisham.
- 3.41. Median household income for Catford South is higher than that for the borough as a whole. The number of economically active residents is close to the Lewisham average – 73% compared with 73.6%. The percentage of people with level 4 or

higher qualifications is 34.2% compared with 38% for the borough as a whole.

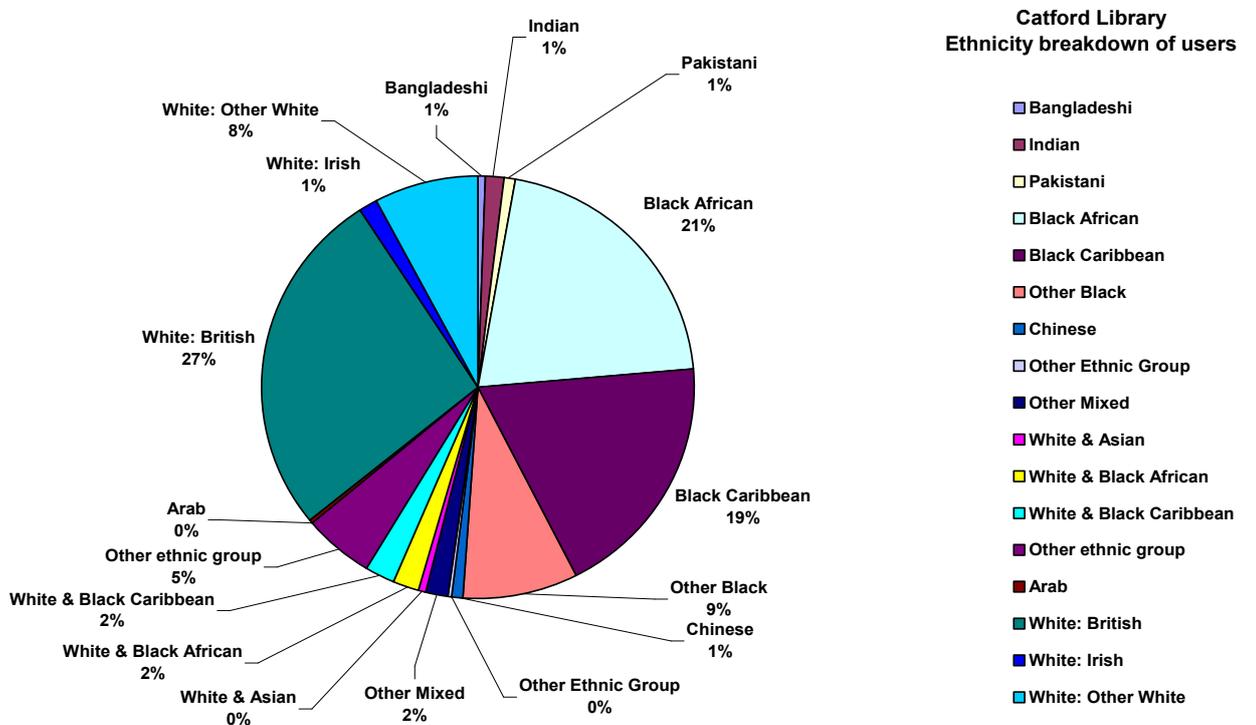
- 3.42. A breakdown of the Catford South ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 24.1% of the ward's population
- 3.43. The crime rate is lower than the Lewisham average across all indicators.
- 3.44. Disability rates reflect the Lewisham average – 7% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Catford South has 3.6% residents that report being in bad health and 1.1% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 3 (out of 18 Wards) within Lewisham.
- 3.45. Catford South Ward has 5,712 households, which represents 4.92% of Lewisham's 116,091 households.
- 3.46. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 43.0% of the ward's households. That compares with 27.5% for the borough as a whole.
- 3.47. The second largest number of households lives in 'Owned outright' accommodation with 22.8% of the ward's households. That compares with 14.9% for the borough as a whole.
- 3.48. Catford South has 14.7% of households with dependent children aged 0 to 4 and 36.2% of households have 'Dependent children in household: All ages'.

Active user statistics April 2015 – Catford Library

Age range – April 2015

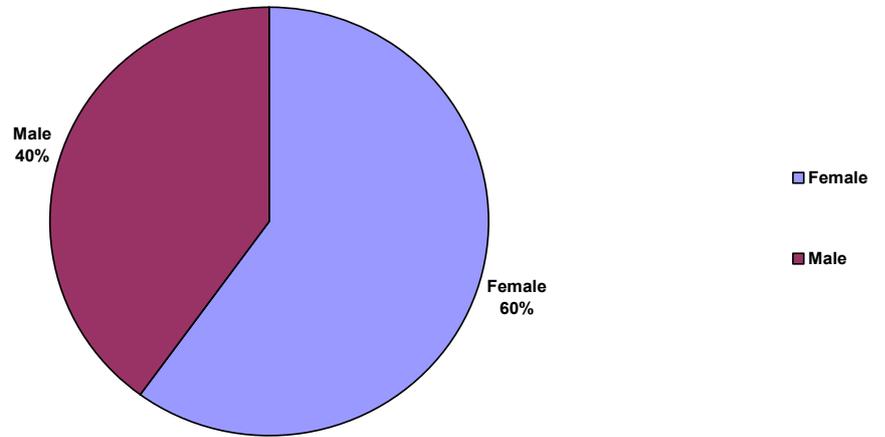


Ethnicity – April 2015



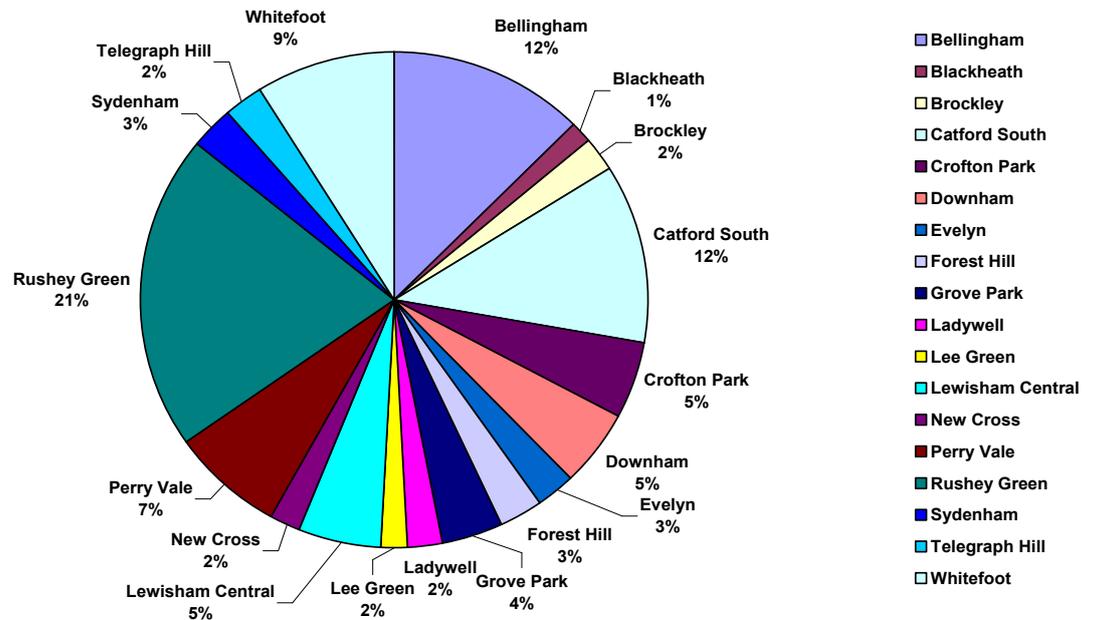
Gender – April 2015

Catford Library
Gender breakdown of users



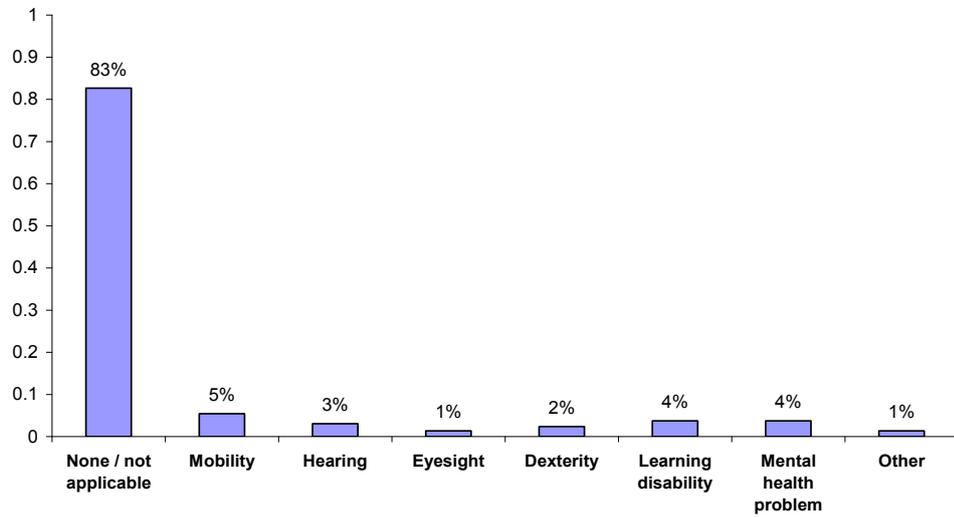
Which wards do users come from – April 2015

Catford Library
Where users come from



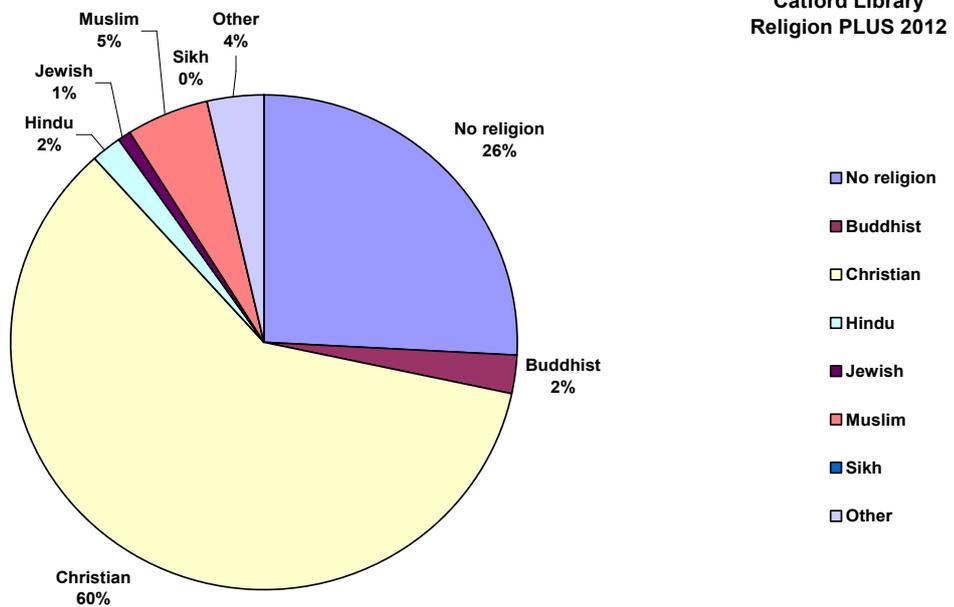
Disability – PLUS 2012

Catford Library
Disability PLUS 2012

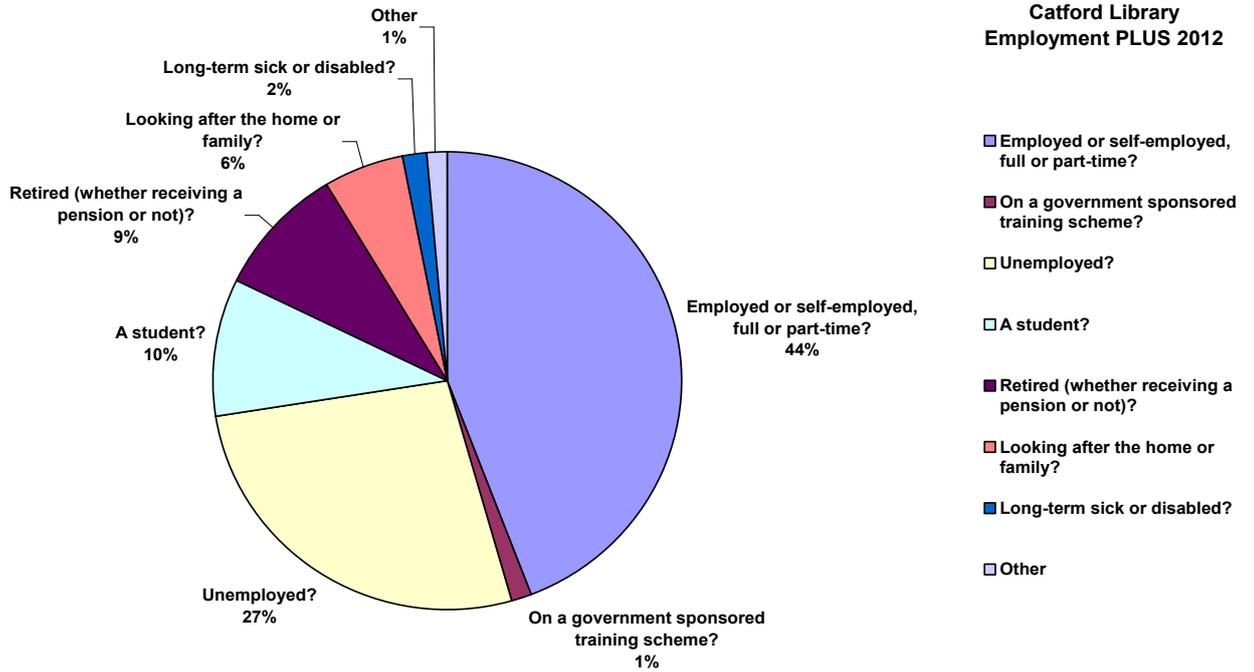


Religion – PLUS 2012

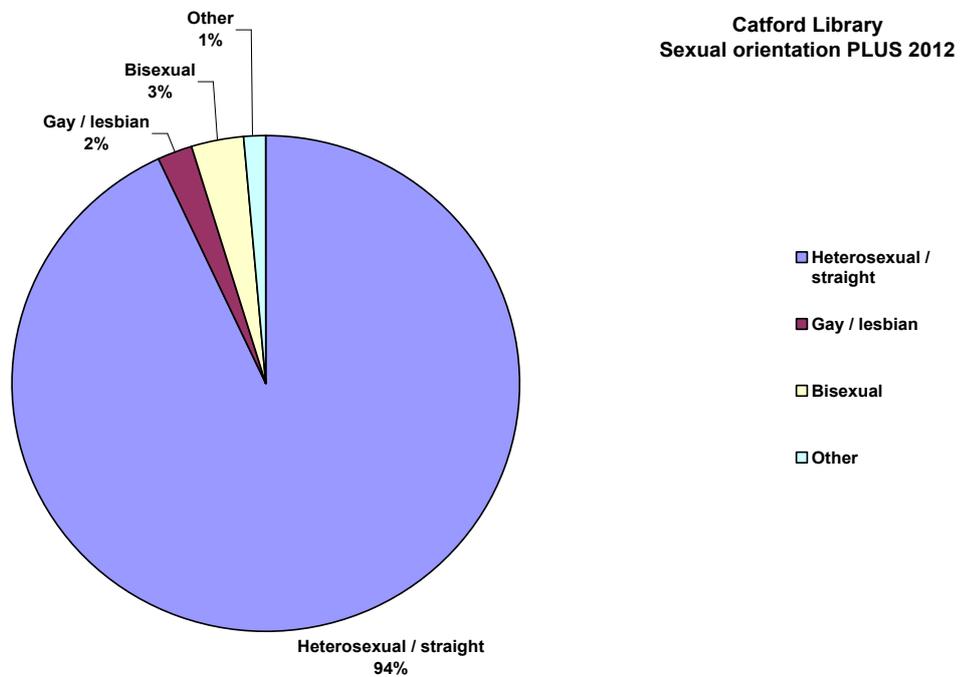
Catford Library
Religion PLUS 2012



Employment – PLUS 2012

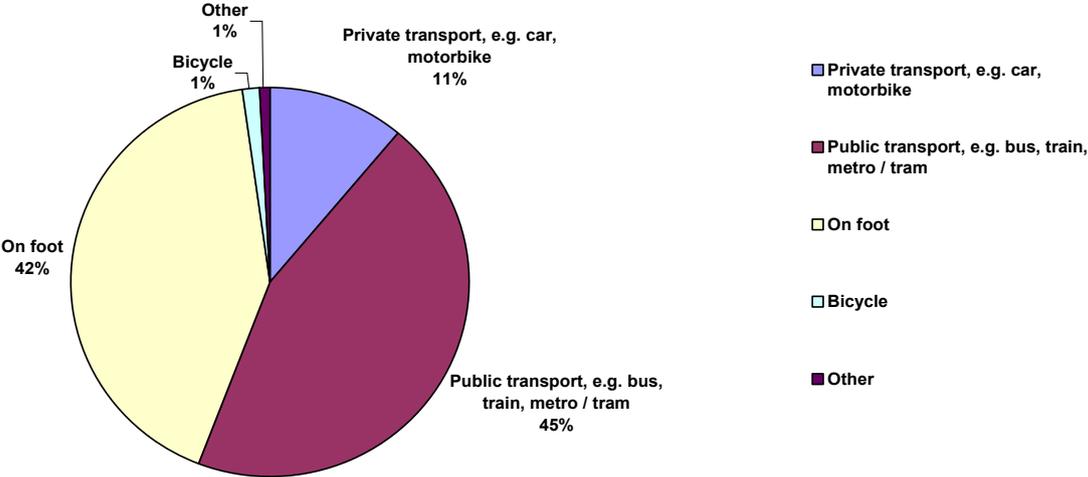


Sexual orientation – PLUS 2012



Mode of Travel – PLUS 2012

Catford Library
How did you travel to the library? PLUS 2012



4. Forest Hill Library

- 4.1. Forest Hill Library is a Grade II listed building on Dartmouth Road and forms part of the Victorian complex of civic buildings also comprising Forest Hill Pools and Louise House. Originally built in 1901 it was extensively refurbished in 2007, with building works to make structural repairs as well as new carpet, redecoration throughout, new shelving and book stock and the installation of self service.
- 4.2. Forest Hill is a busy library with strong links to the local area. 37% of users come from Forest Hill ward, 22% from Perry Vale and 18% from Sydenham wards. During the last 5 years Forest Hill Library has reversed the trend of declining visits, demonstrating increases in visitor numbers. Similarly, many of the users of Forest Hill Library are keen readers and visit regularly to borrow the latest titles. This is demonstrated in increases in issues during the last five years.
- 4.3. There are links with local schools and nurseries offering children in the local community the opportunity to engage with reading and library activities. Forest Hill Library works closely with 5 primary schools and 1 secondary school who regularly visit Forest Hill Library or are visited by library staff
- 4.4. As a Grade II listed building, the building needs regular maintenance and attention despite the structural works during the refurbishment. This can require specialists to undertake work.
- 4.5. On 2 floors plus a small basement, the building has 2 rooms on the 2nd floor that have the potential to generate income. The only access to the rooms is via stairs – there is no lift. This potentially limits the audiences interested in hiring the space. The rest of the building is fully accessible with flat access for wheelchairs and pushchairs through the back of the building via a ramp.
- 4.6. Forest Hill Library is located close to the town centre and is well served by public transport links, both bus and train. The town centre has undergone transformation in the past few years, with new coffee shops and boutiques attracting a younger, family audience. The library is part of a ‘cultural quarter’ that is currently undergoing development. This includes Louise House and Forest Hill Pools. There are plans to link the 3 spaces through landscaping and seating to create an inviting, public space. This builds on the refurbishment of the pools in 2012 and the development of Forest Hill as a destination.
- 4.7. A programme of regular activities takes place during the 66 hours of opening. The library hosts monthly Lively Minds sessions for over 55’s with outside invited speakers, a monthly reading group, Origami workshop, run by a volunteer meet monthly. Partner organisations also run sessions such as Storytelling in Hope who run sessions for over 55’s, NHS Stop Smoking group and 'KEBIN' Youth Club. There are weekly under 5s sessions and monthly Chatterbooks for older children. The library also runs craft activities for children to support specific events such as the Summer Reading Challenge.

Libraries data and user profile

- 4.8. Active users profile – 37% from Forest Hill, 22% from Perry Vale, 18% from Sydenham wards.

- 4.9. Active Users – Please see the attached charts showing statistics for active users as at 1 April 2015 and results from the 2012 Public Library User Survey
- 4.10. Age range – The age profile for Forest Hill library users matches that of the service average quite closely. Differences are that 7% of users are 18-24 year olds compared with 8% for Lewisham as a whole. There are also slightly more 35-44 year olds – 17% compared with a service average of 15%. There are slightly fewer users in the 45-54 age group – 10% compared with 11%.
- 4.11. Gender – Forest Hill has a slightly lower proportion of female users – 58% compared with a service average of 59%
- 4.12. Ethnicity - 60% of Forest Hill library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black African – 11% and Black Caribbean – 10%
- 4.13. Disability - The number of users identifying themselves as having a disability is lower for Forest Hill Library than for the service as a whole – 13% compared with 20%
- 4.14. Ward Profiles (Forest Hill library users) – Please see the attached charts showing statistics for the wards in the library catchment area
- 4.15. 82% of active library users in Forest Hill ward use Forest Hill Library, while 6% use Catford and 5% use Lewisham. 58% of active library users in Perry Vale ward use Forest Hill Library, 18% use Catford, 9% use Lewisham and 8% use Sydenham libraries. 46% of active library users in Sydenham ward use Forest Hill Library, 33% use Sydenham community library and 7% use Catford Library.

Equalities Context

- 4.16. Public bodies such as local authorities are legally required to consider the three aims of the Public Sector Equality Duty (set out in the Equality Act 2010) and document their thinking as part of any decision-making processes. The Act sets out that public bodies must have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation;
 - advance equality of opportunity between people who share a protected characteristic and those who do not share that characteristic; and
 - foster good relationships between those who share a protected characteristic and those who do not share that characteristic.
- 4.17. The following equalities characteristics are 'protected' from unlawful discrimination in service provision under the Equality Act 2010: age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; gender; and sexual orientation.
- 4.18. The Human Rights Act came into effect in the UK in October 2000. It means that people in the UK can take cases about their human rights as defined in the European convention on Human Rights to a UK court. At least 11 Articles of the European Convention on Human Rights have implications for the provision of public services and functions. This EIA assesses whether the proposed recommendations are in line with duties established by this Act.

Scoping grid

4.19. The key questions to be considered in scoping the assessment are:

- Could this service - and the way we deliver it - affect some groups in society differently?
- Will /can this service - and the way we deliver it - promote equal opportunities?

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Age	Negative / Low	The age profile for Forest Hill library users matches that of the service average quite closely. Differences are that 7% of users are 18-24 year olds compared with 8% for Lewisham as a whole. There are also slightly more 35-44 year olds – 17% compared with a service average of 15%. There are slightly fewer users in the 45-54 age group – 10% compared with 11%. Forest Hill Library works closely with 5 primary schools and 1 secondary school
Disability	Negative / Low	The number of users identifying themselves as having a disability is lower for Forest Hill Library than for the service as a whole – 13% compared with 20%
Gender	Negative / Low	Forest Hill has a slightly lower proportion of female users – 58% compared with a service average of 59%
Gender Re-assignment	Negative / Low	
Marriage and Civil Partnership	Negative / Low	40% of Forest Hill Library users identify themselves as Married and 0% as Civil-partnered compared with 36% and 2% as the service average
Pregnancy and Maternity	Negative / Low	
Race	Negative / Low	60% of Forest Hill library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black African – 11% and Black Caribbean – 10%
Religion or Belief	Negative / Low	36% of Forest Hill Library users report themselves as having No religion, 53% as Christian, compared with Lewisham library average of 31% No religion, 55% Christian
Sexual Orientation	Negative / Low	1% of Forest Hill Library users identify themselves as Gay / Lesbian compared with the service average of 2% and 3% as Bisexual compared with the Lewisham average of 2%

Suggestions as to potential mitigation actions

4.20. The preferred option proposes an expanded Community Engagement Team which would

- take on the role of developing and delivering activities for families.
- meet regularly with staff and volunteers in the anchor organisation to share ideas on events and activities
- develop and deliver training for staff and volunteers in the anchor organisation on developing knowledge on choosing and sharing books together.
- broker relationships between the anchor organisation and the family organisations such as Children's Centres. To provide advice and guidance on working with external organisations where needed.

4.21. Stock being regularly moved between branches using stock management tools and staff expertise. Stock being regularly maintained by library staff to ensure collections are of good quality and relevance.

Socio-Economic specific to Forest Hill Library catchment

4.22. Active users profile – 37% from Forest Hill, 22% from Perry Vale, 18% from Sydenham wards.

Forest Hill ward – 37% users

4.23. The age structure for Forest Hill is slightly older than the Lewisham average with 25.3% aged 35-49 compared with 24.1% and 24.3% aged over 50 compared with a Lewisham average of 22.7%. The mean age of the Forest Hill ward population is 35 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Forest Hill is Age 30 to 44 which represents 29.60% of the population.

4.24. BME residents represent 38.2% of the population compared with 46.5% for Lewisham.

4.25. Median household income for Forest Hill is higher than that for the borough as a whole and there are higher numbers of economically active residents – 77.0% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 46.4% compared with 38% for the borough as a whole.

4.26. A breakdown of the Forest Hill ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 29.0% of the ward's population.

4.27. The crime rate is lower than the Lewisham average although there are higher levels of Burglary – 19.4 per 1,000 population compared with a borough average of 13.3. Criminal damage is 8.1 per 1,000 population compared with 9.7 for Lewisham, Violence against the person is 19.3 compared with 23.6.

4.28. Disability rates are lower than the Lewisham average – 5.9% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Forest Hill has 3.5% residents that report being in bad health and 1.0% residents that report

being in very bad health. Its ranking for the number of residents in very bad health is 1 (out of 18 Wards) within Lewisham.

- 4.29. Forest Hill ward has 6,506 households, which represents 5.60% of Lewisham's 116,091 households. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 29.4% of the Ward's households. That compares with 27.5% for the London borough as a whole.
- 4.30. The second largest number of households lives in 'Private rented: Private landlord or letting agency ' accommodation with 23.0% of the Ward's households. That compares with 23.0% for the London borough as a whole
- 4.31. Forest Hill has 15.5% of households with dependent children aged 0 to 4 and 30.8% of households have 'Dependent children in household: All ages'.

Perry Vale ward – 22% of users

- 4.32. The age structure of Perry Vale ward is slightly older than the Lewisham average with 26.4% aged 35-49 compared with a Lewisham average of 24.1%. The mean age of the Perry Vale ward population is 35 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Perry Vale is Age 30 to 44 which represents 28.70% of the population
- 4.33. BME residents represent 42.5% of the population compared with 46.5% for Lewisham.
- 4.34. Median household income for Perry Vale is higher than that for the borough as a whole and there are higher numbers of economically active residents – 75.9% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 41.5% compared with 38% for the borough as a whole.
- 4.35. A breakdown of the Perry Vale ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 28.5% of the ward's population.
- 4.36. The crime rate is lower than the Lewisham average across all indicators.
- 4.37. Disability rates are lower than the Lewisham average – 6.7% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Perry Vale has 3.4% residents that report being in bad health and 1.2% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 7 (out of 18 Wards) within Lewisham.
- 4.38. Perry Vale ward has 6,707 households, which represents 5.78% of Lewisham's 116,091 households. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 31.9% of the ward's households. That compares with 27.5% for the borough as a whole.
- 4.39. The second largest number of households lives in 'Private rented: Private landlord or letting agency ' accommodation with 21.7% of the Ward's households. That compares with 23.0% for the borough as a whole.

4.40. The ward has 14.9% of households with dependent children aged 0 to 4 and 32.1% of households have 'Dependent children in household: All ages'.

Sydenham ward – 18% of users

4.41. The age structure of Sydenham ward is older than the Lewisham average with 26.5% aged over 50 compared with a Lewisham average of 22.9%. The mean age of the Sydenham ward population is 36 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Sydenham is Age 30 to 44 which represents 26.50% of the population

4.42. BME residents represent 41.8% of the population compared with 46.5% for Lewisham.

4.43. Median household income for Sydenham is slightly higher than that for the borough as a whole but there are lower numbers of economically active residents – 72.3% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 36.6% compared with 38% for the borough as a whole.

4.44. A breakdown of Sydenham ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 24.9% of the ward's population.

4.45. The crime rate is lower than the Lewisham average except for Fraud or Forgery which is 6.0 per 1,000 population compared with a borough average of 5.4.

4.46. Disability rates are higher than the Lewisham average – 8.1% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Sydenham has 4.1% residents that report being in bad health and 1.4% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 13 (out of 18 Wards) within Lewisham.

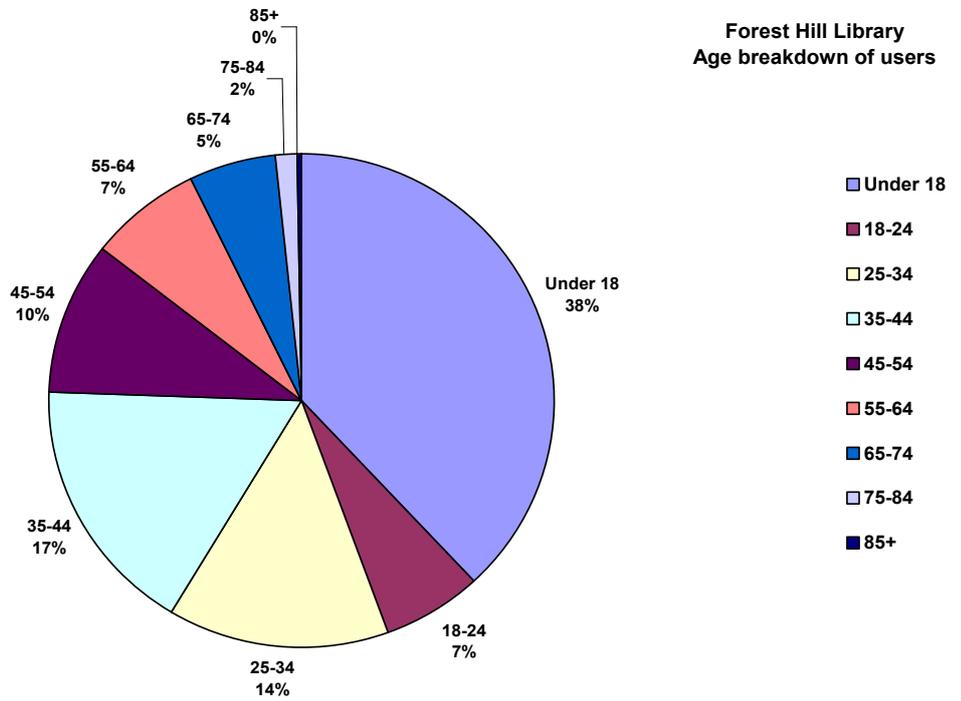
4.47. Sydenham ward has 6,793 households, which represents 5.85% of Lewisham's 116,091 households. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 27.6% of the ward's households. That compares with 27.5% for the borough as a whole.

4.48. The second largest number of households lives in 'Social rented: Rented from council (Local Authority) ' accommodation with 19.8% of the Ward's households. That compares with 15.6% for the borough as a whole.

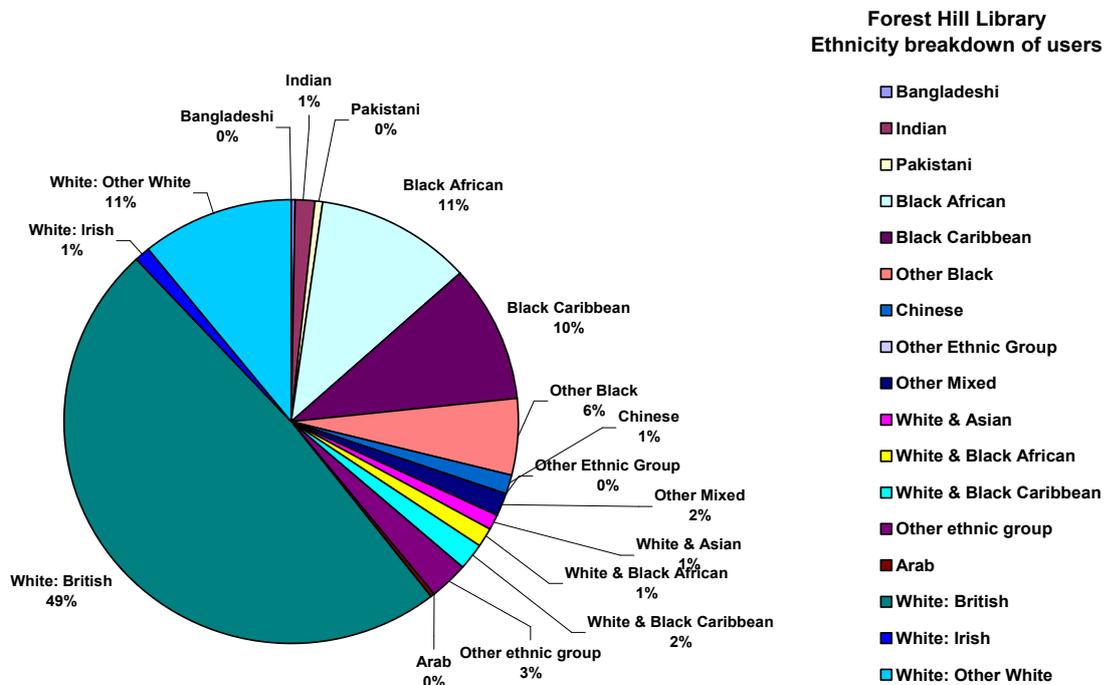
4.49. Sydenham has 14.8% of households with dependent children aged 0 to 4 and 30.7% of households in the ward have 'Dependent children in household: All ages'.

Active user statistics April 2015 – Forest Hill Library

Age Range – April 2015

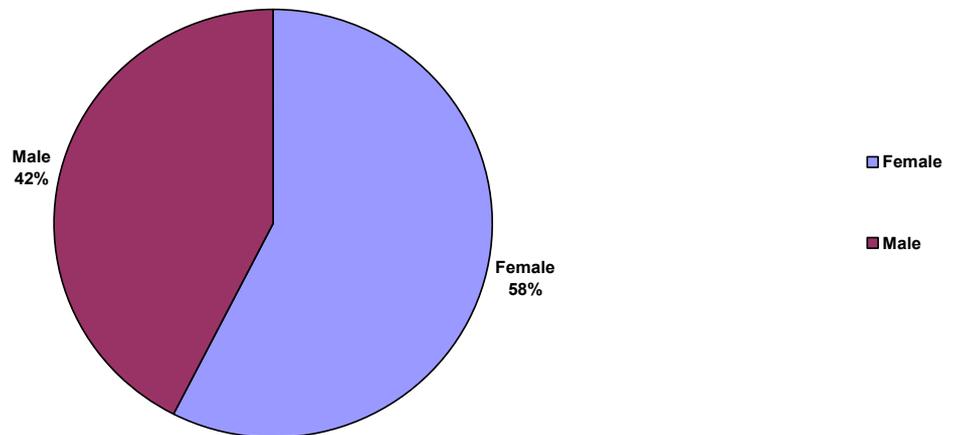


Ethnicity – April 2015



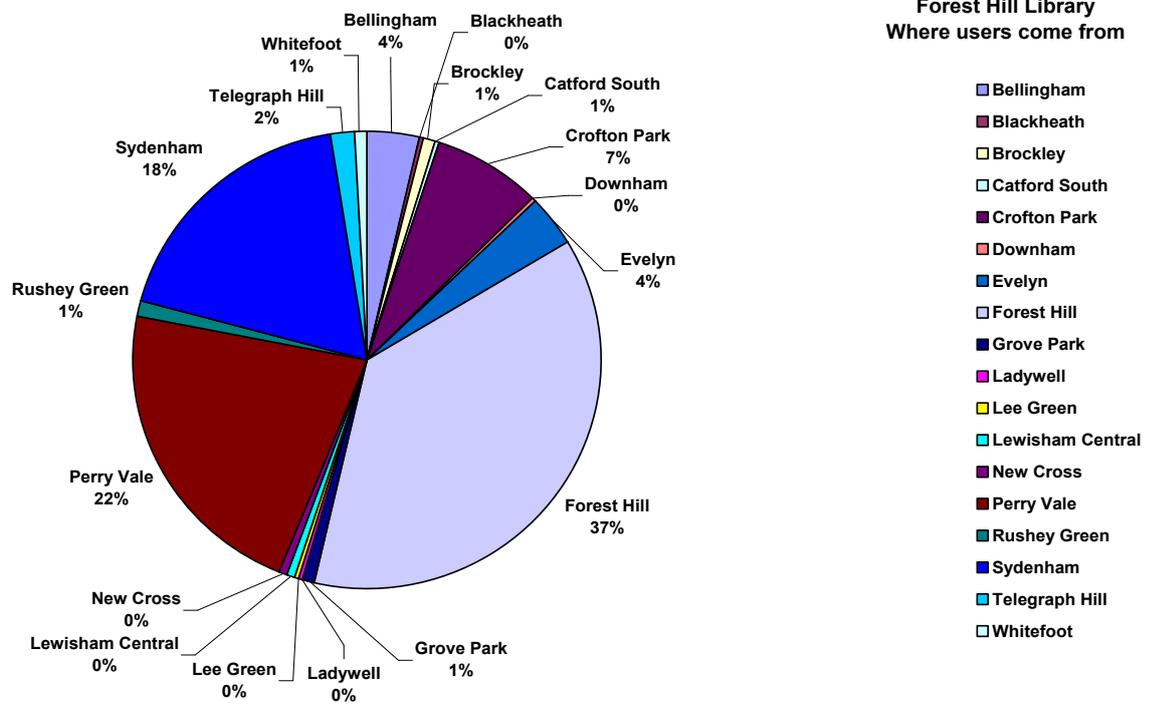
Gender – April 2015

Forest Hill Library
Gender breakdown of users



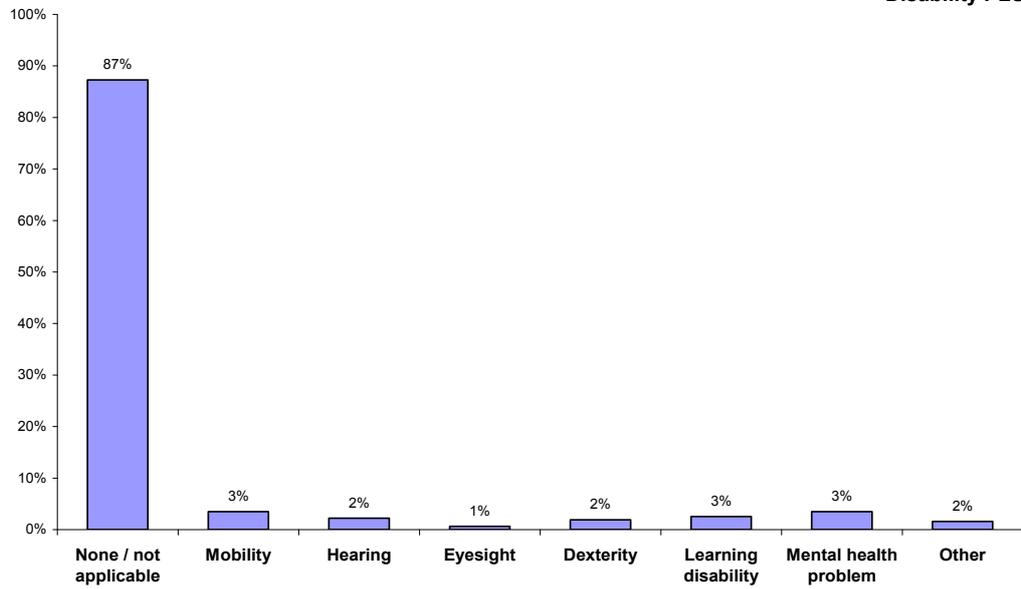
Which wards do users come from – April 2015

Forest Hill Library
Where users come from



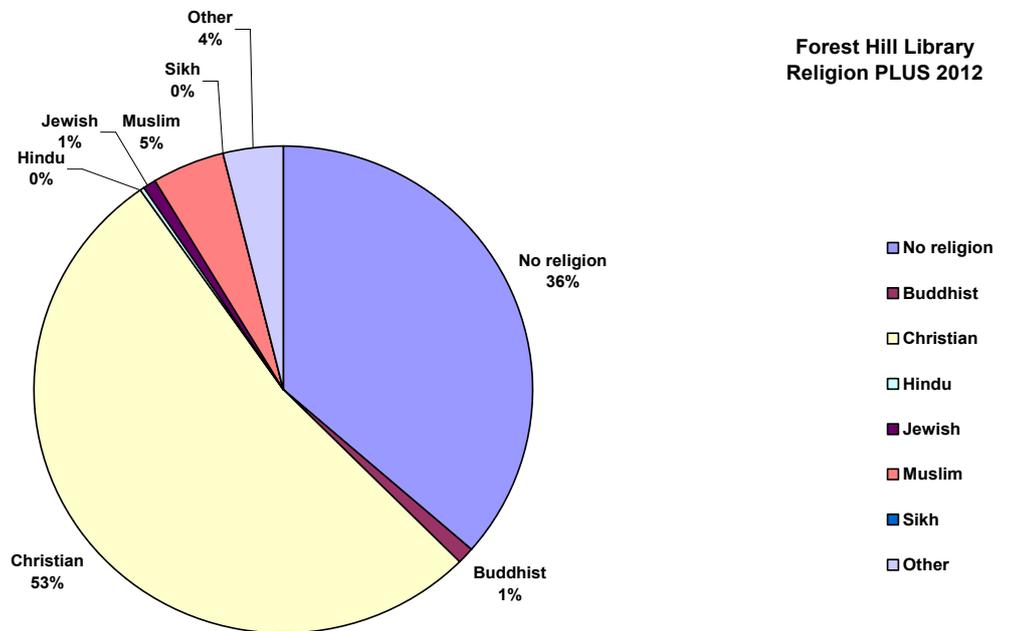
Disability – PLUS 2012

Forest Hill Library
Disability PLUS 2012

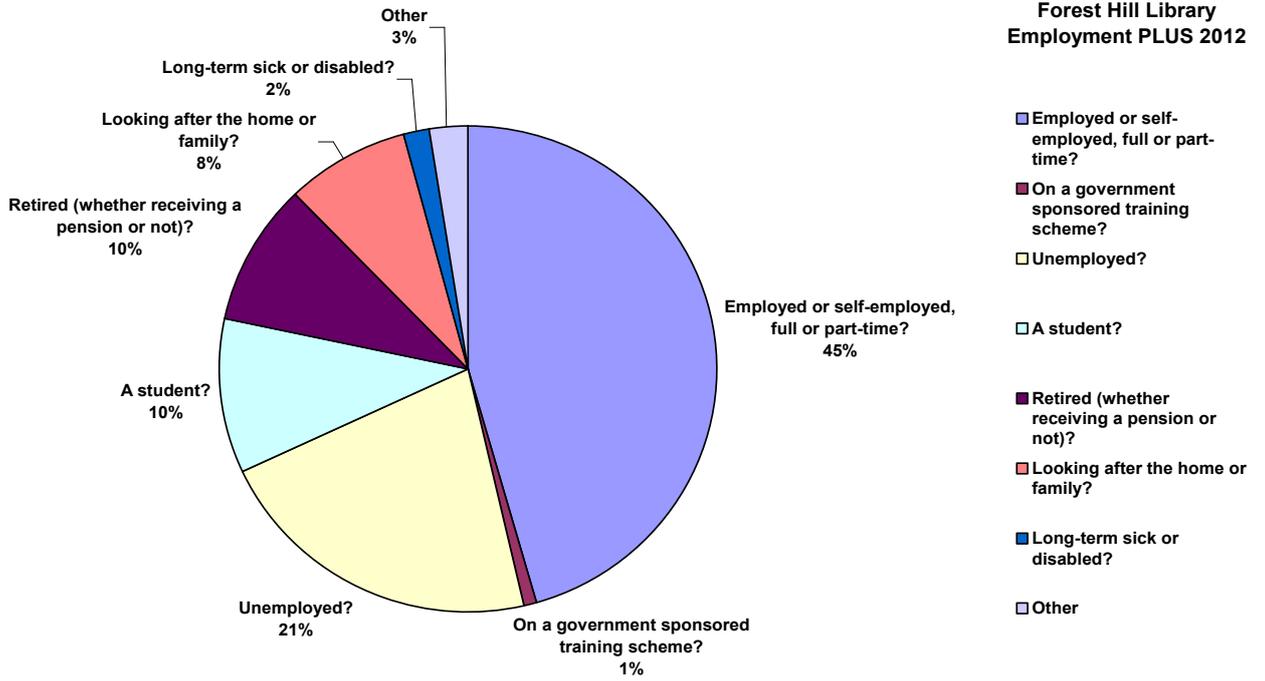


Religion – PLUS 2012

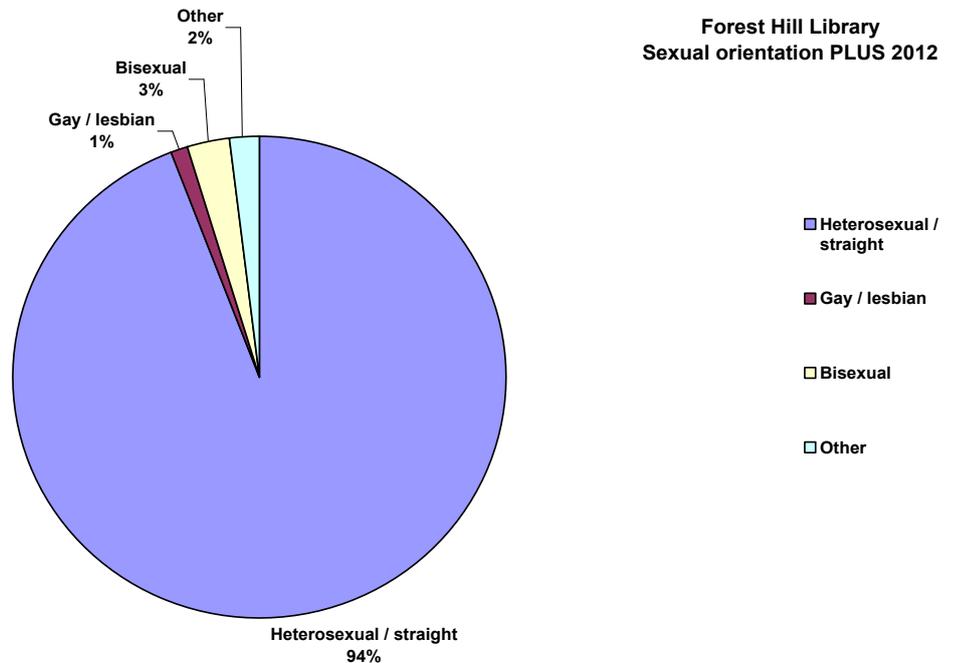
Forest Hill Library
Religion PLUS 2012



Employment – PLUS 2012

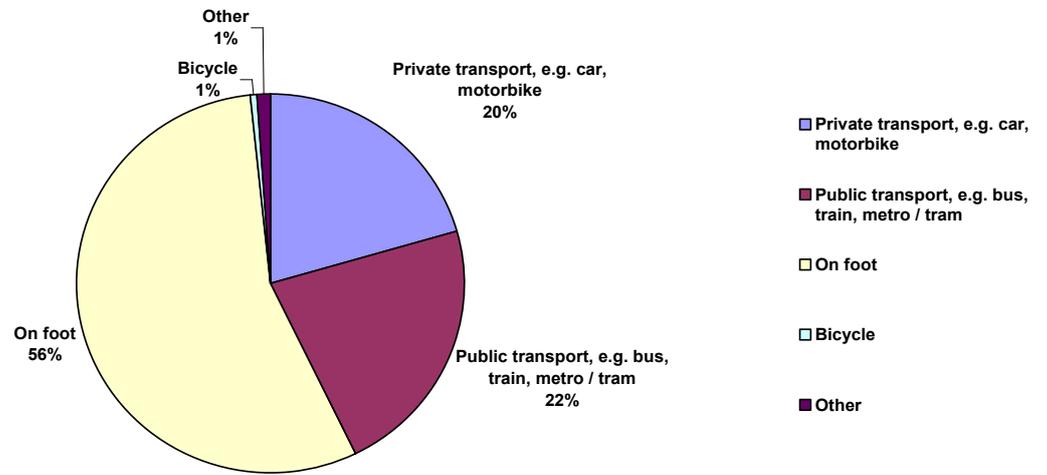


Sexual orientation – PLUS 2012



Mode of travel – PLUS 2012

Forest Hill Library
How did you travel to the library PLUS 2012



5. Manor House

- 5.1. Manor House is a Grade II* listed Georgian building overlooking Manor House Gardens. Originally built in 1772 it was acquired by Lewisham Metropolitan Council in 1901 and converted into a library. It was re-furbished in 2008/2009, with structural repairs undertaken, lifts installed, redecoration throughout, new shelves and layout, self-service installed and new book stock. Rooms on the first and second floors were restored and are now available for hire. Part of this redevelopment included co-location with a Children's Centre in the lower ground floor. This has enabled the library to engage with local families and run activities jointly.
- 5.2. Manor House is located in Manor House Gardens and has strong links to the local community. 60% of users come from Lee Green ward, 17% from Blackheath and 7% from Lewisham Central wards. Manor House Library reverses the trend of declining visits, demonstrating an increase in visitor numbers during the last 5 years. Similarly, many of the users are keen readers and visit regularly to borrow the latest titles
- 5.3. The renovation of the hireable rooms means the building is not just a library but a community resource. The venue is frequently hired for weddings and ceremonies, providing an attractive setting and generating income. The rooms are also hired regularly for classes such as yoga, for meetings and for events run by the library service and local community groups.
- 5.4. With all four floors now in use, the building needs regular maintenance and attention, despite the structural works during the refurbishment. As a Grade II* listed building, this can require specialists to undertake work. The hireable rooms can be in high demand and regularly require maintenance such as walls being re-painted and carpets deep cleaned. The basement needs regular maintenance due to damp issues that can cause rooms to be unusable.
- 5.5. The lift can require maintenance throughout the year. If not in use this means there is no access to the 1st and 2nd floors apart from the stairs, making them inaccessible to some users.
- 5.6. Manor House is within walking distance of Lewisham town centre and is close to local bus stops. The nearby gardens and café attract families after school and at weekends that also use the library. There are links with local schools and nurseries meaning children in the local community have the opportunity to engage with reading and library activities. The library works closely with 3 nurseries and 6 primary schools through class visits to the library.
- 5.7. The location near the gardens in summer provides many opportunities for library services to link into activities in the gardens. During the winter months, the library can be quieter due to less activity in the park and not being directly near public transport
- 5.8. A programme of regular activities takes place during the 65 hours of opening. The library hosts regular reading group meetings, a 'knit and natter' group and Latino Americano, a Spanish-speaking film and book discussion group. There are weekly under 5s sessions, and a Cantonese for under 5s group.
- 5.9. A wide range of groups and organisations make use of the room booking service including NTC - antenatal care, Learn Direct, Lewisham & Greenwich NHS,

Intelligent Training Academy – ESOL, Friends of Manor House Gardens, BOLT - online learning technology for business, Inkhead - creative writing for children and yoga and Pilates groups.

Libraries data and user profile

- 5.10. Active users profile – 60% from Lee Green ward, 17% from Blackheath and 7% from Lewisham Central wards.
- 5.11. Active Users – Please see the attached charts showing statistics for active users as at 1 April 2015 and results from the 2012 Public Library User Survey
- 5.12. Age range – The age profile for Manor House library users is slightly younger compared with the service average. 41% of users are under 18 compared with 38% for Lewisham as a whole. There are slightly fewer 18-24 and 25-34 year olds – 6% and 12% compared with 8% and 14%. There are slightly more 35-44 year olds – 17% compared with 15%.
- 5.13. Gender – Manor House 60% female users compared with a service average of 59%
- 5.14. Ethnicity – 75% of Manor House library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black African – 5% and Black Caribbean – 4%
- 5.15. Disability - The number of users identifying themselves as having a disability is lower for Manor House Library than for the service as a whole – 16% compared with 20%
- 5.16. Ward Profiles (Manor House library users) – Please see the attached charts showing statistics for the wards in the library catchment area
- 5.17. 51% of active library users in Lee Green ward use Manor House library, while 28% use Lewisham and 5% use Blackheath Village libraries. 38% of active library users in Blackheath ward use Blackheath Village library, 35% use Lewisham and 14% use Manor House libraries.

Equalities Context

- 5.18. Public bodies such as local authorities are legally required to consider the three aims of the Public Sector Equality Duty (set out in the Equality Act 2010) and document their thinking as part of any decision-making processes. The Act sets out that public bodies must have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation;
 - advance equality of opportunity between people who share a protected characteristic and those who do not share that characteristic; and
 - foster good relationships between those who share a protected characteristic and those who do not share that characteristic.
- 5.19. The following equalities characteristics are 'protected' from unlawful discrimination in service provision under the Equality Act 2010: age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race;

religion and belief; gender; and sexual orientation.

5.20. The Human Rights Act came into effect in the UK in October 2000. It means that people in the UK can take cases about their human rights as defined in the European convention on Human Rights to a UK court. At least 11 Articles of the European Convention on Human Rights have implications for the provision of public services and functions. This EIA assesses whether the proposed recommendations are in line with duties established by this Act.

Scoping grid

5.21. The key questions to be considered in scoping the assessment are:

- Could this service - and the way we deliver it - affect some groups in society differently?
- Will /can this service - and the way we deliver it - promote equal opportunities?

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Age	Negative / Medium	The age profile for Manor House library users is slightly younger compared with the service average. 41% of users are under 18 compared with 38% for Lewisham as a whole. There are slightly fewer 18-24 and 25-34 year olds – 6% and 12% compared with 8% and 14%. There are slightly more 35-44 year olds – 17% compared with 15%. The library is co-located with a children’s centre and works closely with local schools and nurseries.
Disability	Negative / Low	The number of users identifying themselves as having a disability is lower for Manor House Library than for the service as a whole – 16% compared with 20%
Gender	Negative / Low	Manor House library has 60% female users compared with a service average of 59%
Gender Re-assignment	Negative / Low	
Marriage and Civil Partnership	Negative / Low	49% of Manor House Library users identify themselves as Married and 2% as Civil-partnered compared with 36% and 2% as the service average
Pregnancy and Maternity	Negative / Low	
Race	Negative / Low	75% of Manor House library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black African – 5% and Black Caribbean – 4%

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Religion or Belief	Negative / Low	35% of Manor House Library users report themselves as having No religion, 52% as Christian, compared with Lewisham library average of 31% No religion, 55% Christian
Sexual Orientation	Negative / Low	2% of Manor House Library users identify themselves as Gay / Lesbian compared with the service average of 2% and 0% as Bisexual compared with the Lewisham average of 2%

Suggestions as to potential mitigation actions

- 5.22. The preferred option proposes an expanded Community Engagement Team which would
- take on the role of developing and delivering activities for families.
 - meet regularly with staff and volunteers in the anchor organisation to share ideas on events and activities
 - develop and deliver training for staff and volunteers in the anchor organisation on developing knowledge on choosing and sharing books together.
 - broker relationships between the anchor organisation and the family organisations such as Children’s Centres. To provide advice and guidance on working with external organisations where needed.
- 5.23. Stock being regularly moved between branches using stock management tools and staff expertise. Stock being regularly maintained by library staff to ensure collections are of good quality and relevance.

Socio-Economic specific to Manor House catchment

Lee Green ward – 60% of users

- 5.24. The age structure of Lee Green ward is older than the Lewisham average with 25.6% aged over 50 compared with a Lewisham average of 22.9%. The mean age of the Lee Green ward population is 36 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Lee Green is Age 30 to 44 which represents 28.90% of the population.
- 5.25. BME residents represent 33.7% of the population compared with 46.5% for Lewisham.
- 5.26. Median household income for Lee Green is higher than that for the borough as a whole and there are higher numbers of economically active residents – 76.7% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 46.1% compared with 38% for the borough as a whole.
- 5.27. A breakdown of Lee Green ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations'

representing 30.0% of the ward's population.

- 5.28. The crime rate is lower than the Lewisham average across all indicators.
- 5.29. Disability rates are lower than the Lewisham average – 6.6% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Lee Green has 3.4% residents that report being in bad health and 1.3% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 9 (out of 18 Wards) within Lewisham
- 5.30. Lee Green ward has 6,320 households, which represents 5.44% of Lewisham's 116,091 households. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 32.2% of the ward's households. That compares with 27.5% for the borough as a whole.
- 5.31. The second largest number of households lives in 'Private rented: Private landlord or letting agency ' accommodation with 22.1% of the ward's households. That compares with 23.0% for the borough as a whole.
- 5.32. Lee Green has 14.5% of households with dependent children aged 0 to 4 and 29.7% of households in the Ward have 'Dependent children in household: All ages'.

Blackheath ward – 17% of users

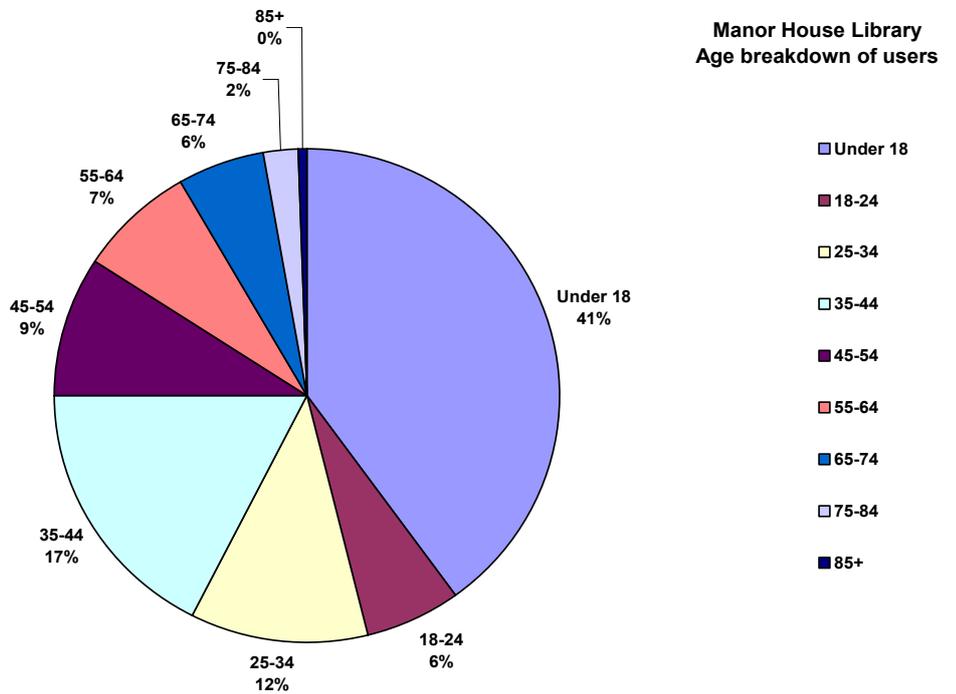
- 5.33. The age structure of Blackheath ward is slightly older than the Lewisham average with 24.25% aged over 50 compared with a Lewisham average of 22.9%, but there are higher numbers of 20-34 year olds with 28.6% compared with a Lewisham average of 27.6%. The mean age of the Blackheath ward population is 36 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Blackheath is Age 30 to 44 which represents 31.20% of the population
- 5.34. BME residents represent 30.2% of the population compared with 46.5% for Lewisham.
- 5.35. Median household income for Blackheath is higher than that for the borough as a whole and there are higher numbers of economically active residents – 76.5% compared with a Lewisham average of 73.6%. The percentage of people with level 4 or higher qualifications is 53.2% compared with 38% for the borough as a whole.
- 5.36. A breakdown of Blackheath ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 30.0% of the ward's population.
- 5.37. The crime rate matches the Lewisham average except for Drugs Offences which are 9.6 per 1,000 population compared with a borough average of 5.8 and Fraud or Forgery which is 9.8 per 1,000 population compared with 5.4.
- 5.38. Disability rates are lower than the Lewisham average – 6.3% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Blackheath has 3.6% residents that report being in bad health and 1.1% residents that report being in very bad health. Its ranking for the number of residents in very bad health

is 3 (out of 18 Wards) within Lewisham.

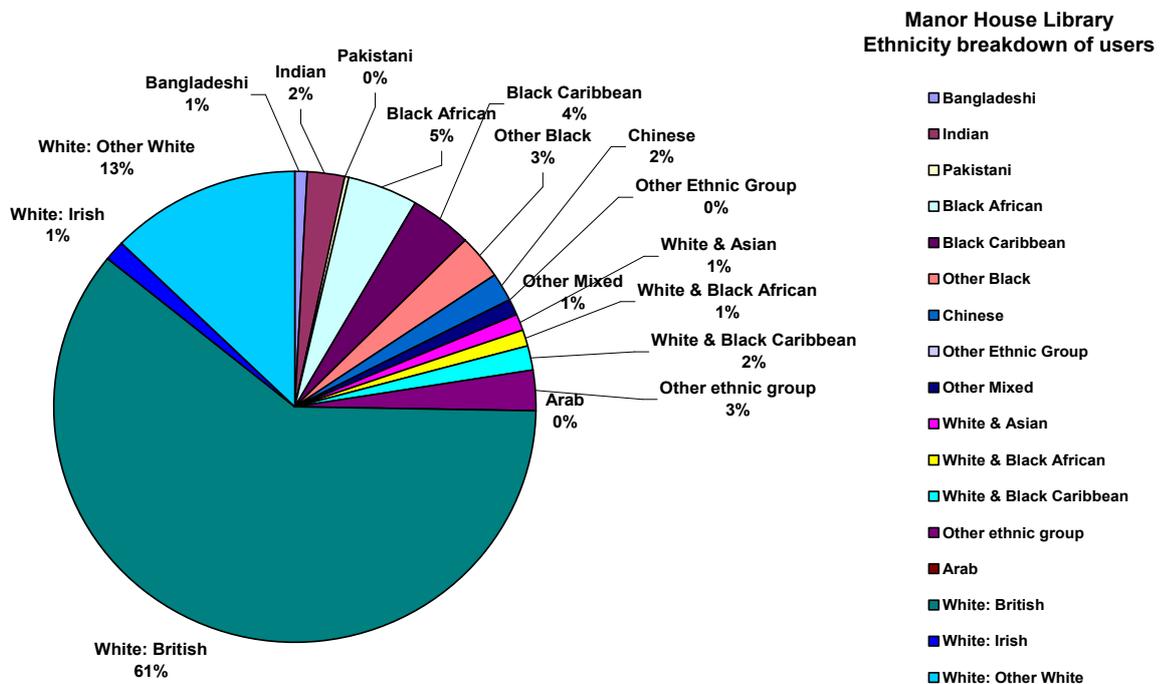
- 5.39. Blackheath ward has 6,423 households, which represents 5.53% of Lewisham's 116,091 households. The largest number of households lives in 'Private rented: Private landlord or letting agency' accommodation with 25.8% of the ward's households. That compares with 23.0% for the borough as a whole.
- 5.40. The second largest number of households lives in 'Private rented: Private landlord or letting agency' accommodation with 25.0% of the ward's households. That compares with 27.5% for the borough as a whole.
- 5.41. Blackheath has 13.1% of households with dependent children aged 0 to 4 and 26.4% of households in the Ward have 'Dependent children in household: All ages'.

Active user statistics April 2015 – Manor House Library

Age range – April 2015

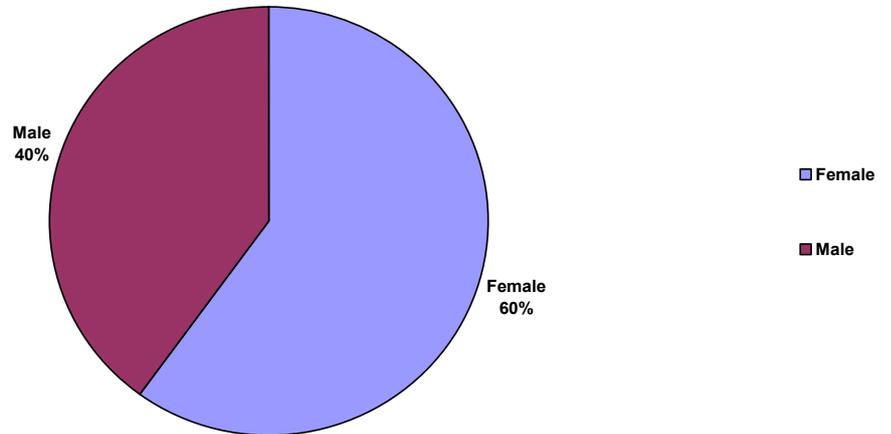


Ethnicity – April 2015



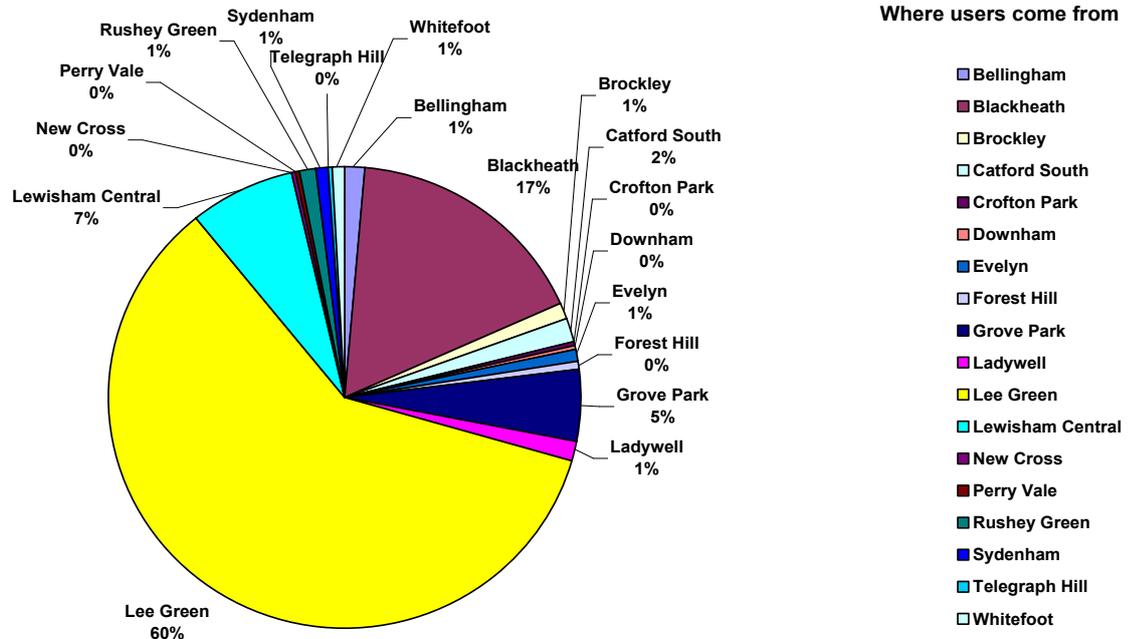
Gender – April 2015

Manor House Library
Gender breakdown of users



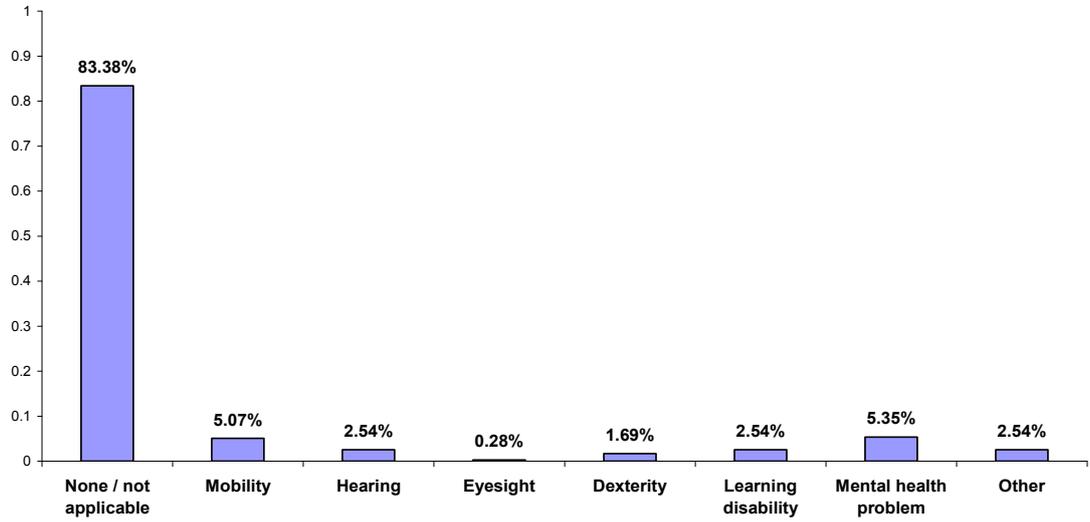
Which wards do users come from – April 2015

Manor House Library
Where users come from



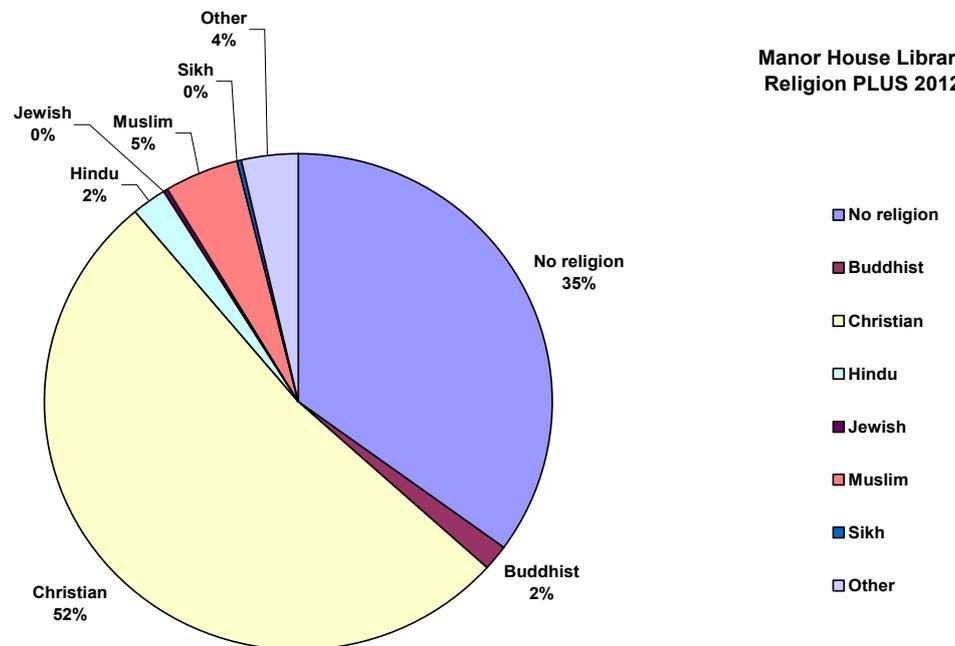
Disability – PLUS 2012

Manor House Library
Disability PLUS 2012

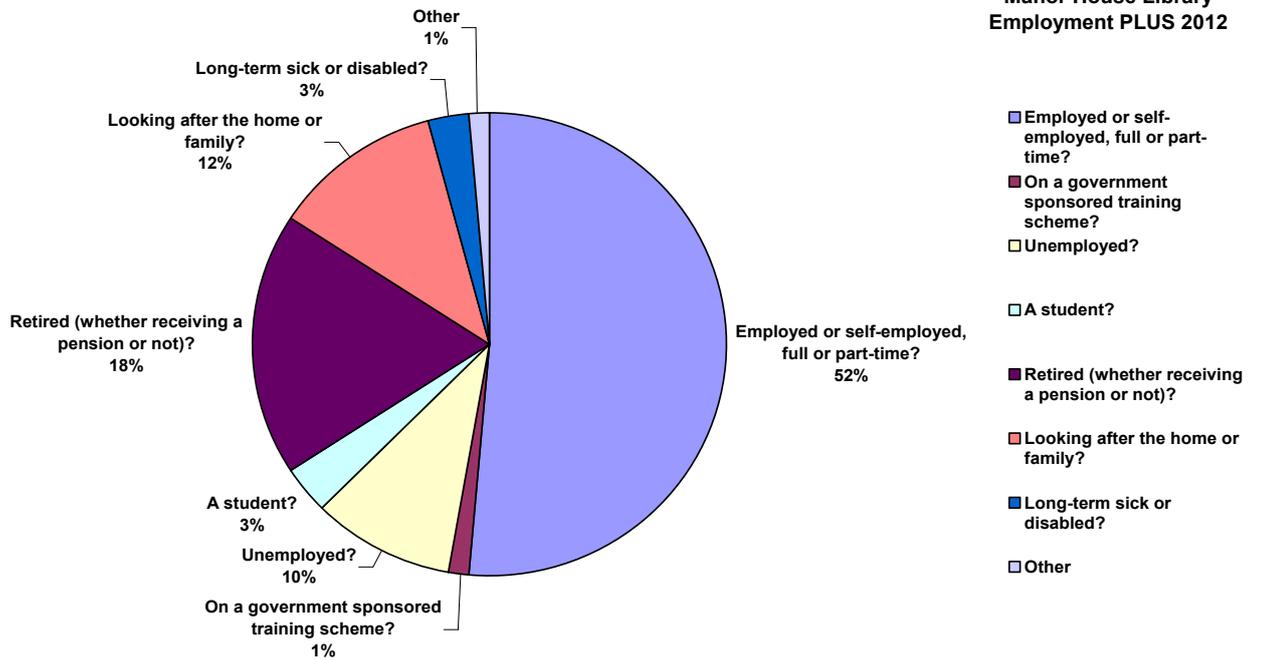


Religion – PLUS 2012

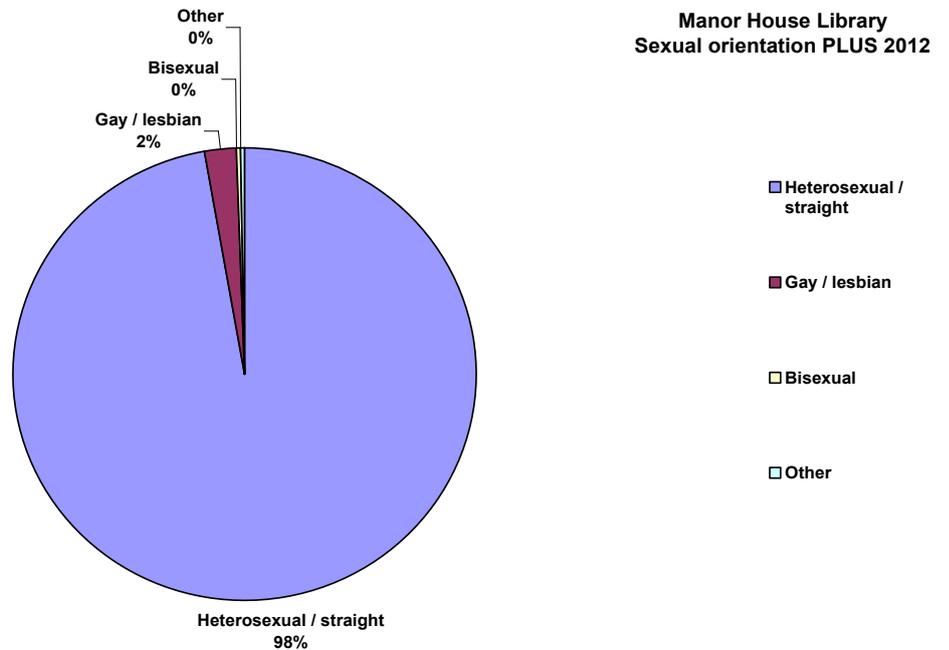
Manor House Library
Religion PLUS 2012



Employment – PLUS 2012

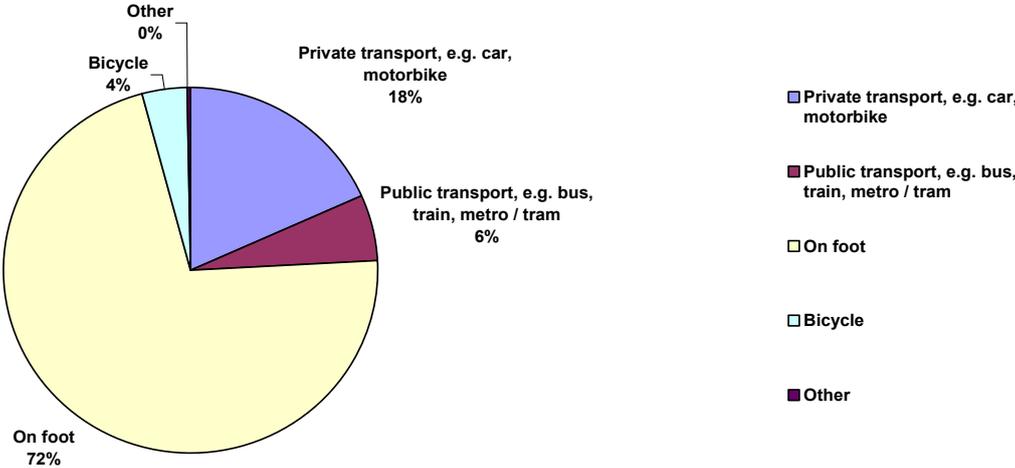


Sexual orientation – PLUS 2012



Mode of Travel – PLUS 2012

**Manor House Library
How did you travel to the library PLUS 2012**



6. Torricon Road Library

- 6.1. Torricon Road Library is a Carnegie, red brick library. Originally built in 1907, it was renovated and re-furnished in September 2010 – June 2011 with new carpet, decoration, new furniture, self-service and new book stock. Part of the re-development of Torricon Road was to co-locate it with a Children's Centre. This has enabled the library to engage with local families and run activities jointly. There are links with local schools and nurseries meaning children in the local community have the opportunity to engage with reading and library activities.
- 6.2. Situated on a large housing estate, Torricon Road Library is close to bus links to Catford and Lewisham and within walking distance of a train station. 58% of users come from Catford South ward, 16% from Whitefoot and 9% from Lewisham Central wards. Torricon Road Library reverses the trend of declining visits, demonstrating an increase in visitor numbers during the last 5 years.
- 6.3. A regular programme of activities takes place during the 36 hours of opening. There is a community room at Torricon Road which the Children's Centre use to run sessions and can be used to host events. Regular organisations using the library space to engage with customers include Torricon Writers, The Archibald Corbett Society and Inspired Word. Torricon Road Library is also part of the annual Hither Green Festival.

Libraries data and user profile

- 6.4. Active users profile – 58% from Catford South, 16% from Whitefoot, 9% from Lewisham Central wards.
- 6.5. Active Users – Please see the attached charts showing statistics for active users as at 1 April 2015 and results from the 2012 Public Library User Survey
- 6.6. Age range – The age profile for Torricon Road library users is younger than that of the service average with 44% of users aged under 18 compared with 38% for Lewisham as a whole. There are also slightly more over 55s – 16% compared with a service average of 14%.
- 6.7. Gender – Torricon Road has a higher proportion of female users – 63% compared with a service average of 59%
- 6.8. Ethnicity - 44% of Torricon Road library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black Caribbean – 18%, Black African – 12% and Black Other - 10%.
- 6.9. Disability - The number of users identifying themselves as having a disability is lower for Torricon Road Library than for the service as a whole – 18% compared with 20%
- 6.10. Ward Profiles (Torricon Road library users) – Please see the attached charts showing statistics for the wards in the library catchment area
- 6.11. 38% of active library users in Catford South ward use Torricon Road Library, while 31% use Catford and 13% use Downham and 12% use Lewisham. 51% of active library users in Whitefoot ward use Downham Library, 21% use Catford, 9% use Torricon Road and 9% use Lewisham libraries.

Equalities Context

- 6.12. Public bodies such as local authorities are legally required to consider the three aims of the Public Sector Equality Duty (set out in the Equality Act 2010) and document their thinking as part of any decision-making processes. The Act sets out that public bodies must have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation;
 - advance equality of opportunity between people who share a protected characteristic and those who do not share that characteristic; and
 - foster good relationships between those who share a protected characteristic and those who do not share that characteristic.
- 6.13. The following equalities characteristics are 'protected' from unlawful discrimination in service provision under the Equality Act 2010: age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; gender; and sexual orientation.
- 6.14. The Human Rights Act came into effect in the UK in October 2000. It means that people in the UK can take cases about their human rights as defined in the European convention on Human Rights to a UK court. At least 11 Articles of the European Convention on Human Rights have implications for the provision of public services and functions. This EIA assesses whether the proposed recommendations are in line with duties established by this Act.

Scoping grid

- 6.15. The key questions to be considered in scoping the assessment are:
- Could this service - and the way we deliver it - affect some groups in society differently?
 - Will /can this service - and the way we deliver it - promote equal opportunities?

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Age	Negative / Medium	The age profile for Torridon Road library users is younger than that of the service average with 44% of users aged under 18 compared with 38% for Lewisham as a whole. There are also slightly more over 55s – 16% compared with a service average of 14%. The library is co-located with a children's centre which has encouraged use by families and works closely with Sandhurst infants
Disability	Negative / Low	The number of users identifying themselves as having a disability is lower for Torridon Road Library than for the service as a whole – 18% compared with 20%

Equalities category	Assessment of Potential Impact – positive AND negative High, Medium, Low, Nil	Reason for this assessment
Gender	Negative / Medium	Torridon Road has a higher proportion of female users – 63% compared with a service average of 59%
Gender Re-assignment	Negative / Low	
Marriage and Civil Partnership	Negative / Low	51% of Torridon Road Library users identify themselves as Married and 2% as Civil-partnered compared with 36% and 2% as the service average
Pregnancy and Maternity	Negative / Low	
Race	Negative / Low	44% of Torridon Road library users are White: British or White: Other, compared with a service average of 48%. The largest BME populations are Black Caribbean – 18%, Black African – 12% and Black Other - 10%.
Religion or Belief	Negative / Low	29% of Torridon Road Library users report themselves as having No religion, 57% as Christian, compared with Lewisham library average of 31% No religion, 55% Christian
Sexual Orientation	Negative / Low	0% of Torridon Road Library users identify themselves as Gay / Lesbian compared with the service average of 2% and 1% as Bisexual compared with the Lewisham average of 2%

Suggestions as to potential mitigation actions

6.16. The preferred option proposes an expanded Community Engagement Team which would

- take on the role of developing and delivering activities for families.
- meet regularly with staff and volunteers in the anchor organisation to share ideas on events and activities
- develop and deliver training for staff and volunteers in the anchor organisation on developing knowledge on choosing and sharing books together.
- broker relationships between the anchor organisation and the family organisations such as Children’s Centres. To provide advice and guidance on working with external organisations where needed.

6.17. Stock being regularly moved between branches using stock management tools and staff expertise. Stock being regularly maintained by library staff to ensure collections are of good quality and relevance.

Socio-Economic specific to Torridon Road Library catchment

6.18. Active users profile – 58% from Catford South, 16% from Whitefoot, 9% from Lewisham Central wards.

Catford South ward – 12 % of users

- 6.19. There are higher levels of younger and older people in Catford South ward compared with the Lewisham average - 27.5% 0-19 year olds compared with 25.4%, 16.7% 50-64 year olds compared with 13.4% and 11.3% over 65s compared with 9.5%. The mean age of the Catford South ward population is 36 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Catford South is Age 45 to 59 which represents 22.10% of the population.
- 6.20. BME residents represent 56.2% of the population compared with 46.5% for Lewisham.
- 6.21. Median household income for Catford South is higher than that for the borough as a whole. The number of economically active residents is close to the Lewisham average – 73% compared with 73.6%. The percentage of people with level 4 or higher qualifications is 34.2% compared with 38% for the borough as a whole.
- 6.22. A breakdown of the Catford South ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 24.1% of the ward's population
- 6.23. The crime rate is lower than the Lewisham average across all indicators.
- 6.24. Disability rates reflect the Lewisham average – 7% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Catford South has 3.6% residents that report being in bad health and 1.1% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 3 (out of 18 Wards) within Lewisham.
- 6.25. Catford South Ward has 5,712 households, which represents 4.92% of Lewisham's 116,091 households.
- 6.26. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 43.0% of the ward's households. That compares with 27.5% for the borough as a whole.
- 6.27. The second largest number of households lives in 'Owned outright' accommodation with 22.8% of the ward's households. That compares with 14.9% for the borough as a whole.
- 6.28. Catford South has 14.7% of households with dependent children aged 0 to 4 and 36.2% of households have 'Dependent children in household: All ages'.

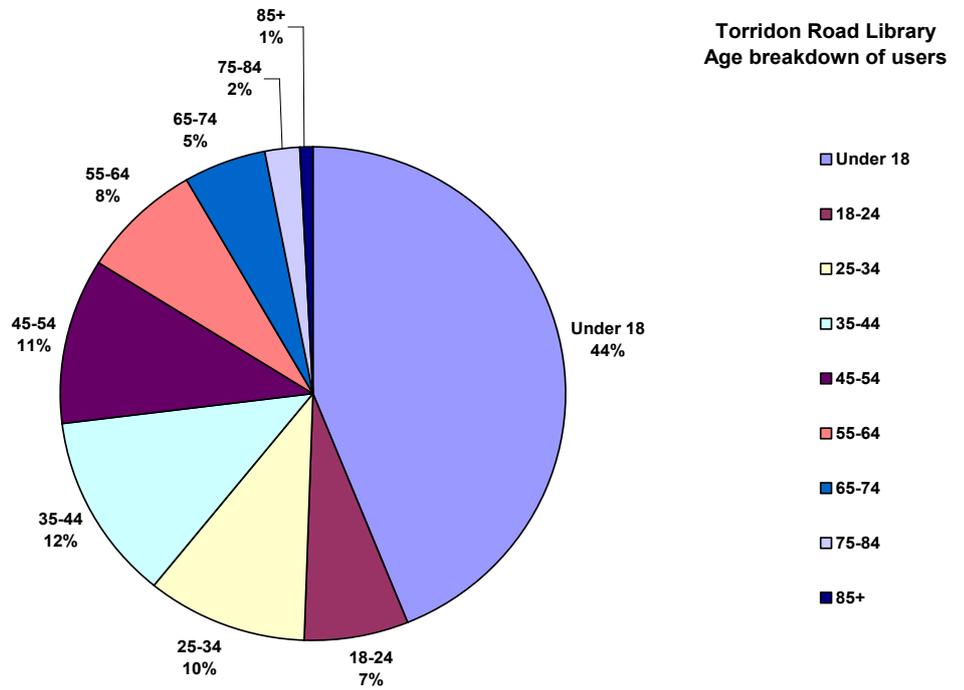
Whitefoot ward – 16% of users

- 6.29. There are higher levels of younger people in Whitefoot ward compared with the Lewisham average – 31.3% 0-19 year olds compared with 25.4%, but lower levels of 20-34 year olds with 20.0% compared with a borough average of 27.6%. The mean age of the Whitefoot ward population is 35 years compared to a mean age of 35 years for residents in the whole of Lewisham. The predominant age band in Whitefoot is Age 30 to 44 which represents 22.20% of the population.

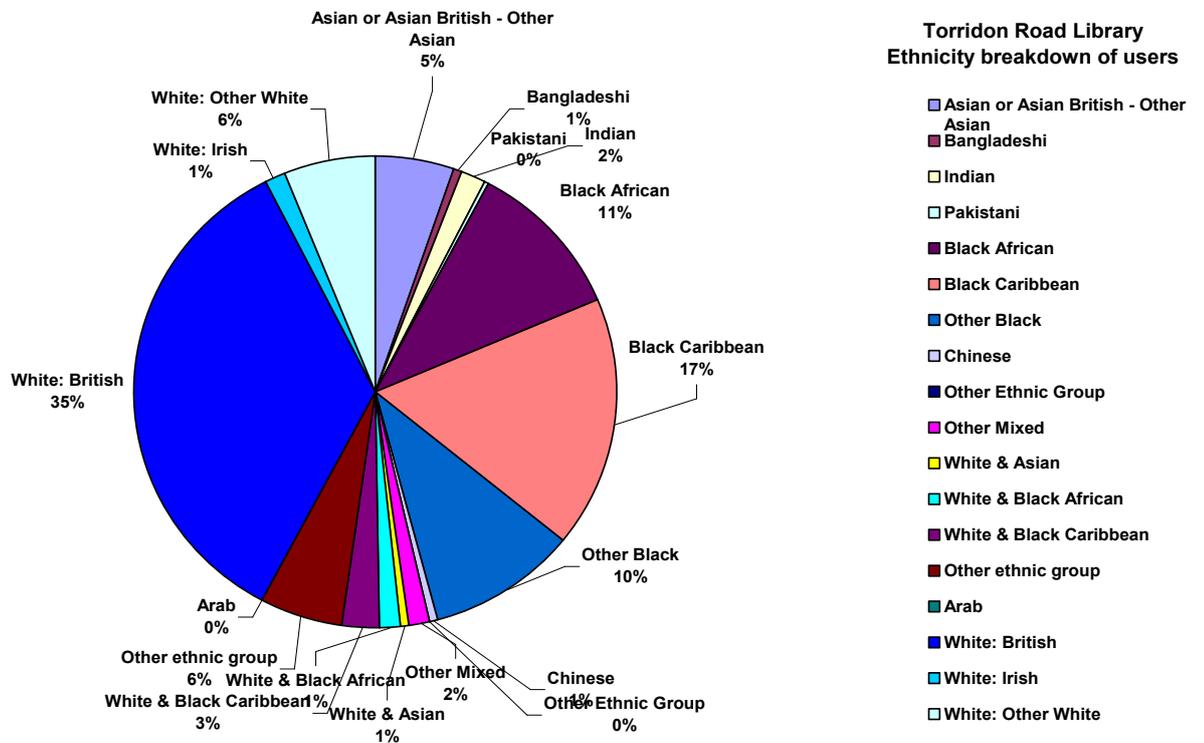
- 6.30. BME residents represent 50.5% of the population compared with 46.5% for Lewisham.
- 6.31. Median household income for Whitefoot is lower than that for the borough as a whole. The number of economically active residents is lower than the Lewisham average – 69.3% compared with 73.6%. The percentage of people with level 4 or higher qualifications is 22.7% compared with 38% for the borough as a whole.
- 6.32. A breakdown of the Catford South ward by socio-economic classification for all residents aged 16 – 74 shows that the largest group is 'National Statistics Socio-Economic Classification - 2. Lower managerial, administrative and professional occupations' representing 18.1% of the ward's population
- 6.33.
- 6.34. The crime rate is higher than the Lewisham average for several indicators – Criminal Damage is 11.6 per 1,000 population compared with 9.7 and Fraud or Forgery is 9.4 compared with 5.4.
- 6.35. Disability rates are higher than the Lewisham average – 8.5% of residents state that their day-to-day activities are limited a lot compared with 7.1%. Whitefoot has 4.5% residents that report being in bad health and 1.7% residents that report being in very bad health. Its ranking for the number of residents in very bad health is 16 (out of 18 Wards) within Lewisham..
- 6.36. The largest number of households lives in 'Owned with a mortgage or loan' accommodation with 30.7% of the ward's households. That compares with 27.5% for the borough as a whole.
- 6.37. The second largest number of households lives in 'Social rented: Other ' accommodation with 23.1% of the ward's households. That compares with 15.5% for the borough as a whole.
- 6.38. Whitefoot has 16.1% of households with dependent children aged 0 to 4 and 41.1% of households have 'Dependent children in household: All ages'.

Active user statistics April 2015 – Torriddon Road Library

Age range – April 2015

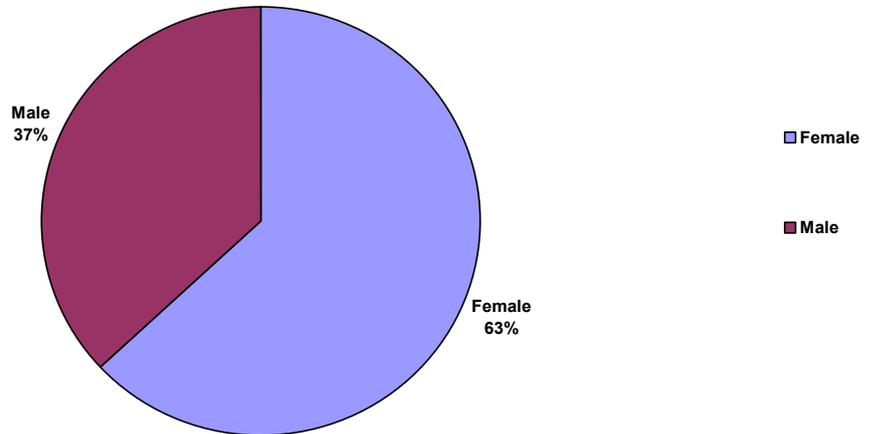


Ethnicity – April 2015



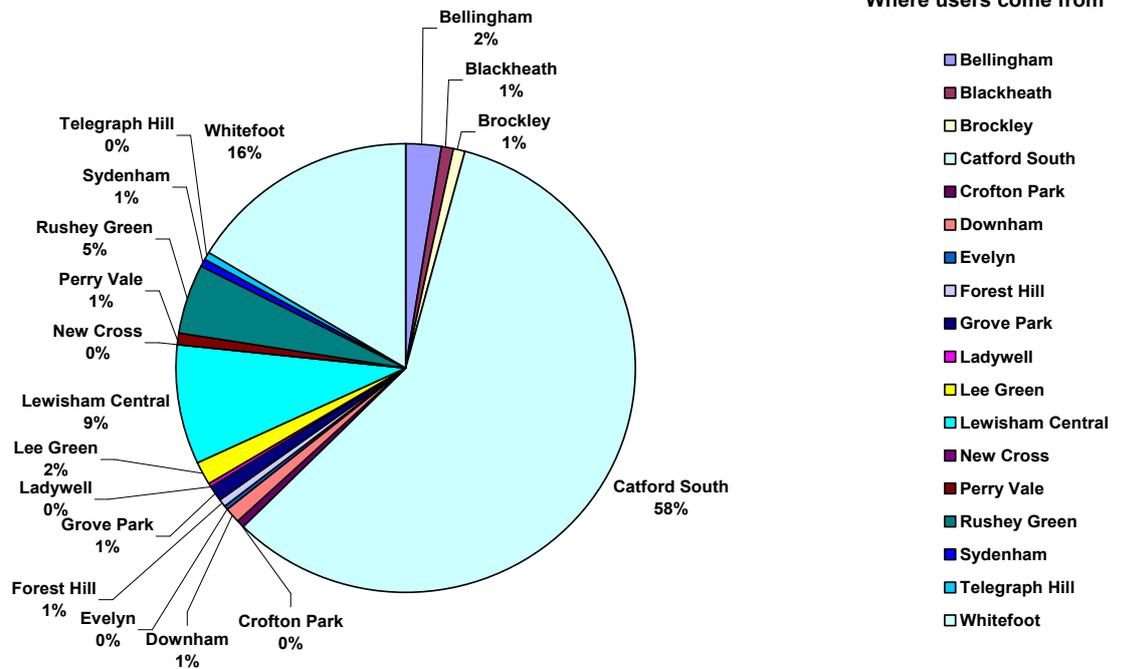
Gender – April 2015

Torridon Road Library
Gender breakdown of users



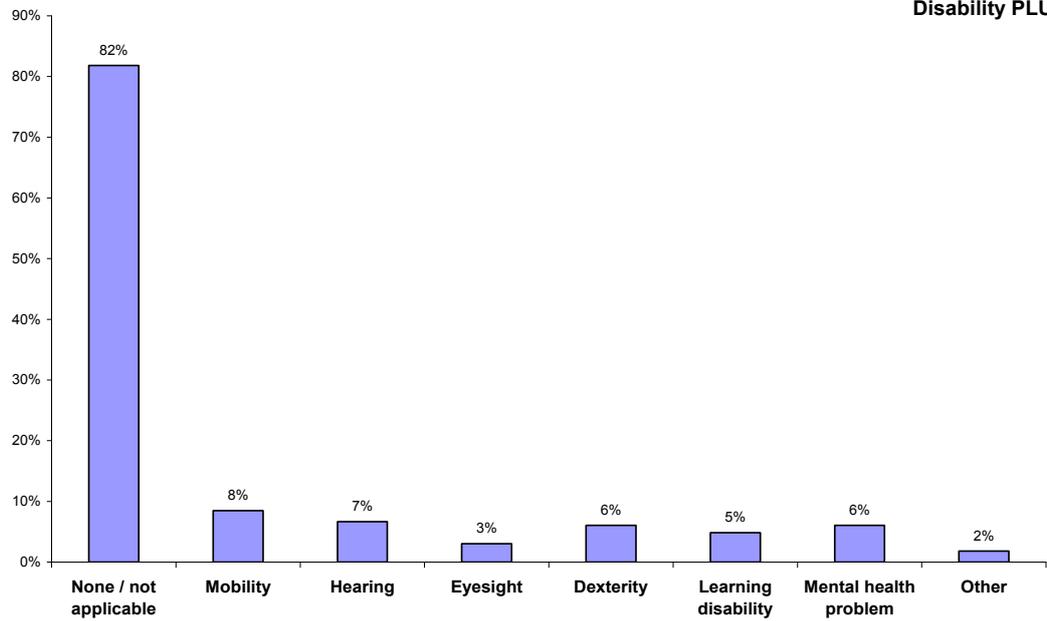
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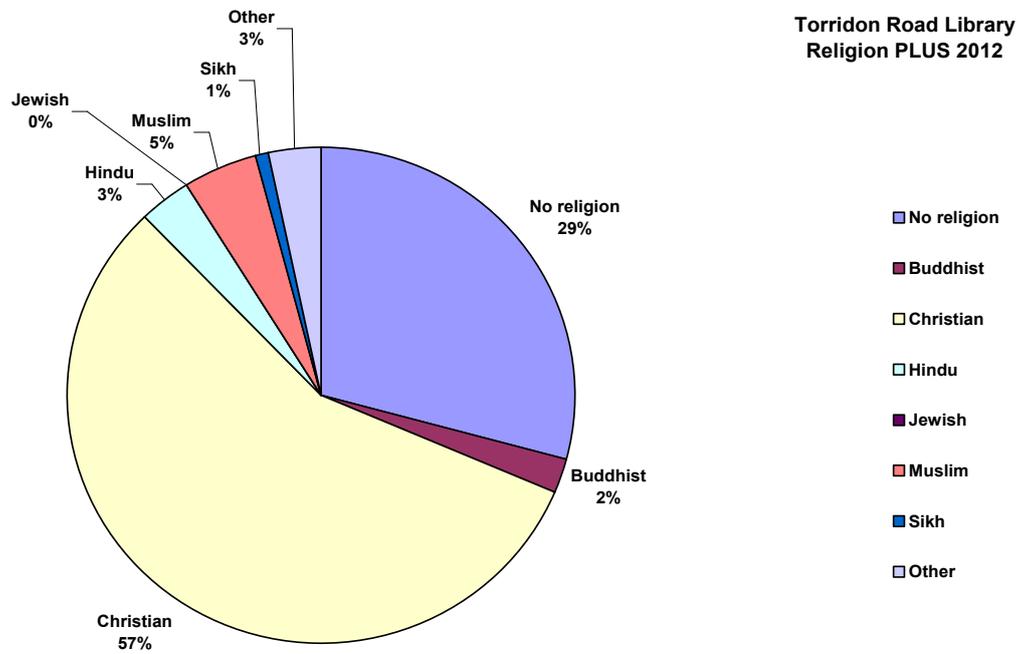
Disability – PLUS 2012

Torricon Road Library
Disability PLUS 2012

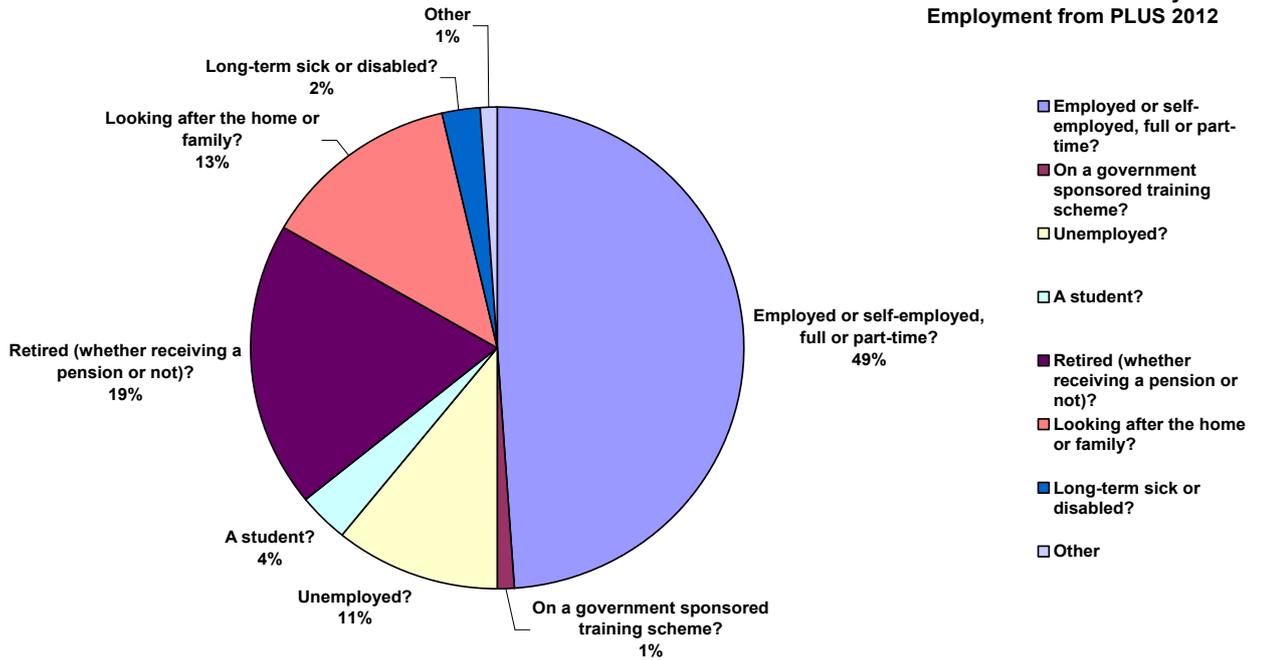


Religion – PLUS 2012

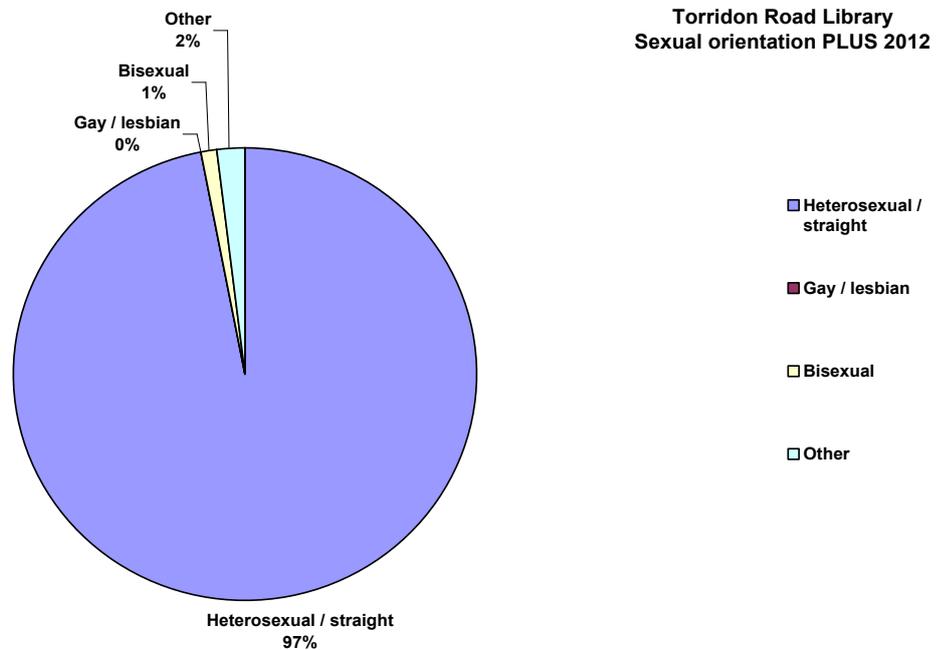
Torricon Road Library
Religion PLUS 2012



Employment – PLUS 2012

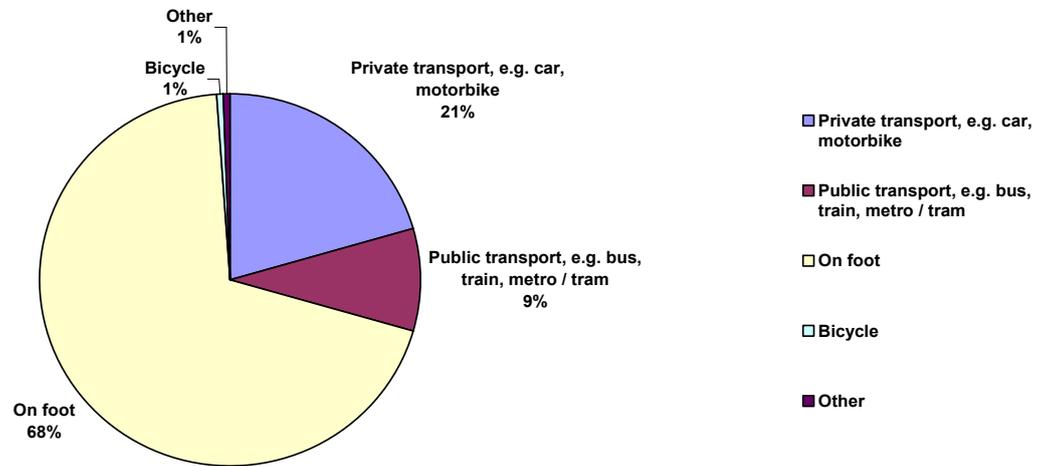


Sexual orientation – PLUS 2012



Mode of Travel – PLUS 2012

Torridon Road Library How did you travel to the library PLUS 2012



Sources

Indices of Deprivation 2015 - DCLG
Active users statistics – 1 April 2015 Lewisham Library Management System
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Census 2011
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