



# Equality Impact Assessment Record Form 2012-16

This form is to be used for recording the Equality Impact Assessment (EIA) of Council activities. It should be used in conjunction with the guidance on carrying out EIA in **Annex 2** of the Equality Scheme. The activities that may be subject to EIA are set out in the guidance.

EIA is particularly important in supporting the Council to make fair decisions. The Public Sector Equality Duty requires the Council to have regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.

Using this form will help Council officers to carry out EIA in an effective and transparent way and provide decision-makers with full information on the potential impact of their decisions. The purpose is to avoid inadvertent disadvantage or discrimination resulting from decisions.

EIA is not a fixed process – it will vary according to the scale and type of activity. The form and guidance are designed to cover all eventualities. Officers should not be discouraged by the form, but should use their discretion in using it flexibly according to the activity they are assessing.

EIA does not happen at a single point in time. It is an ongoing and integral part of the development of the activity or proposal. This EIA template should be kept open and live as a planning document, and updated as the activity or proposal progresses.

## Section 1 – Service Details and Summary of EIA Activity

<b>Title of activity:</b>	Proposal to Relocate the Town Centre Library from Crown Street to the Dolphin Centre
<b>Lead Officer responsible for this EIA:</b>	Carol Houghton
<b>Telephone:</b>	01325 349623
<b>Service Group:</b>	Neighbourhood Services & Resources
<b>Service or Team:</b>	Community Services - Libraries
<b>Assistant Director accountable for this EIA</b>	Ian Thompson
<b>Who else will be involved in carrying out the EIA:</b>	Marion Ogle / Victoria Dixon / Natasha Telfer /

### What stage has the EIA reached?

This table provides a 'cover note' of progress to be maintained as the EIA is developed over time.

Stage categories 1-3 listed below refer to the funnel model. Note the stage reached and any consultation or engagement carried out. Simple activities may not need all these stages. Provide details of population/individuals affected in Section 2

Stage	Date	Summary of position
<b>Stage 1: Initial Officer Assessment. Whole Population likely to be affected identified</b>	September 2016	Initial officer assessment has been undertaken and to some extent the proposal will impact on the whole population of the residents of Darlington.(105,600 in 2011 Census).
<b>Stage 2: Further Assessment. Target Population likely to be affected identified</b>	October 2016	Whilst the population of Darlington as a whole may be affected by this proposal due to the fact any resident within the Borough of Darlington is able to access/ become a member of the library service, targeted engagement needs to be undertaken with library members and users, internal stakeholders such as members of staff and elected members and external stakeholders such as local schools, third-sector organisations and groups using the library on a regular basis.
<b>Stage 3: Further Assessment. Individuals likely to be affected identified</b>	October 2016	Those library members or users with a protected characteristic in order to identify how they may be impacted by the proposal.
<b>Stage 4: Analysis of Findings</b>	November 2016	An analysis of the findings following engagement and public consultation can be seen at Section 6
<b>Stage 5: Sign-Off</b>	December 2016	Signed off by Ian Thompson, Assistant Director – Community Services

**What stage has the EIA reached?**

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Stage categories 1-3 listed below refer to the funnel model. Note the stage reached and any consultation or engagement carried out. Simple activities may not need all these stages. Provide details of population/individuals affected in Section 2

Stage	Date	Summary of position
<b>Stage 6: Reporting and Action Planning</b>	Ongoing	An action plan can be found at Section 9, with actions to be monitored on an ongoing basis. This Equality Impact Assessment will be presented to members along with a report on the proposals affecting the library service.

## Section 2 – The Activity and Supporting Information

### Details of the activity (including the main purpose and aims)

This Equality Impact Assessment is an update of an assessment completed in June 2016. The Council's Community Services department delivers a library service to the borough of Darlington in accordance with the Public Libraries and Museums Act 1964. In addition to access to fiction, non-fiction and reference materials, the library service provides learning activities, adult education, events and activities that support literacy for children, families and adults, family research, signposting to advice, a gateway to a wide range of other services, community information and meeting spaces. The library service provides access to computers and the internet. The service is increasingly important to reduce the risk of any Darlington residents being 'digitally excluded'. Libraries promote social interaction and community cohesion, and reduce social isolation.

The Council's main library is currently located within the town centre at Crown Street. As part of the Council's Medium Term Financial Plan (MTFP), the Council proposed to relocate the main library from Crown Street to the Dolphin Leisure Centre, building a new central library within the leisure centre itself. The relocation of the library is financially driven as part of the Council's need to save £10 million: it is estimated that the relocation will provide savings of £310,000 per annum. The Council also believes, however, that the relocation will provide a more sustainable future for both the library service and the Dolphin Centre. The vision is that the library will become a 'hub' within the town offering better accessibility and a wider range of services. It is envisaged that there will be improved access and facilities for all residents in the new central library with extended opening hours, improved toilet and baby change provision, updated IT provision and a café within the Dolphin Centre. The redevelopment of the Dolphin Centre will also aid the family learning experience within the town centre.

A Library Needs Assessment and Library Plan have been completed to aid the delivery of the service going forward.

This proposal is also affected by other proposed changes to the library service, most relevantly the closure of Cockerton Library (the Council's only 'branch library') and the closure of the mobile library service.

Library staff and staff across Cultural Services have been updated on the current position of the Library Service and will continue to be involved moving forward. Formal consultation on a revised structure and roles will be re-entered into with staff at the appropriate time. Library staff were placed at risk of redundancy and this situation remains unchanged as the revised restructure will still result in a number of redundancies. The redundancies are due to a number of factors including modernisation including self-serve, cessation of the mobile service, removal of building management/facility responsibilities and reduction in lone working considerations due to being in a well occupied building.

The physical condition of the Crown Street Library building means that over the medium term the likely cost of improvements to maintain it are high and it has been concluded opportunities to create new provision through a relocation should be actively pursued.

The Darlington Library Service has a mixed performance with the service performing well with regard to the number of active borrowers and number of issues per item, and is one of the lowest cost services in its comparator group, demonstrating that the service is efficient and provides value for money. However with regard to service points it has recently gone from three to just two; Crown Street Library and Cockerton Library with the Mobile library service ceasing in October. Therefore its population per service point 35,133; the average is 21,530.

The information analysed by officers clearly shows that book issues are decreasing, however the traditional library functions remain important to many customers. Nonetheless the shift towards increasing use of technology will continue to challenge delivery models in the immediate future. This is already being witnessed in the rise of e-book issues and the decline of traditional reference provision, the use of self-service technology and the provision of 24/7 services, accessible without having to visit the library.

Footfall has fallen significantly across all outlets in the past five years; at Crown Street by 35%, Cockerton by 35% (potentially as a result of reduced opening hours), e-library by 19% and the Mobile Library by 68%. The library service overall has seen a reduction in usage of 34%.

The Council is facing extremely difficult financial times with Government funding being cut, a consequence being the need to cease/reduce £10.2million of services.

On 29 June 2016, following a public consultation which ran from February 2016 to the end of May 2016, Council took the decision to relocate the library service from Crown Street to the Dolphin Centre as proposed. When this decision was taken there was some uncertainty about the 'land holding' at Crown Street and officers were unclear whether the building was subject to a restrictive covenant or a charitable trust. Members were made aware of this uncertainty at the time the decision was made. Following the decision on 29 June 2016 officers were able to obtain some clarity on the position regarding the library building. It is now clear that Crown Street is subject to a charitable trust for the purposes of a public library. This has implications for the way in which decisions about the Crown Street library need to be taken. Any decision about the disposal of the library need to be taken by the trustee of Crown Street and may in addition need the permission of the Charities Commission. The sole corporate trustee of Crown Street Library is Cabinet.

Following on from this the Council undertook some further design work regarding the library service at the Dolphin Centre. The Council was also threatened with Judicial Review proceedings relating to the decisions made by members on 29 June 2016 relating to the library service. As a result of this and the clarity surrounding the existence of the charitable trust officers recommended to Cabinet members on 13 September 2016 that further focussed consultation should take place regarding the library service, and in particular the design of the library service upon any relocation to the Dolphin Centre. In respect of the library building at Crown Street, members were advised that any decisions about the use and/ or disposal of this would be a decision for Cabinet as sole trustee to take. The decisions taken by Council on 29 June 2016 were therefore not actioned, pending further consultation.

Consultation with residents has therefore consisted of two public consultations; firstly on the relocation of the main library from Crown Street to the Dolphin Centre and secondly on the design, layout and service standards of the proposed new library within the Dolphin Centre. Views were also sought on the Vision.

As a result of the proposed relocation of the main library to the Dolphin Centre, there would be a number of changes to the service delivery in conjunction with the relocation. These proposed changes were consulted upon with members of the public in the second round of consultation. These changes are proposed to be:

- Changes in opening hours (to be extended)
- Reduced number of stock items on display (from 46,000 – 40,000)
- Reduction in staff
- No provision of existing art gallery
- Better access to baby changing/ parent facilities
- Access to catering facilities
- Overall reduction in floor space
- Reduction in opening hours for the Centre for Local Studies
- Access to changing facilities for adults with complex needs
- Area specifically designed for children and teens
- Renaming of 'Housebound Service' including Residential Service and Nurseries, to 'Home Library Service'
- Increased ICT provision
- Introduction of self-service technology
- Increased toilet facilities
- Introduction of a Quick Picks area
- Access to breakout areas

**Who will be affected by the activity?**

**See the guidance on carrying out equality impact assessment within the Equality Scheme 2012-16. Provide details of the groups and numbers of people affected below, updating the table as the EIA develops and the understanding of who will be affected emerges in more detail.**

**Whole population**

Whole resident population of Darlington 105,600 (2011 Census)

## Target population

Whilst the population of Darlington as a whole may be affected by this proposal due to the fact any resident within the Borough of Darlington is able to access/ become a member of the library service, targeted engagement needs to be undertaken with library members and users, internal stakeholders such as members of staff and elected members and external stakeholders such as local schools, third-sector organisations and groups using the library on a regular basis.

## Individuals

Further engagement is needed with individuals and organisations who represent individuals with protected characteristics in order to understand any impacts upon them as part of the proposal.

## What data, research and other evidence or information is available which is relevant to the EIA?

The key information for this activity is:

Crown Street library is a medium-sized library, which is open 49 hours per week and attracts just over 194,375 visits per annum (including the e-library) or approximately 79 visits per hour.

The library is used by local residents, the wider local community and tourists. It had registered 12,710 "active borrowers" [as CIPFA definition of active borrowers] in 2015/2016.

From the library service survey February-April 2016 31.14% of the adults who used the library were aged 65 years or above, with 15.12% declaring some sort of disability. The survey showed that the library is used by children of all ages.

194,375 people visited Crown Street Library last year (including the e-library). This is equivalent to 79 visitors per hour.

240,225 items were loaned, 98 items per hour open.

There were 26,137 hours of recorded computer use, equivalent to 10.6 computer sessions per hour open.

The library hosted 135 events, displays and exhibitions for adults and children over the year.

- Crown Street Library monthly statistics
- Darlington Library Service Survey (February-April 2016) – results
- Darlington Library Service Survey - comparison between February-April 2016 and 2011 results
- Travel information – bus services, disabled parking spaces
- Disability data for the Borough
- CIPFA statistical information for Darlington Library Service
- Council's Equality Scheme and Objectives
- Public Libraries and Museums Act 1964
- Library Needs Assessment
- Draft Library Plan 2017-2021
- Library Proposals Consultation Survey (October-November 2016)

**Check: before proceeding to the officer assessment, have you obtained all the data and information that is currently available?**

## Section 3: Officer Assessment

Use this table to record your views on potential impact on Protected Characteristics. As the activity and the assessment develop your views may change – record them here. It is important to be searching and honest about this – many Council activities are planned to be of positive benefit to identified target groups but can often have the potential for inadvertent effects on other groups.								
Protected Characteristics	Potential Impact			Potential level of impact				Summary of Impact
	Positive	Negative	Not Applicable	H	M	L	nil	
Age	P	N	NA	H	M	L	nil	<p>It is envisaged the proposal will have both positive and negative impacts in respect of Age.</p> <p>Children and older people are amongst the most regular users of the Crown Street library.</p> <p>There will be a potential impact on some older people, particularly those with a physical impairment or limited mobility. Access to the Dolphin Centre from Tubwell Row or across the market square can be difficult due to the sloping nature of the road, the general business and the steps. Also, it may be more difficult using a bus stop near to the Dolphin Centre than using those bus stops in Crown Street. An additional impact may be further to walk from the bus stop whilst carrying heavy books.</p> <p>There may be congestion at the lift in the Dolphin Centre due to increased demand from both leisure centre and library users, meaning a wait for those who are unable to manage the stairs. The lift can accommodate larger wheelchairs and triple buggies. This may 'put off' some older library users from using the library.</p> <p>These potential impacts could mean that older service users are put off from visiting the library which would lead to the loss of services such as free internet access and useful signposting to relevant support/ health and well-being services.</p> <p>Further, older people who have used Crown Street Library all their lives feel an affinity and affection for the building and are likely to be upset and angry at the change of location. This may mean they are less likely to access the new library in the Dolphin Centre.</p> <p>At the other end of age spectrum, Crown Street Library has had great success with increasing children's activities and involvement in the library, e.g. Bookstart Bear Club and 'baby</p>

							<p>rhyme time’.</p> <p>The library is also available for visits from local schools within the area and is frequently utilised by Reid Street, Corporation Rd, St Augustine’s, Northwood, Rydal, Polam, Federation of Catholic Schools, Education Village, Queen Elizabeth Sixth Form, Darlington College, Gurney Pease and Red Hall.</p> <p>As part of the proposal to relocate the library it is envisaged that all children’s related activities will continue and it is hoped that the new venue will allow for expansion of this programme. The library will remain available for school visits and it is envisaged that these can be linked with schools’ regular swimming slots.</p> <p>Home educated young people can borrow up to 25 books at a time from Darlington Libraries, 10 more than on a standard junior library card. This will continue in the new central library, along with access to the full range of library services.</p> <p>Within the proposal to relocate the library to the Dolphin Centre, part of the design will include a designated children’s and teen’s section which is seen as a positive for those age groups.</p> <p>All provision for the relocation of the library will comply with Council policies/ guidelines and procedures.</p> <p>The overall floor space in the library will be reduced, particularly in respect of the Local Studies area which will be reduced from a current size of 131m2 to 91m2. The local studies area is predominantly used by Adults. Further the Adult’s and Children’s areas (including study space) will be combined. This might potentially impact on Adults more than children who may perceive that their ability to concentrate in the library and have ‘peace and quiet’ may be interrupted.</p>
<b>Race</b>	<b>P</b>	<b>N</b>	<b>NA</b>	<b>H</b>	<b>M</b>	<b>L</b>	<p><b>nil</b></p> <p>According to the 2011 census Darlington has 6,666 residents who describe themselves as from an ethnic group other than White: English/Welsh/Scottish/Northern Irish/British”. This is 6.3% of the population compared with 14.6% of the population in England. Some ethnic minority communities are largely, but not exclusively, based in certain areas of the borough, such as the Asian community in Northgate and the local Traveller and Gypsy community at the public sites around the Neasham Road/Yarm Road areas.</p> <p>From the library survey completed in 2016, the library service does not appear to be reaching</p>



								<p>people from different ethnic backgrounds, although we do know from anecdotal information from staff that the library service is well used by recent arrivals including Eastern European migrant workers.</p> <p>The library service is not aimed at any specific race group. The relocation of the library will promote equality of opportunity and follow Council guidelines and policies in respect of compliance with the Public Sector Equality Duty and therefore will have a neutral impact on race.</p> <p>It is hoped that the promotion of equal opportunities will continue as the library is proposed to move into a more accessible premises and the services currently carried out in the Dolphin Centre actively promote equality of opportunity.</p>
<b>Sex</b>	<b>P</b>	<b>N</b>	<b>NA</b>	<b>H</b>	<b>M</b>	<b>L</b>	<b>nil</b>	<p>As mentioned above, the library service works under the Council's policies (including equal opportunities) and procedures and this would not change with relocation.</p> <p>When the Council carried out its library service survey in February to April 2016 twice as many survey forms were returned from women as from men. Whilst the library service is available to all, in general it would seem that more women than men use the library. Women with young children are regular users of the library, as the library is deemed to be a safe, cost-free place to take children and older relatives. This indicates that women will be affected to a greater extent than men.</p> <p>Women are more likely to be using buggies with small children and may be impacted by any congestion at the lift in the Dolphin Centre. The lift can accommodate triple buggies.</p> <p>Whilst it would appear that more women than men use the library, any adverse impact is likely to be because of other protected characteristics, e.g. maternity, rather than gender as such.</p> <p>In terms of the staff engaged currently at Crown Street Library, 84% are women.</p>
<b>Gender Reassignment</b>	<b>P</b>	<b>N</b>	<b>NA</b>	<b>H</b>	<b>M</b>	<b>L</b>	<b>nil</b>	<p>As mentioned above, upon any relocation of the library, the provision will comply with council policies/ guidelines and procedures.</p> <p>Whilst the Council does not have any specific information with regards to the number of library users who have undergone or are in the process of undergoing gender reassignment, Crown Street Library is a designated safe place. The library is perceived as a safe,</p>

								<p>neutral space.</p> <p>The proposed relocation of the central library will be to another designated safe place (Dolphin Centre). The fact that the Dolphin Centre is another designated safe place within the town is seen to be a positive for this protected characteristic group.</p> <p>The Council has no further information to suggest why the impact should be any greater on people with this protected characteristic.</p>
<b>Disability (summary of detail on next page)</b>	<b>P</b>	<b>N</b>	<b>NA</b>	<b>H</b>	<b>M</b>	<b>L</b>	<b>nil</b>	<p>There are a number of groups that would potentially be affected by this proposal, which are considered in more detail in Section 3. There are deemed to be some positives and some negatives to the relocation of the library to the Dolphin Centre.</p> <p>It is envisaged that the promotion of equal opportunity between disabled persons and other persons will continue as the services upon offer following the relocation of the library will remain the same or similar, and in some instances be enhanced.</p> <p>In relocating the library to the Dolphin Centre it is hoped that this will help to promote positive attitudes towards disabled persons; this area can only be enhanced by the change in venue as more users will have access to services due to the change in location and this may give rise to opportunities for greater community cohesion.</p> <p>It is also envisaged that the relocation of the library to the Dolphin Centre will encourage participation by disabled persons in public life. By moving the library to a busier location where other services are being delivered will give disabled persons increased exposure to additional opportunities that they may wish to take advantage of.</p>
<b>Religion or belief</b>	<b>P</b>	<b>N</b>	<b>NA</b>	<b>H</b>	<b>M</b>	<b>L</b>	<b>nil</b>	<p>The Council has no specific information with regards to the religion or belief of service users but does not feel that there is any reason why the impact should be greater on people with this protected characteristic.</p> <p>Crown Street is a designated safe place, however the central library will be located within another designated safe place (Dolphin Centre).</p> <p>As mentioned above, all library provision upon relocation will comply with council policies/ guidelines and procedures.</p>

<b>Sexual Orientation</b>	P	N	NA	H	M	L	nil	<p>The Council has no specific information with regards to the sexual orientation of services users but does not feel that there is any reason why the impact should be greater on people with this protected characteristic.</p> <p>Crown Street is a designated safe place, however the central library will be located within another designated safe place (Dolphin Centre). It is important for people who have just 'come out' about their sexuality to feel comfortable in their communities.</p> <p>As mentioned above, all library provision upon relocation will comply with council policies/ guidelines and procedures.</p>
<b>Pregnancy or maternity</b>	P	N	NA	H	M	L	nil	<p>As mentioned above, all library provision upon relocation will comply with council policies/ guidelines and procedures.</p> <p>There may be a perceived lack of privacy at the Dolphin Centre for breastfeeding mothers when compared to Crown Street Library.</p>
<b>Marriage/ Civil Partnership</b>	P	N	NA	H	M	L	nil	<p>The Council has no specific information with regards to the marital status of service users but does not feel that there is any reason why the impact should be greater on people with this protected characteristic.</p> <p>As mentioned above, all library provision upon relocation will comply with council policies/ guidelines and procedures.</p>

### Section 3: Officer Assessment - continued

**The Council must have due regard to disabled people’s impairments when making decisions about ‘activities’. This list is provided only as a starting point to assist officers with the assessment process. It is important to remember that people with similar impairments may in reality experience completely different impacts. Consider the potential impacts and summarise in the Disability section on the previous page. Officers should consider how the ‘activity’ may affect a disabled person.**

<p><b>Mobility Impairment</b></p>	<p><b>P</b></p>	<p><b>N</b></p>	<p><b>NA</b></p>	<p><b>H</b></p>	<p><b>M</b></p>	<p><b>L</b></p>	<p><b>nil</b></p>	<p>It is estimated that 12.46% of Darlington residents have a physical disability.</p> <p>There may be a potential problem for some people with mobility impairments if they have travelled to the town centre using public transport when crossing the Market Square and/or negotiating Tubwell Row due to the sloping nature of the road and the steps. The closest bus stops to the Dolphin Centre may not be as convenient for people as the bus stops in Crown Street. Crown Street is closer to other shops and a visit to the Dolphin Centre will involve crossing the busy Tubwell Row.</p> <p>There may be some congestion queuing for the lift in the Dolphin Centre due to increased demand. People with mobility impairments may have to wait for the lift to become available. The lift is large enough to accommodate triple buggies or larger wheelchairs.</p> <p>Because of the potential impacts referred to above, this may stop those with mobility impairments accessing the service leading to increased isolation and with mental health implications.</p> <p>In terms of positive impacts for those with mobility impairments, the Dolphin Centre offers better access and facilities for those with mobility impairments compared with the current Crown Street building. There is more disabled access and more disabled toilets.</p> <p>The Dolphin Centre also has adult changing facilities for those with complex needs which the current crown street library does not have. It is also envisaged that the open plan layout of the proposed new library will make it easier for those with mobility impairments to navigate their way around the library.</p>
<p><b>Visual impairment</b></p>	<p><b>P</b></p>	<p><b>N</b></p>	<p><b>NA</b></p>	<p><b>H</b></p>	<p><b>M</b></p>	<p><b>L</b></p>	<p><b>nil</b></p>	<p>It is estimated that 2.98% of Darlington residents have a visual impairment.</p> <p>The Dolphin Centre may initially be an unfamiliar place to those with a visual impairment. There may be a perception that it is a very noisy and busy place causing confusion to those with impaired vision.</p>

								<p>As with those with a mobility impairment, those with visual impairments may experience difficulties when using public transport crossing the Market Square and/or negotiating Tubwell Row due to the sloping nature of the road and the steps. The closest bus stops to the Dolphin Centre may not be as convenient for people as the bus stops in Crown Street. Crown Street is closer to other shops and a visit to the Dolphin Centre will involve crossing the busy Tubwell Row.</p> <p>There is a potential impact that because of the impacts referred to above, those with a visual impairment may stop accessing the service leading to increased isolation and with mental health implications.</p>
<b>Hearing impairment</b>	P	N	NA	H	M	L	nil	<p>It is estimated that 4.2% of Darlington residents have a hearing impairment.</p> <p>People with hearing impairments currently visit Crown Street Library for the Action on Hearing Loss Clinic. It is envisaged that the clinic would continue if the library relocates to the Dolphin Centre. It is envisaged that any impacts on those with hearing impairments currently using Crown Street would be minimal. Quiet space will be available in the proposed new library and a loop facility is in place in the Dolphin Centre.</p> <p>As with those with a mobility and/ or visual impairment, those with hearing impairments may experience difficulties when using public transport crossing the Market Square and/or negotiating Tubwell Row due to the sloping nature of the road and the steps. The closest bus stops to the Dolphin Centre may not be as convenient for people as the bus stops in Crown Street. Crown Street is closer to other shops and a visit to the Dolphin Centre will involve crossing the busy Tubwell Row.</p> <p>There may be an issue with a perceived increase in noise should the library move to the Dolphin Centre.</p> <p>Because of the potential impacts referred to above, those with a hearing impairment may stop accessing the service leading to increased isolation and with mental health implications.</p>
<b>Learning Disability</b>	P	N	NA	H	M	L	nil	<p>It is estimated that 0.52% of Darlington residents have a learning disability.</p> <p>In respect of those library users with a learning disability, a relocation of the library to the Dolphin Centre may mean a loss of a safe and familiar place for those individuals.</p> <p>Due to the proposals in relation to staff, those persons with a learning disability might suffer Loss of close friendships or familiarity with library staff.</p> <p>Because of the potential impacts referred to above, those with a learning disability may stop accessing the service leading to increased isolation and with mental health</p>

									implications.
<b>Mental Health</b>	P	N	NA	H	M	L	nil		<p>It is estimated that 5.9% of Darlington residents have a diagnosed mental health condition.</p> <p>People with dementia and their carers, visit the library as a safe, familiar place in which they feel comfortable. The Darlington Dementia Action Alliance hosts a monthly Dementia Hub within the library, which is an information and sign-posting service.</p> <p>The library has a collection of 'Books on Prescription' that deal with mental health issues, including anxiety and depression.</p>
<b>Long Term Limiting Illness</b>	P	N	NA	H	M	L	nil		<p>It is estimated that 19.63% of Darlington residents have a long term limiting illness.</p> <p>People with long term limiting illness and chronic illness visit the library as a safe, familiar place in which they feel comfortable. Initially the Dolphin Centre may seem unfamiliar to those who don't currently use it and make those who are unwell feel uncomfortable with its emphasis on health and fitness.</p> <p>Because of the potential impacts referred to above, those with a long term limiting illness may stop accessing the service leading to increased isolation and with mental health implications.</p>
<b>Multiple Impairments</b>	P	N	NA	H	M	L	nil		<p>Depending on the individual's circumstances, there could potentially be impacts around accessing the Dolphin Centre or in feeling comfortable in an unfamiliar space.</p> <p>Potentially all of the impacts stated above could be applicable to a person with multiple impairments.</p>
<b>Other - Specify</b>	P	N	NA	H	M	L	nil		<p>Whilst not a protected characteristic, it is identified that Carers may be impacted by the proposal to relocate the Central Library to the Dolphin Centre. Carers looking after elderly and/or disabled service users may find it more difficult to take those for whom they have caring responsibility to an unfamiliar setting or may find it more difficult to escort the person across Tubwell Row and the Market Square to the Dolphin Centre.</p>

## Cumulative Impacts

The officer responsible for this EIA should seek input from the Corporate Equalities Group on the potential for this activity to combine with other recent, current or proposed activities, both Council and in the external environment, to result in more severe impacts on people with Protected Characteristics through their cumulative effects. The Corporate Equalities Group will advise on the content for this section of the EIA.

### Change activities

### Potential cumulative impacts

Combination of withdrawal of the Mobile Library Service and the closure of Cockerton Library.

There would only be one library in the town, there is the possibility that it will not have the capacity to respond to demand or to provide the necessary quiet space for reading and studying, besides hosting children's events. It will be important to retain the sense of inclusiveness and community within a new library and prevent those with protected characteristics from feeling disadvantaged.

## Section 4: Engagement Decision

The decision about who to engage with, and how and when to engage, is the key to effective EIA. Please see Annex 2 of the Equality Scheme for guidance on the engagement decision.

<b>Is engagement with affected people with Protected Characteristics required, now or during the further development of the activity?</b>	<b>Yes / No</b>
<b>If YES, proceed to the next section. If NO, briefly summarise below the reasons why you have reached this conclusion.</b>	

**If you have come to the conclusion that engagement is not required, seek ratification from the Corporate Equalities Group through your service Equalities Co-ordinator.**

**If engagement is not required but the officer assessment has identified changes that should be made to the activity, please complete Sections 7 and 8. If not the assessment can be signed-off at Section 9.**

**Any reports to decision-makers during the development of the activity, for example feasibility or options appraisal reports, should include content on the latest thinking and findings of the EIA even though, like the activity, further development of the EIA may be required before final reporting.**

**The findings of the officer assessment should be included in any reports to decision-makers. These may be feasibility or options appraisal reports where the activity is at an early stage of development, but it is essential that any equality findings are taken into account in formal decisions at all stages of development of the activity.**



## Section 5 – Involvement and Engagement Planning

<b>Has the assessment shown that the activity will treat any groups of people with Protected Characteristics differently from other people? Yes/No</b>
<b>If yes, please state which groups and how</b>  It is not envisaged that a relocation of the library from Crown Street to the Dolphin Centre and the proposed design and service delivery of the new library will treat any groups of people with protected characteristics differently from other people. The services offered at the library and which will potentially be relocated all promote equality of opportunity and follow council guidelines. However there may be service users with protected characteristics who are impacted both positively and negatively by the relocation and proposed design and service delivery planned. The protected characteristics who look to be impacted are: age, disability and potentially sex (gender).
<b>Will the differential treatment advance equality for people with Protected Characteristics? Yes/No</b>
<b>If yes, please state which groups and how</b>  No differential treatment has been identified.
<b>Will the differential treatment cause or increase disadvantage for people with Protected Characteristics? Yes/No</b>
<b>If yes, please state which groups and how</b>  Although people with Protected Characteristics are not being treated differently from other people as the proposed relocation of Crown Street Library to the Dolphin Centre and the proposed design and service delivery would affect all individuals, some people with protected characteristics may be less well able to adapt to the move to the Dolphin Centre and be impacted or disadvantaged in this respect.

**From the above, prepare a simple plan using the template overleaf for involving and engaging with the organisations, groups and individuals likely to be affected by the activity.**

**There may be several stages of involvement and engagement, particularly for more complex activities. Initially it may be possible to identify and engage only with stakeholder and representative organisations for the people with Protected Characteristics who may be affected. Further development of the activity may be required before the individuals who will be affected can be identified.**

**The Involvement and Engagement Plan should evolve accordingly, with new engagement proposals added as they are identified.**

<b>Involvement and Engagement Plan</b>			
Which organisations, groups and individuals do you need to involve or engage and how?			
<b>Date of plan entry</b>	<b>Organisation, Group or Individuals</b>	<b>Date of event or activity</b>	<b>Type of activity – venue, channels, method and staffing</b>
January 2016	All Library Members and members of the general public	17/02/16  17/02/16  11/03/16  14/03/16  23/03/16  21/03/16 and 24/03/16  15/04/16	<p>General public consultation involving all available channels</p> <ul style="list-style-type: none"> <li>Library Service Consultation Survey: Hard copy surveys available from libraries, Customer Contact Centre, Town Hall and Head of Steam. Online survey available via the budget proposals microsite on DBC website. The consultation survey closed on 3 April 2016.</li> <li>Frequently Asked Questions available on DBC website.</li> <li>Letter sent to library user groups promoting link to survey and information on libraries website</li> <li>Email drop to all library member who had provided email address on their contact details</li> </ul> <p>2 x public consultation events held on 23 March 2016; 2.30 pm in Central Hall, Dolphin Centre, and 6.00 pm at Cockerton Methodist Church. Both consultation events were attended by Cabinet Member Councillor Nick Wallis, Ian Thompson Assistant Director Community Services, Mike Crawshaw, Head of Culture and Luke Swinhoe, Assistant Director Law &amp; Governance.</p> <ul style="list-style-type: none"> <li>Drop In Sessions with Cabinet Member, Councillor Nick Wallis on 21 and 24 March 2016 between 11.00 am and 7.00 pm at the Dolphin Centre</li> <li>Special Place Scrutiny Committee Meeting: Friday 15 April 2016, 9.30am to give consideration to MTFP proposals including the proposals relating to the Library Service.</li> </ul>
March 2016	Alaine McCartney, Learning & Skills Service, DBC	29/03/16	The Learning & Skills team run regular courses from Crown Street Library. They would hope to continue to use the library in its new location.
March 2016	Visually Impaired Reading Group	04/04/16	Reading Group for the visually impaired (audio books). Elaine Wolstenholme (facilitator) to talk to members of the group about the possible impact of the proposals upon them. Feedback from the group is in Section 6.

Date of plan entry	Organisation, Group or Individuals	Date of event or activity	Type of activity – venue, channels, method and staffing
March 2016	Dementia Café & Dementia Hub	05/04/16 12/04/16	<p>Dementia café hosted by staff and volunteers from The Alzheimer's Society met once per month in the library up to September 2016.</p> <p>Dementia Hub held monthly to offer help and advice to individuals and their families.</p> <p>A representative from the Alzheimer's Society, volunteers, individuals with dementia and their families to be interviewed regarding likely impact of the proposals upon them and the service. Feedback from the group is in section 6.</p>
April 2016	Baby Rhyme Time Group (Monday baby session)	18/04/16	Carol Houghton and Suzy Hill spoke to mothers attending the sessions to get their views on likely impact of the library relocating to the Dolphin Centre.
April 2016	Representative of Gay Advice Darlington/Durham (GADD)	26/04/16	Carol Houghton spoke to a representative of the transgender community in Darlington. Her response is detailed in Section 6.
April 2016	Baby Rhyme Time Group (Friday toddler session)	22/04/16	Suzy Hill met with the Baby Rhyme Time Group mothers, father, grandparents and childminders who highlighted issues around the following:
April 2016	Action for Hearing Loss Group	03/05/16	Carol Houghton spoke to the two leaders of the drop-in sessions of this group and to some of the customers attending the associated hearing aid clinic. The leaders would hope to relocate the clinic to the Dolphin Centre if the library relocates to that building. The customers expressed regret that Crown Street would close but didn't voice any impacts on themselves with regard to the move. It is anticipated that the free clinic could be re-located in the proposed new library.
October-November 2016	All Library Members and members of the general public	Online survey available to complete between 03/10/16 and 14/11/16	<p>Following the Cabinet report in September 2016, consultation has taken place on the design for the Library service within the Dolphin Centre and the service standards. A number of methods were used to raise public awareness of the consultation.</p> <p>Online approaches included the development of a dedicated consultation website which was available at <a href="http://www.darlington.gov.uk/libraryconsultation">www.darlington.gov.uk/libraryconsultation</a>, and accessible via Darlington Borough Council home page, and the consultation page within the Darlington Borough Council website.</p> <p>The consultation was also promoted through the main corporate Facebook and Twitter profiles and by some member's social media profiles. For the duration of the consultation, the browser home page on all of the public access PC's in the libraries was set to display the library consultation website.</p>

Date of plan entry	Organisation, Group or Individuals	Date of event or activity	Type of activity – venue, channels, method and staffing
October-November 2016	<p>Focus Groups were held with the following organisations:</p> <p>Carers' Strategy Group</p> <p>Circle of Friends Carers' Group</p> <p>Knitting Group</p> <p>Looked After Children</p> <p>Bookstart Baby Rhymetime attendees</p> <p>Dolphin Centre Breastfeeding Group</p> <p>DISC Young Carers Group</p> <p>Wiggles and Woggles attendees</p> <p><b>Schools and Colleges:</b></p> <ul style="list-style-type: none"> <li>• Rydal Academy</li> <li>• Reid Street Primary School</li> <li>• Corporation Road Primary School</li> <li>• Beaumont Hills Academy</li> <li>• Mowden Federation of Schools</li> <li>• Queen Elizabeth Sixth Form College</li> <li>• Northwood School</li> <li>• Darlington College</li> <li>• Learning and Skills Group</li> </ul>	<p>08/11/16</p> <p>20/10/16</p> <p>10/10/16</p> <p>24/10/16</p> <p>10/10/16</p> <p>10/11/16</p> <p>27/10/16</p> <p>01/11/16</p> <p>13/10/16</p> <p>13/10/16</p> <p>12/10/16</p> <p>12/10/16</p> <p>12/10/16</p> <p>13/10/16</p> <p>20/10/16</p> <p>13/10/16</p> <p>12/10/16</p>	<p>A number of focus group sessions were held with specific groups to gain their feedback on the detailed design and service standard proposals.</p>
October-November 2016	<p>Darlington 11-19 Executive Group</p> <p>Darlington Dementia Action Alliance</p>	<p>29/09/16</p> <p>20/10/16</p>	<p>In addition, officers attended meetings with these groups over the course of the consultation to present the proposals, take questions and record feedback.</p>

Date of plan entry	Organisation, Group or Individuals	Date of event or activity	Type of activity – venue, channels, method and staffing
October-November 2016	Nurseries and Childminders  Family Support Workers  Early Intervention Team  Voluntary and Community Sector (via the Strategic Implementation mailing list)  Primary Schools and Secondary Schools  Community groups (via the former Darlington Inclusion Group mailing list)	06/10/16	These groups were emailed with regard to the consultation and directed towards the Library Consultation microsite.
October-November 2016	Parents of home-educated children known to the Council  Representative of the Gypsy and Traveller Community	08/10/16  19/10/16	These groups were sent letters informing them of the consultation and hard copies of the questionnaire to complete.

**Engagement to identify impacts works best in face-to-face and small group settings**

## Section 6 – Engagement Findings

	Date/summary of engagement carried out	Summary of impacts identified
<b>Age</b>	03/04/16 Results of Darlington Library Service Consultation Survey	<p>Of the 2,685 people who indicated that they visited Crown Street Library, 1,024 (31.14%) identified themselves as being aged 65 years and above; 65-74 years (624) and 75 years and over (400).</p> <p>Some comments from older people were around crossing the Market Square and Tubwell Row due to the steps and the busier nature of Tubwell Row. They were also concerned about having to walk further when carrying heavy books.</p>
	October 2016 Library Consultation Survey	<p>Of the 317 reported library users who gave their age, 47.6% (151) identified themselves as being aged 60 years and above; 60-75 (123) and 75 and over (28).</p> <p>Written impacts from older people referencing older age were made about older people requiring more staff support to use the library, particularly ICT facilities, (2) and the Dolphin Centre containing a lot of children and younger people which may cause hazards for older people and make them feel less welcome (2). In addition, impacts were made from other age groups about the busy building, reduced floor space and reduction in staff likely to disproportionately negative impact older people, with the latter highlighting that older people are more likely to rely on staff for company.</p> <p>Only 6 respondents were aged under 18 (1.9%), however several of the proposals related specifically to children and young people and a number of written impacts were submitted identifying potentially disproportionate impacts on this age group, both positive and negative:</p> <ul style="list-style-type: none"> <li>• Reduction in staff as require more help (1)</li> <li>• First floor location as parents with buggies more likely to use lifts which may cause delays (2)</li> <li>• Lack of dedicated study area for children in plans (1)</li> <li>• Reduced stock on shelves as children more likely to want to see items (1)</li> <li>• Introduction of computers to Children’s library as children felt to have “too much” screen time already (1)</li> <li>• There were a mixture of positive and negative impacts (9) recorded in respect of children and the co-location of the new library service in the Dolphin Centre, however the majority of these were positive (7), indicating the the proposal would make the library service more accessible for young people.</li> <li>• “Better” baby change facilities proposed (3)</li> <li>• Increased availability of toilet facilities (2)</li> <li>• Immediate access to catering facilities (1)</li> <li>• Concern about security of buggy store (1)</li> <li>• Improved access to library via provision of buggy store (1)</li> <li>• New venue for Bookstart: <ul style="list-style-type: none"> <li>○ Improved layout (1)</li> <li>○ Concern about security (1)</li> </ul> </li> </ul>
<b>Disability</b>	03/04/16	Of the 2,685 people who indicated that they visited Crown

	<b>Date/summary of engagement carried out</b>	<b>Summary of impacts identified</b>
	Results of Darlington Library Service Consultation Survey  October 2016 Library Consultation Survey	<p>Street Library, 406 (15.12%) identified themselves as having a disability or long term illness; including 65-74 years (120) and 75 years and over (109). Concerns were expressed by those who have problems with walking; a longer walk from bus stops and having to get across Tubwell Row.</p> <p>The Dolphin Centre is further from the buses, there are unmarked kerbs around the Market Place, the surface of the Market Place is not easy to cross, it is not as convenient for parking as the Crown Street area (particularly those suffering from conditions such as arthritis who don't qualify for a Blue badge); Blue badge parking may worsen in the vicinity of the Dolphin Centre. The proposal in the MTFP to charge Blue Badge Holders for using off street car parks will increase the disadvantage for those with a disability. It is intended that these charges will be introduced in June 2017. Congestion whilst waiting for the lift in the Dolphin Centre was also a concern.</p> <p>Of the 369 survey respondents, 15.7% (58) reported having a disability. Written impacts identifying disabled people as likely to be disproportionately impacted and those by individuals with reported disabilities were as follows:</p> <ul style="list-style-type: none"> <li>• Reduction in staff as require more help (4)</li> <li>• Reduced floor space and need more room (1)</li> <li>• New setting as more likely to prefer familiar location (3)</li> <li>• First floor location (don't use lifts) (3)</li> <li>• Provision of adult changing facilities (1)</li> <li>• More toilet facilities as may be more likely to require (1)</li> <li>• More accessible for people with disabilities (2)</li> </ul>
<b>Mobility Impairment</b>	October 2016 Library Consultation Survey	<p>Accessing the Dolphin Centre from bus stops at Tubwell Row is a problem for people with mobility issues and has been mentioned many times. Crossing the market place in a wheelchair is not easy and can be uncomfortable and awkward.</p> <p>Of the 369 survey respondents, 10.6% (39) reported having a mobility impairment. Written impacts from individuals reporting having a mobility impairment and those directly referencing this demographic raised the following concerns, (many of which are repeated from the general disability section):</p> <ul style="list-style-type: none"> <li>• Reduction in staff as require more help (3)</li> <li>• New setting as more likely to prefer familiar location (1)</li> <li>• First floor location (don't use lifts) (3)</li> <li>• Improved access to library (1)</li> </ul>
<b>Visual impairment</b>	11 March 2016 Visually Impaired Reading Group	<p>The group meets once a month in Crown Street Library. They were asked how the proposal to relocate the library into the Dolphin Centre would impact upon them and their attendance at the Reading Group.</p> <p>All responded that they felt safer in Crown Street (a familiar building) and would feel disorientated in the Dolphin Centre. The Dolphin Centre was perceived to be busy and noisy. Concern was expressed about the additional number of</p>

	<b>Date/summary of engagement carried out</b>	<b>Summary of impacts identified</b>
	October 2016 Library Consultation Survey	roads to cross to access the Dolphin Centre. It was also considered that access would be difficult when the funfair or other event was being held in the Market Square.  Of the 369 survey respondents, 3.0% (11) reported having a visual impairment. Written impacts from individuals reporting having a visual impairment raised the following concerns, (one repeated from the general disability section): <ul style="list-style-type: none"> <li>• Potential reduction in daylight may make it harder for people with visual impairments to read (2)</li> <li>• Less staff to help those who require support finding stock (1)</li> </ul>
<b>Hearing impairment</b>	3 May 2016 Action for Hearing Loss Group  October 2016 Library Consultation Survey	The staff holding the clinic expressed the hope that they could relocate the clinic to the Dolphin Centre with the library. The customers expressed regret that Crown Street would close but didn't voice any impacts on themselves with regard to the move. However, individuals with a hearing impairment may find the Dolphin Centre more difficult due to more external noise.  Of the 369 survey respondents, 5.4% (20) reported having a hearing impairment. Written impacts from individuals reporting having a hearing impairment raised the following concerns, (one repeated from the general disability section): <ul style="list-style-type: none"> <li>• Noisy building is problematic(3)</li> </ul>
<b>Learning Disability</b>	4 May 2016  October 2016 Library Consultation Survey	Staff spoke to a small group who access Crown Street Library regularly along with their support worker. They expressed regret at the possibility of Crown Street Library closing and were worried that the Dolphin Centre wouldn't be big enough to accommodate all the books. They visit the library weekly and know the staff. The support worker explained that under some other MTFP proposals she would no longer receive a free companion bus pass, and this might affect her ability to accompany the group to the library. She mentioned that the library felt a very safe and non-judgemental place.  Of the 369 survey respondents, 0.5% (2) reported having a learning disability. There were no written impacts received from individuals reporting having a learning disability and none referencing this demographic, however the concerns raised for general disabilities around the reduction in staff to assist individuals requiring additional support and the unfamiliar building being harder to access are likely to be applicable to individuals with learning disabilities.
<b>Mental Health</b>	5 April 2016 Dementia Cafe	The Dementia Cafe used to meet on the first Tuesday of every month. It was hosted by a representative from The Alzheimer's Society and a group of volunteers. It had been operating out of the library for 6 months at the time of engagement.  The Carers were unsure about transferring to the Dolphin Centre. Some concerns have previously been expressed by a representative of the Alzheimer's Society that the Dolphin Centre is not as suitable a venue as Crown Street Library. The library is perceived as a quieter, calmer and more



	<b>Date/summary of engagement carried out</b>	<b>Summary of impacts identified</b>
	<p>10 May 2016 Dementia Hub</p> <p>October 2016 Library Consultation Survey</p>	<p>familiar place.</p> <p>The Dementia Hub meets on the second Tuesday of the month and is facilitated by a member of the Dementia Action Alliance. The DAA has provided separate feedback about the library proposals, but at present is hoping to re-locate the service with the library to the Dolphin Centre. Members of the DAA mentioned a positive development might be the design of a 'dementia friendly' library within the new layout.</p> <p>In 2014/15, the prevalence of mental health diagnoses in Darlington was 1,066 (1.00%).</p> <p>Crown Street Library has a collection of 'Books on Prescription' titles which provide self- help and guidance for anxiety, depression and loss.</p> <p>Of the 369 survey respondents, 5.6% (21) reported having a mental health condition. Written impacts from individuals reporting having mental health issues and those directly referencing this demographic raised the following concerns, (some of which are repeated from the general disability section):</p> <ul style="list-style-type: none"> <li>• Reduction in familiar staff as require more help (4)</li> <li>• New setting as more likely to prefer familiar location (3)</li> <li>• First floor location (don't use lifts) (2)</li> <li>• Closure of Art Gallery which can be therapeutic (1)</li> </ul>
<b>Long Term Limiting Illness</b>	<p>October 2016 Library Consultation Survey</p>	<p>Crown Street Library is seen as a safe, familiar place and moving to a new location may be stressful for those already struggling with illness. Some individuals may stop accessing the service.</p> <p>Of the 369 survey respondents, 7.6% (28) reported having a long-term limiting illness. There were no written impacts received that directly reference long-term limiting illness but written impacts from individuals reporting having a long-term limiting condition raised the following general concerns, (most of which are repeated from the general disability section):</p> <ul style="list-style-type: none"> <li>• Reduction in staff as require more help (2)</li> <li>• More toilet facilities as may be more likely to require (1)</li> </ul>
<b>Multiple Impairments</b>	<p>October 2016 Library Consultation Survey</p>	<p>Of the 369 survey respondents, 9.5% (35) reported having multiple impairments (60.4% of those who reported having a disability). There were no written impacts received that directly referenced multiple impairments but written impacts from individuals reporting having multiple disabilities raised the following concerns:</p> <ul style="list-style-type: none"> <li>• First floor location (don't use lifts) (2)</li> </ul> <p>Specifically, 2 written impacts were received from individuals with multiple impairments who both said that they would be unable to use the new library service as they do not use lifts. Further details were not given in either case but both reported having a mobility impairment in addition to other conditions, which it can be presumed would make</p>

	<b>Date/summary of engagement carried out</b>	<b>Summary of impacts identified</b>
		stair access difficult, and other conditions could be the cause of their dislike of lifts, for example claustrophobia or anxiety.
<b>Other – Specify</b>		
<b>Race</b>	October 2016 Library Consultation Survey	Of the 369 survey respondents, 20 (5.4%) reported being from an ethnic background that was not “White – UK”. There were no written impacts received that directly referenced race.
<b>Sex</b>	October 2016 Library Consultation Survey	<p>Mothers attending Baby Rhyme Time sessions at Crown Street felt that there was a lack of privacy for breastfeeding in the Dolphin Centre and that the lift would always be busy, making access with a buggy difficult.</p> <p>Of the 369 survey respondents, 55.3% (204) reported being female, 36.3% (134) reported being male and 0.3% (1) reported being other. 30 respondents did not disclose this information.</p> <p>There were just 3 written impacts received that referenced sex, of these:</p> <ul style="list-style-type: none"> <li>• 2 were concerned about the “girls” who work in the Centre for Local Studies losing their jobs</li> <li>• 1 felt the introduction of a teens area would be especially beneficial for boys as they believe it is harder to get boys to read</li> </ul>
<b>Gender Reassignment</b>	26 April 2016 Discussion Representative of GADD (Gay Advice Darlington/Durham)	The representative of the transgender community expressed the view that the community views the library as a safe place to visit and somewhere that they feel comfortable with. This may not be the case with the environment of the Dolphin Centre, although it is also a designated safe place.
	October 2016 Library Consultation Survey	Information on gender reassignment was not collected during the consultation and there were no written comments received which reference this demographic.
<b>Religion or belief</b>		Information on religion was not collected during the consultation and there were no written comments received which reference this demographic.
<b>Sexual Orientation</b>	26 April 2016 Discussion with Representative of GADD (Gay Advice Darlington/Durham)	The representative of GADD expressed the view that the community views the library as a safe place to visit and somewhere that they feel comfortable with. This is especially the case for people who are feeling anxious and vulnerable. This may not be the case with the environment of the Dolphin Centre, although it is also a designated safe place.
	October 2016 Library Consultation Survey	Information on sexual orientation was not collected during the consultation and there were no written comments received which reference this demographic.
<b>Pregnancy or maternity</b>	18 April 2016 Baby Rhyme Time Group (Monday baby session)	Some mothers attending the baby Rhyme Time sessions have indicated that there is little privacy for breastfeeding at the Dolphin Centre. It is too busy.
	October 2016	Information on pregnancy or maternity was not collected

	<b>Date/summary of engagement carried out</b>	<b>Summary of impacts identified</b>
	Library Consultation Survey	<p>during the consultation, however a number of proposals were relevant to this demographic and, whilst the is duplication from the section on Age, there was a number of written comments received which reference this demographic:</p> <ul style="list-style-type: none"> <li>• Reduction in staff as parents with buggies require more help (1)</li> <li>• First floor location as parents with buggies more likely to use lifts which may cause delays (2)</li> <li>• “Better” baby change facilities proposed (3)</li> <li>• Increased availability of toilet facilities (2)</li> <li>• Immediate access to catering facilities (1)</li> <li>• Concern about security of buggy store (1)</li> <li>• Improved access to library via provision of buggy store (1)</li> <li>• New venue for Bookstart: <ul style="list-style-type: none"> <li>○ Improved layout (1)</li> <li>○ Concern about security (1)</li> </ul> </li> </ul>
<b>Marriage / Civil Partnership</b>		Information on marriage/civil partnership was not collected during the consultation and there were no written comments received which reference this demographic.

## Section 6: Engagement Findings – Continued

**Drawing on the engagement findings and your understanding of the effects of the activity, indicate how it will contribute, if at all, to the three strands of the Public Sector Equality Duty.**

### **a) How will the proposal help to eliminate discrimination, harassment and victimisation?**

Whilst it is acknowledged that there may be some impacts on those with protected characteristics should the relocation of the library to the Dolphin Centre take place, it should be kept in mind that the service being offered as part of the relocation will be very similar and in some instances will be enhanced. As there is no evidence of discrimination in the way the service is currently being delivered at the Crown Street building there is no reason to believe that by changing location this will alter. The service will continue to be run by the Council and therefore expected to operate within Council policies and procedures including Equal opportunities and the Council's Equality Scheme and Equality objectives.

### **b) How will the proposal help to advance equality of opportunity?**

Again, whilst it is acknowledged that there may be some negative impacts on those with protected characteristics should the relocation of the library to the Dolphin Centre take place, it is envisaged that the relocation will help to advance equality of opportunity for those with a protected characteristic. The proposed new location for the library enables greater access by people with disabilities, including access to the building itself and increased disabled facilities.

A key motivation for the relocation of the central library and the new Vision, service standards and designs is to attract a wider audience to use the library service, with a particular focus on children and young people. Therefore, by improving access to books and other sources of learning available within the library service, it is envisaged that the proposals will help to advance equality of opportunity for children and young children in Darlington.

### **c) How will the proposal help to foster good relations?**

Again, whilst it is acknowledged that there may be some negative impacts on those with protected characteristics should the relocation of the library to the Dolphin Centre take place, overall it is hoped that the relocation will help to foster good relations. It is hoped that the relocation will help to promote positive attitudes towards those with a disability and will be enhanced by the change in venue as more library users will have access to other services (such as leisure facilities) and this may give rise to opportunities for greater community cohesion. It is also hoped that the relocation of the library to the Dolphin Centre will encourage participation by disabled people and older people in public life. By moving the library to a busier location where other services are being delivered will give these people increased exposure to additional opportunities that they may wish to take advantage of, including positive engagement with people they might otherwise not come into contact with.

### **During the engagement process were there any suggestions on how to avoid, minimise or mitigate any negative impacts? If so, please give details.**

Refer to Section 9.

**This completes the assessment, but there will be further work to do to contribute to the reporting and implementation stages of the activity. First though, it is important to draw a line under the assessment to maintain a separation between assessment of impacts and any proposals to manage those impacts. The assessment should therefore be signed-off at this stage.**

## Section 7 - Sign-off when assessment is completed

Officer Completing the Form:		
Signed	Name:	Carol Houghton
	Date:	December 2016
	Job Title:	Lending Manager
Assistant Director:		
Signed	Name:	Ian Thompson
	Date:	December 2016
	Service:	Assistant Director – Community Services

### Section 8 – Reporting of Findings and Recommendations to Decision Makers

The findings of the EIA may be reported to decision-makers at several stages during the development of an activity. For example, the initial officer assessment findings may be included in a feasibility report or options appraisal to be considered by the Transformation Board or Chief Officers' Executive.

Any report for formal decisions by Cabinet or Council should include the latest findings of the EIA, even if these are at a relatively early stage. The report recommending final approval of the activity should await and include the findings of the completed EIA. The report should present clearly the impacts that have been identified through the engagement process, including potential cumulative impacts.

The report may include recommendations based on the findings of the EIA, but these should be separate from the reporting of impacts. Recommendations will be developed separately from the EIA and arise from considering equalities impacts combined with other aspects of the activity such as finance, the benefits of the activity, and so on.

Based on the EIA findings, the report may consider the options in the table below, but the report must contain a clear statement of the impacts so that decision-makers can understand the effects of the decision that is being recommended.

What does the review of the information show?
a) No negative impact on people because of their Protected Characteristics - continue with the activity and monitor progress on implementation
b) Negative impact identified – recommend continuing with the activity; clearly specify the people affected and the impacts, and providing reasons and supporting evidence for the decision to continue
<b>c) Negative impact identified - adjust the activity in light of the identified impact to avoid, minimise or mitigate the impact</b>
d) Negative impact identified - stop activity and provide an explanation why

## Section 9 – Action Plan and Performance Management

The report to decision-makers, and the decision made may require actions to be taken to avoid, minimise or mitigate the negative impacts of the activity. Option C in the table in Section 8, combined with mitigation measures that may have been highlighted during engagement and listed in Section 6 (if adopted) will require action planning to implement them.

Any actions to address equalities impacts should be listed below, with performance management review proposals, to complete the full EIA.

What is the negative impact?	Actions required to reduce/eliminate the negative impact (if applicable)	Who will lead on action	Target completion date
<p><b>Age &amp; Disability</b> - Negative impact on older people with physical impairment or limited mobility who may experience more difficulty in accessing the Dolphin Centre than Crown Street Library (i.e. walking across Tubwell Row/ Market place). There may be an increased distance for some library users to travel and, if walking some or all of the way, to carry books which means that they either have difficulty in travelling to the library or don't want to.</p>	<p>Signpost customers to alternative bus stops or bus routes that would be closer to the Dolphin Centre and promote these prior to any change in location of the town centre library.</p>	Carol Houghton	Ongoing until relocation
	<p>The Home Library Service offers a delivery of library books direct to the customer's door, for those who are unable to use a library due to illness, disability or frailty. The service will be actively promoted both within the libraries and with partners. Additional routes can be added to the schedule.</p>	Carol Houghton	Completed
	<p>Library staff will make customers aware of disabled parking spaces in vicinity of the Dolphin Centre: 3 on-street parking spaces where can park up to 3 hours, 7/8 disabled parking spaces on Market Square, 3 disabled parking spaces under the Council Chamber, 40 disabled parking spaces in the new Multi Storey car park behind the Dolphin Centre. In addition, Blue badge holders can park in on-street parking spaces. Provide chair(s) adjacent to the lift in Dolphin Centre for those customers who may need to wait for the lift to become available.</p>	Carol Houghton	Ongoing until relocation
<p><b>Age &amp; Sex (gender) &amp; Maternity</b> - Negative impact perceived by some mothers regarding lack of privacy at the Dolphin Centre for breastfeeding when compared to Crown Street Library.</p>	<p>Suitable areas are available within the Dolphin Centre for mothers to breastfeed their babies in private, including a dedicated private parent room which has recently been updated. These areas will be clearly signposted.</p>	Mike Crawshaw	Completed
	<p>In addition, the Dolphin Centre is a designated breastfeeding-</p>	Mike Crawshaw	Completed

What is the negative impact?	Actions required to reduce/eliminate the negative impact (if applicable)	Who will lead on action	Target completion date
	friendly location within the town centre.		
<b>Age &amp; Sex (gender)</b> - Concern raised about possible congestion of lifts at the Dolphin Centre.	<p>The decision has been taken to open the entrance at Bull Wynd and make the lifts there available to Library Users and there will therefore be lifts available in the main entrance, the Bull Wynd entrance and in the 16 Horsemarket/Dolphin Centre café.</p> <p>There is a buggy store available on the ground floor of the Dolphin for parents who would prefer to leave their buggy and take the stairs.</p>	<p>Mike Crawshaw</p> <p>Mike Crawshaw</p>	<p>To be completed upon relocation</p> <p>Completed</p>
<b>Age &amp; Disability</b> – Some library users may not feel comfortable going to the new library or when they first visit they may not be familiar with the new layout and the way in which the service operates.	<p>As part of the second round of consultation service users and residents were consulted about the layout and design of the library should it be relocated to ensure that it is accessible for residents. In addition, Dementia Action Alliance is inputting into the design process to ensure that it will be clear to individuals with disabilities where to go and where they can find help, if required.</p> <p>A programme of familiarisation sessions for library users with staff will take place to assist people with getting to know and feeling comfortable in the new space.</p> <p>There will be a separate, dedicated entrance available via Bull Wynd for library users who do not feel comfortable accessing via the main Dolphin Centre entrance.</p>	<p>Mike Crawshaw</p> <p>Carol Houghton / Mike Crawshaw?</p> <p>Mike Crawshaw</p>	<p>Ongoing</p> <p>Upon relocation</p> <p>To be completed upon relocation</p>
<b>Maternity &amp; Sex (Gender)</b> – Concerned about security of buggies at proposed stores.	<p>Buggies left in the stores will be able to be fully locked down and secured.</p> <p>If parents do not want to leave their buggies, they will be able to take them into the library.</p>	<p>Mike Crawshaw</p> <p>Mike Crawshaw</p>	<p>Downstairs complete, new upstairs store as part of relocation.</p> <p>To be completed upon relocation</p>
<b>Disability</b> – Those with disabilities may have difficulties adjusting to an unfamiliar setting and/or layout.	The Council will seek the views of the Dementia Alliance on the design and layout of the new library so that it is welcoming to dementia sufferers.	Mike Crawshaw	Ongoing

<b>What is the negative impact?</b>	<b>Actions required to reduce/eliminate the negative impact (if applicable)</b>	<b>Who will lead on action</b>	<b>Target completion date</b>
	As stated above, familiarisation sessions will also take place for users upon relocation.		To be completed upon relocation
<b>Disability</b> – Those with a mobility impairment and who cannot use lifts may not be able to access the main new library area.	The Quick Picks area will be on the ground floor of the Dolphin Centre. Officers will explore the possibility of a pick-up option where books can be requested by service users and left at a designated place for collection.  There will also be the option to use the glass-sided lift within the 16 Horsemarket/Dolphin Centre café, which may be suitable to some individuals.	Mike Crawshaw  N/A	Ongoing
<b>Age &amp; Disability &amp; Maternity</b> - Those who require additional help may be disproportionately impacted by the reduction in staff.	The introduction of self-service terminals is intended to free up remaining staff so that they will still be able to assist those requiring additional help.  Dolphin Centre staff will be available throughout the building to offer general assistance.	Carol Houghton	To be completed upon relocation
<b>Age &amp; Sex (Gender) &amp; Maternity</b> – Concern about security of children's area.	The proposed layout of the library will be changed as a result of feedback received during consultation – children's area and Bookstart area will be relocated further from the main entrance and café. In addition, flexible bookcases that can be used to cordon off areas have been added to the design proposals in response to this concern.	Mike Crawshaw	Ongoing/to be completed upon relocation
<b>Disability &amp; Maternity</b> – Potentially require more space and therefore disproportionately impacted by the reduction in floor space.	The layout of shelving and space will be designed in such a way as to minimise any potential impacts.	Mike Crawshaw	Ongoing through design process
<b>Disability (Visual Impairment)</b> – Lack of daylight may make it harder to read.	The proposed study and conference rooms and reference and non-fiction area will have windows for users who prefer sunlight. In addition, users will be able to take items into the café should they want to.  Lighting in other areas will meet accessibility standards.	Mike Crawshaw	Ongoing
<b>Disability (Hearing Impairment)</b> – Noisier environment of Dolphin Centre may cause difficulties for individuals with hearing impairments.	Efforts to minimise noise from other areas of the Dolphin Centre to the new library have already been undertaken e.g. fitness classes will be relocated from	Mike Crawshaw	To be completed upon relocation



<b>What is the negative impact?</b>	<b>Actions required to reduce/eliminate the negative impact (if applicable)</b>	<b>Who will lead on action</b>	<b>Target completion date</b>
	<p>Central Hall to The Studio.</p> <p>Looped sound system being installed which will also help minimise background noise for those with hearing aids.</p> <p>Plans include dedicated quiet areas of the library for those who require this e.g. reference library.</p>	Mike Crawshaw	Ongoing
<b>Disability (Mental Health) – Art Gallery can be therapeutic for individuals with mental health issues.</b>	<p>Officers will explore options to find an alternative space for the Art Gallery.</p> <p>Arts-based programmes targeting individuals with mental health issues are provided within the Borough and will continue to be advertised by the Council, including by the Library Service.</p>	Carol Houghton	Ongoing until relocation

<b>Performance Management</b>	
<b>Date of the next review of the EIA</b>	Next review will take place in 12 months' time.
<b>How often will the EIA action plan be reviewed?</b>	The action plan will be reviewed every three months until the library is relocated and thereafter, within 12 months of the relocation.
<b>Who will carry out this review?</b>	Carol Houghton and Mike Crawshaw