

# Equality Impact Analysis (EIA) – impact on residents, service users and other groups in the community affected by a proposal



## Section 1: Introduction

<b>Name of proposal</b>	
For the purpose of this document, 'proposal' refers to a policy, function, strategy or project	
Revised approach to Idea Stores Service	
<b>Service area and Directorate responsible</b>	
Customer Services, Resources	
<b>Name of completing officer</b>	
Iqbal Raakin supporting Sergio Dogliani and Teresa Heaney	
<b>Approved by (Director / Head of Service)</b>	<b>Date of approval</b>
	Click or tap to enter a date.

Where a proposal is being taken to a committee, please append the completed EIA(s) to the cover report.

**Conclusion – To be completed at the end of the Equality Impact Analysis process**



Conclusion	Current decision rating (see Appendix A)
<p>An EIA has been undertaken and some people in the following protected groups may be disproportionately affected by the proposal:</p> <ul style="list-style-type: none"> <li>• Age – older people and children as they may have to travel further to their nearest Idea Store to access services on some days. Children would be less likely to travel further unsupervised. In some areas 20-39 age group may also be disproportionately affected. Young children/babies and their parents who access our parent and toddler groups may have to travel further on some days to access their nearest provision.</li> <li>• Disability – people with disabilities may need to travel further on some days and may not have the support needed to do so</li> <li>• Race – majority of the population and service users in the different areas/libraries affected are from one or two ethnic backgrounds</li> <li>• Religion - majority of the population and service users in the different areas/libraries affected are from one or two faith/non-faith backgrounds</li> </ul> <p>The following groups are also likely to be affected:</p>	<p><b>Amber</b></p> 

- Socio-economic – students and long-term unemployed residents may be affected as their access to library and IT services may be limited on certain days if they are unable to get to another site.



**The Equality Act 2010 places a ‘General Duty’ on all public bodies to have ‘due regard’ to:**

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advancing equality of opportunity between those with ‘protected characteristics’ and those without them
- Fostering good relations between those with ‘protected characteristics’ and those without them

This Equality Impact Analysis provides evidence for meeting the Council’s commitment to equality and the responsibilities outlined above. For more information about the Council’s commitment to equality, please visit the Council’s [website](#).

## Section 2: General information about the proposal

Describe the proposal including the relevance of proposal to the general equality duties and protected characteristics under the Equality Act 2010

This proposal follows a period of public consultation on possible changes to the Idea Store and Library service. The original proposal was developed in order to help deliver £400K of an existing £1M saving (already included in the council’s Medium Term Financial Strategy) and also to deliver an additional saving of £600K to help the council develop a balanced budget in future years.

Failure to deliver this saving would put increased financial pressure on other parts of the council. Our original proposal was developed considering how people used our sites, their geographical spread, and the services each was able to offer.

We developed the following potential 5-year vision:



- **Four well placed Idea Stores** situated at Chrisp Street, Bow, a new site on the Isle of Dogs (the plan is that this site will be more centrally located on the island and replace Idea Store Canary Wharf). The Whitechapel store will be split across the current Idea Store Whitechapel and New Town Hall, acting as a cultural hub for the borough
- **All four sites will have some redesign** which will support people to stay socially distant if required
- **Bethnal Green Library and Idea Store Watney Market to be run as satellite sites for Idea Store Bow and Idea Store Whitechapel** respectively with a reduced service on offer
- **Our digital offer will continue to develop**

1.1 Our original proposal was to deliver a total of £1.6M by reshaping the service to take advantage of the uptake of self-service options in the past few years and by

- Keeping the four main sites (IS Whitechapel, Chrisp St, Bow and Canary Wharf) open 7 days a week and in the evenings. But:
  - Reducing the levels of staffing in the evenings
  - Reducing Sunday opening from 6 hours to 4
- Closing the Library service at the Cubitt Town Library
- Reducing opening hours at Bethnal Green Library from 50 to 15
- Reducing the size of IS Watney Market from 3 floors to 1 and its opening hours from 65 to 30
- We calculated that this would lead to a staffing reduction of circa 35 FTE

At its highest level the results of the public consultation show that:

1. Most people who completed the survey broadly agree with the overall 5 year vision but:
  - i. Most of them would rather we didn't make changes that impact the opening hours of the sites they use
2. Just over half of respondents either agree with one or other of the options in the public consultation or were ambivalent to them. However,
  - i. More people agreed with option 1 than agreed with option 2
3. The number of responses we received from people who use Cubitt Town Library (CTL) Bethnal Green Library (BGL) & IS Watney Market were disproportionately high when compared to Idea Store Members as a whole.



- i. We consider this a positive as it means we know that we have heard from those most likely to be impacted by the proposals, but it should be borne in mind.

1.2 Whilst arguably the consultation results could give us a mandate for this change, having listened to what people have told us we recommend that this proposal be adapted as follows:

1.3 **Deliver £1.6M by reshaping the service, including its management and back office, to take advantage of the uptake of self-service options and by:**

- **Keeping the four main sites (IS Whitechapel, Crisp St, Bow and Canary Wharf) open 7 days a week and in the evenings. But:**
  - Reducing the levels of staffing in the evenings
  - Reducing Sunday opening from 6 hours to 4
- Reducing opening hours at Cubitt Town Library so that it is open 10:00am till 6:00pm on Mondays and Wednesdays (16 hours)
- Reducing opening hours at Bethnal Green Library so that it is open 10:00am till 6:00pm on Mondays, Wednesdays and Thursdays (24 Hours)
- Reducing the size of IS Watney Market from 3 floors to 1 and opening it for 8 hours a day on Mondays, Wednesdays, Thursdays 10:00am till 6:00pm and Saturdays 9:00am-5:00pm (32 hours a week)

We calculate that this will lead to a reduction of circa 33 FTE (30 if you remove vacancies).

### **Section 3: Evidence (consideration of data and information)**

What evidence do we have which may help us think about the impacts or likely impacts on residents, service users and other groups in the community who are likely to be affected by the proposal?

- Area profiles (mainly drawing on data from Census 2011)
- Idea Store service user data rolling year to October 2020Public consultation 'Help shape the future of Tower Hamlets' library service' (30 November 2020-29 January 2021)

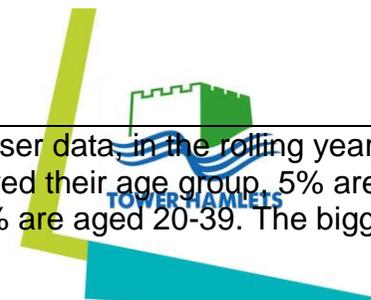


TOWER HAMLETS

## Section 4: Assessing the impacts on different groups and service delivery

Groups	Positive	Negative	Neutral	Considering the above information and evidence, describe the impact this proposal will have on the following groups?																
<b>Protected</b>																				
<b>Age</b> (All age groups)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Respondent comment:</p> <p><i>“My children are home-schooled so we rely on libraries for study space, to borrow books”.</i></p> <p>Respondent comment:</p> <p><i>“Children need a safe space outside the family home indoors that is free and it helps safeguard children who cannot think or behave freely in the home environment”.</i></p> <p><u>Idea Store Watney Market</u></p> <table border="1"> <thead> <tr> <th>Residents by age</th> <th>0-15</th> <th>16-64</th> <th>65+</th> </tr> </thead> <tbody> <tr> <td><b>Number</b></td> <td>3,181</td> <td>8,584</td> <td>889</td> </tr> <tr> <td><b>Percentage</b></td> <td>25.1%</td> <td>67.8%</td> <td>7%</td> </tr> <tr> <td><b>Tower Hamlets %</b></td> <td>19.7%</td> <td>74.1%</td> <td>6.1%</td> </tr> </tbody> </table> <p>There is a higher than average proportion of residents in the Shadwell ward who are aged 0-15 years old, and a higher than average proportion of those aged 65+. The proportion of residents of working age (16-64) was the 4th lowest in the borough.</p>	Residents by age	0-15	16-64	65+	<b>Number</b>	3,181	8,584	889	<b>Percentage</b>	25.1%	67.8%	7%	<b>Tower Hamlets %</b>	19.7%	74.1%	6.1%
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				<p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their age group, 5% are aged 60+, 16% are aged 40-59 and 30% are aged 20-39. The biggest cohort are those aged 0-19 (49%)</p> <p>Younger people are likely to be disproportionately affected by the proposal as a change to the access to service and may have an impact on their educational attainment and access to IT. Also, they are the largest service user group when categorised by age.</p> <p>The proposal is also likely to have an impact on some older people on some days in some areas, as they would have to travel further to another site, and this may be difficult.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 32 hours in the week, 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the original proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and those service users that are aged under 18, 60+ and/or eligible for a Freedom pass should be able to travel at no cost.</p> <p>Resident Comment:</p> <p><i>“Many children live in overcrowded conditions in Tower Hamlets and Sundays are when they work on their homework and revision for their GCSEs and A levels”.</i></p>
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			<p><u>Idea Store Bow</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings, but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people of different ages if the service is changed in this way.</p> <p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people of different ages if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people of different ages if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people of different ages if the service is changed in this way.</p>
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Bethnal Green Library

<b>Residents by age</b>	<b>0-15</b>	<b>16-64</b>	<b>65+</b>
<b>Number</b>	3,728	14,351	1,229
<b>Percentage</b>	19.3	74.3	6.4
<b>Tower Hamlets %</b>	19.7	74.1	6.1

The ward has the highest proportion of 18-21-year olds in the borough. This is due to the location of the Queen Mary University. 11.7per cent of residents (2,267) are this age range, compared to the borough average of 6.7per cent.

According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their age group, 19% are aged 60+, 19% are aged 40-59 and 26% are aged 0-19. The biggest cohort are those aged 20-39 (46%)

Due to difference in data categorisation a direct comparison of data sets is not possible. However, the data suggests that younger people (under 19s) may be disproportionately affected by the proposal as the proportion of younger service users is larger than the proportion of young people living in the ward and a change to the access to service is may have an impact on their educational attainment and access to IT.

The other group the service change may have an impact on is 20-39 age group as they are the largest service user group when categorised by age.

The proposal is likely to have an impact on older people as a reduction in service may affect access to library services and IT and can increase social isolation. Also, the proportion of older (60+) service users is larger than the proportion of older people living in the



			<p>ward.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel, which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and those service users that are aged under 18, 60+ and/or eligible for a Freedom pass should be able to travel at no cost.</p> <p><u>Cubitt Town Library</u></p> <table border="1"> <thead> <tr> <th>Residents by age</th> <th>0-15</th> <th>16-64</th> <th>65+</th> </tr> </thead> <tbody> <tr> <td><b>Number</b></td> <td>2,256</td> <td>10,790</td> <td>485</td> </tr> <tr> <td><b>Percentage</b></td> <td>16.7%</td> <td>79.7%</td> <td>3.6%</td> </tr> <tr> <td><b>Tower Hamlets %</b></td> <td>19.7%</td> <td>74.1%</td> <td>6.1%</td> </tr> </tbody> </table> <p>The ward had the second lowest proportion of residents in the 65+ age range and the fifth highest proportion of residents aged between 16-64 years old.</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their age group, 10% are aged 60+, 21% are aged 40-59 and 34% are aged 20-39. The biggest cohort are those aged 0-19 (35%).</p> <p>Due to difference in data categorisation a direct comparison of data sets is not possible. However, the data suggests that younger people</p>	Residents by age	0-15	16-64	65+	<b>Number</b>	2,256	10,790	485	<b>Percentage</b>	16.7%	79.7%	3.6%	<b>Tower Hamlets %</b>	19.7%	74.1%	6.1%
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				<p>(under 19s) are likely to be disproportionately affected by the proposal as the proportion of younger service users is larger than the proportion of young people living in the ward (they are the largest age group to be affected) and a change to the access to service is likely to have an impact on their educational attainment and access to IT.</p> <p>The proposal is likely to have an impact on older people as a reduction in service is likely to affect their access to library services, IT and can increase social isolation. Also, the proportion of older (60+) service users is larger than the proportion of older people living in the ward.</p> <p>Respondent comment:</p> <p><i>“This is the library I have used since childhood. I am now 81 years old. To get to another library I would have to travel far, and this is difficult for me at this age”.</i></p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal,</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and those service users that are aged under 18, 60+ and/or eligible for a Freedom pass should be able to travel with no cost.</p>
<p><b>Disability</b> (Physical, learning difficulties,</p>	<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><u>Respondent comment:</u></p> <p><i><u>“I come to the library to take out books which helps me with my anxiety and mental health. The groups over the years has been a</u></i></p>

<p>mental health, and medical conditions)</p>				<p><u>saving grace”.</u></p> <p><u>Respondent comment:</u></p> <p><u>“The libraries saved me when I was lonely and depressed”.</u></p>  <p><u>Idea Store Watney Market</u></p> <p>On Census day, around 1,021 residents (8.1 per cent) in Shadwell had a long term health problem or disability ‘<i>limiting the persons day to day activities a lot</i>’, while 7.9 per cent (1001 residents) had a long term health problem or disability ‘<i>limiting the persons day to day activities a little</i>’.</p> <p>In Shadwell, the rate of people with a long-term health problem or disability <i>limiting day to day activities a lot</i> was above the Tower Hamlets (6.8 per cent) and London rate (6.7 per cent) but below the England rate.</p> <p>In comparison, the rate of people with a long-term health problem or disability ‘<i>limiting day to day activities a little</i>’ of 7.9 per cent was also above the Tower Hamlets (6.7 per cent) and London rates but again below the England average.</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their status, 9% of service users considered themselves to have a disability. This is slightly more than the number of people in Shadwell who declared that they have a long term health problem or disability ‘<i>limiting the persons day to day activities a lot</i>’, therefore disabled people are more likely to be affected by the service change.</p> <p>As there are a large proportion of disabled residents living in the ward compared to the average for Tower Hamlets it is highly likely to be disproportionally affected by the service change. We know from other areas that service change in libraries affects disabled people more</p>
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			<p>than people without disabilities as travelling further to access their nearest provisions is more difficult for this group.</p> <p>However, as a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal. The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are bus links (with transfers) between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Idea Store Bow</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on disabled people if the service is changed in this way.</p> <p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on disabled people if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in</p>
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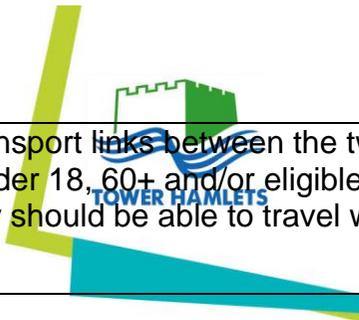


			<p>the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on disabled people if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on disabled people if the service is changed in this way.</p> <p><u>Bethnal Green Library</u></p> <p>On Census day, around 1,336 residents (6.9 per cent) in Bethnal Green had a long term health problem or disability '<i>limiting the persons day to day activities a lot</i>', while around 7.1 per cent (1,362 residents) had a long term health problem or disability '<i>limiting the persons day to day activities a little</i>'.</p> <p>In Bethnal Green, the rate of people with a long-term health problem or disability '<i>limiting day to day activities a lot</i>' was close to the Tower Hamlets (6.8 per cent) and London rate (6.7 per cent).</p> <p>In Bethnal Green, the rate of people with a long-term health problem or disability '<i>limiting day to day activities a little</i>' was slightly above the Tower Hamlets rate (6.7 per cent) but below the London rate (7.4 per cent).</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their status, 8% of service users considered themselves to have a disability. This slightly more than the number of people in Bethnal Green and Tower Hamlets as a whole who declared that they have a long-term health problem or</p>
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				<p>disability 'limiting day to day activities a lot'</p> <p>We know that service change in libraries affects disabled people more than people without disabilities as travelling further to access their nearest provisions is more difficult for this group.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are bus links between the libraries and between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Cubitt Town Library</u></p> <p><u>Respondent comment:</u></p> <p><i>"I'm registered Visually Impaired. Cubitt Town is easily accessible for me and the staff are very aware of my needs. Having to travel further is difficult for me".</i></p> <p>On Census day, around 583 residents (4.3 per cent) in Blackwall &amp; Cubitt Town had a long term health problem or disability limiting the persons day to day activities a lot, while around 4.4 per cent (602 residents) had a long term health problem or disability limiting the persons day to day activities a little.</p>
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			<p>In Blackwall and Cubitt Town, the rate of people with a long-term health problem or disability limiting day to day activities a lot was significantly below the Tower Hamlets (6.8 per cent) and London rate (6.7 per cent).</p> <p>In a similar way, the rate of people with a long-term health problem or disability limiting day to day activities a little was also below the Tower Hamlets rate (6.7 per cent) but below the London rate (7.4 per cent).</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their status, 10% of service users considered themselves to have a disability. This is more than the number of people in Blackwall and Cubitt Town who declared that they have a long-term health problem or disability '<i>limiting the person's day to day activities a lot</i>'.</p> <p>As there are more disabled people living in the ward compared to the average for Tower Hamlets and the percentage of services users who consider themselves disabled is more than the average for the ward it is highly likely that disabled people will be disproportionately affected by the service change. Furthermore, we know that service change in libraries affects disabled people more than people without disabilities as travelling further to access their nearest provisions is more difficult for this group.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal,</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf, which is approximately 1.2</p>
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				 <p>miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>
<b>Sex</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><u>Idea Store Watney Market</u></p> <p>The ward had 6,462 males and 6,192 females providing a gender split in the ward of 51.1 per cent male and 48.9 per cent female. According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their sex, 55% were female (higher than the male-female split in the ward).</p> <p>Also, we know anecdotally that women more often access our services designed for parents and children such as ‘story time’. Therefore, it is highly likely that they will be disproportionately affected by the service change than other groups.</p> <p>If this option is taken forward the new opening hours will need to be designed based on feedback from residents and service users.</p> <p>However, as a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and those service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to</p>



travel with no additional cost.

Idea Store Bow

This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on different sexes if the service is changed in this way.

Idea Store Whitechapel

This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on different sexes if the service is changed in this way.

Idea Store Canary Wharf

This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on different sexes if the service is changed in this way.

Idea Store Chrisp Street

This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on different sexes if the service is changed in this way.



TOWN OF TONDRUWIC

			<p><u>Bethnal Green Library</u></p> <p>The Bethnal Green ward had 9,616 males and 9,692 females providing a gender split in the ward of 49.8 per cent male and 50.2 per cent female. The proportion of females in this ward was slightly higher than the average for the borough.</p> <p>However, according to Idea Stores service user data, in the rolling year to October 2020, of those who declared their sex, 59% were female (higher than the male-female split in the ward).</p> <p>Also, we know anecdotally that women more often access our services designed for parents and children such as 'story time'. Therefore, it is highly likely that they will be disproportionately affected by the service change than other groups</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Cubitt Town Library</u></p> <p>The ward had 7,121 males and 6,410 females providing a gender split in the ward of 52.6 per cent male and 47.4 per cent female. There were just over 700 more males than females resident in the</p>
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TOWER HAMLETS

				<p>ward.</p> <p>However, according to Idea Stores service user data, in the rolling year to October 2020, of those who declared their sex, 59% were female (higher than the male-female split in the ward).</p> <p>Also, we know anecdotally that women more often access our services designed for parents and children such as 'story time'. Therefore, it is highly likely that they will be disproportionately affected by the service change than other groups.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>
<b>Gender reassignment</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>We do not have local data or collect service user data for this characteristic. During consultation, there was not any particular negative impact highlighted by respondents. We do not anticipate any disproportionate negative impact on this group.</p>
<b>Marriage and civil</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>We do not have local data or collect service user data for this characteristic. During consultation, there was not any particular negative impact highlighted by respondents. We do not anticipate any</p>

partnership				disproportionate negative impact on this group
<b>Religion or philosophical belief</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><u>Idea Store Watney Market</u></p> <p>At 54.8 per cent of the population, the proportion of Muslim residents was the highest of all 20 wards in the borough. During consultation, there was not any particular negative impact highlighted by respondents. We do not anticipate any disproportionate negative impact on this group.</p> <p>As a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Idea Store Bow</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different religion and beliefs if the service is changed in this way.</p>





			<p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different religion and beliefs if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings, but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different religions and beliefs if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different religions and beliefs if the service is changed in this way.</p> <p><u>Bethnal Green Library</u></p> <p>The proportion of residents who identified themselves as either Christian (25.8 per cent) or Muslim (34 per cent) was slightly lower than the borough average for those groups.</p> <p>4,255 of the ward's population explicitly stated that they had no religion, accounting for 21.9 per cent of the ward population</p>
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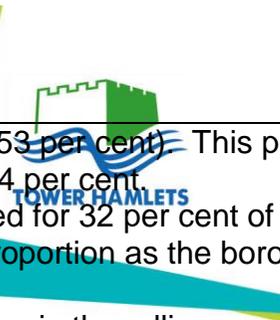
			<p>During consultation, there was not any particular negative impact highlighted by respondents. We do not anticipate any disproportionate negative impact on this group.</p> <p>As a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Cubitt Town Library</u></p> <p>The proportion of residents who identified themselves as Christian (32.8 per cent) was higher than the borough average.</p> <p>2,988 residents in the Blackwall and Cubitt Town ward explicitly stated that they had no religion.</p> <p>During consultation, there was not any particular negative impact highlighted by respondents. We do not anticipate any disproportionate negative impact on this group.</p> <p>As a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of</p>
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				<p>the proposal.</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>
<b>Race</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><u>Idea Store Watney Market</u></p> <p>At the time of the 2011 Census, 9,007 residents in the ward were BME (71 per cent). This proportion was significantly higher than the borough average of 54 per cent.</p> <p>Residents of Bangladeshi origin accounted for 52 per cent of the population (6,585 residents). This was higher than the borough average (32 per cent).</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their ethnicity, 49% were of Bangladeshi origin (the largest by far) while only 14% were from White British background.</p> <p>As a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no</p>



				<p>additional cost.</p> <p><u>Idea Store Bow.</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different ethnic backgrounds if the service is changed in this way.</p> <p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different ethnic backgrounds if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different ethnic backgrounds if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different ethnic backgrounds if the service is changed in this way.</p> <p><u>Bethnal Green Library</u></p>
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			<p>10,143 residents in the ward were BME (53 per cent). This proportion was lower than the borough average of 54 per cent. Residents of Bangladeshi origin accounted for 32 per cent of the population (6,130 residents), the same proportion as the borough average.</p> <p>According to Idea Stores service user data, in the rolling year to October 2020, of those who declared their ethnicity, 34% were of White British, 24% were of White Other and 20% were of Bangladeshi origin.</p> <p>As a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Cubitt Town Library</u></p> <p>At the time of the 2011 Census, 6,788 residents in the ward were BME (50 per cent). This proportion was lower than the borough average of 54 per cent.</p> <p>Residents of Bangladeshi origin accounted for 15 per cent of the population (1,965 residents), a lower proportion than the borough average of 32 per cent.</p> <p>According to Idea Stores service user data, in the rolling year to</p>
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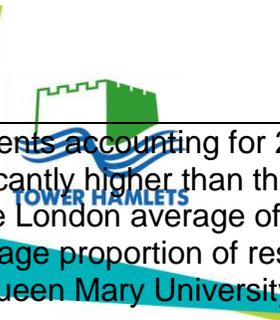


				<p>October 2020, of those who declared their ethnicity, 24% were of White British, 20% were of White Other and 19% were of Bangladeshi origin.</p> <p>As a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal,</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>
<b>Sexual orientation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>One person expressed a concern that loss of access to materials could disadvantage this group, but we believe the amended proposal will mitigate this. We do not anticipate any disproportionate negative impact on this group</p> <p>Respondent comment:</p> <p><i>“We are concerned that the loss of local library will prevent some LGBT+ people accessing information that they don't have access to via schools and cant access safely from their own homes, especially for those who are not able to travel to far from home”.</i></p>
<b>Pregnancy and</b>				During consultation, there was not any particular negative impact

maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	highlighted by respondents. We do not anticipate any disproportionate negative impact on this group.
<b>Other</b>				
Socio-economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><u>Respondent comment:</u></p> <p><i><u>“People use it (library) as a safe place to get away from their four walls and save on heating bills. I hope to use it in retirement. Not everyone can buy books”.</u></i></p> <p><u>Idea Store Watney Market</u></p> <p>19.2 per cent of residents were classified as long term unemployed / never employed (1,743 residents), a higher than the borough average of 13.5 per cent.</p> <p>Lack of access to IT provisions may particularly impact on those unemployed and studying.</p> <p>However, as a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>



			<p><u>Idea Store Bow</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different socio-economic groups if the service is changed in this way.</p> <p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different socio-economic groups if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different socio-economic groups if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on people from different socio-economic groups if the service is changed in this way.</p> <p><u>Bethnal Green Library</u></p> <p>At the time of the Census, Bethnal Green ward had the highest proportion of residents in the borough who identified themselves as</p>
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			<p>full time students. There were 3,582 students accounting for 24 per cent of the ward population, this is significantly higher than the borough average of 14.9 per cent and the London average of 11 per cent. The reason for the higher than average proportion of residents aged 18-21 in the ward is because the Queen Mary University is located within the ward (see page 3).</p> <p>There are slightly fewer residents who were classified as long term unemployed / never worked in this ward (12.5 per cent compared to the borough average of 13.5 per cent).</p> <p>The higher managerial &amp; administrative and lower managerial &amp; administrative professional classifications are broken down as 9.2 per cent and 19.3 per cent respectively. There is a significantly lower proportion of this group in the ward than both the borough and London average.</p> <p>As a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p>As there are slightly less residents who were classified as long term unemployed / never worked in this ward most of the residents should be able to meet the cost of travel.</p> <p><u>Cubitt Town Library</u></p>
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				<p>At the time of the Census, the majority of working aged residents in the Blackwall and Cubitt Town ward worked in higher &amp; lower managerial, administration &amp; professional occupations, compared to the borough average of 36.1 per cent.</p> <p>There were fewer residents who were classified as long term unemployed / never worked in this ward (8.5 per cent compared to the borough average of 13.5 per cent).</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p>As according to the latest Census the majority of working aged residents in the Blackwall and Cubitt Town ward worked in higher &amp; lower managerial, administration &amp; professional occupations, compared to the borough average of 36.1 per cent most of the residents should be able to meet the cost of travel.</p>
<b>Parents/Carers</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><u>Idea Store Watney Market</u></p> <p>At the time of the Census, 27.2 per cent of all residents in the ward lived in family households with dependent children; this proportion was higher than the borough average of 46.2 per cent. However, families with dependent children occupied 35.1 percent of</p>



			<p>the households in the ward, higher than the borough average of 26.6 per cent.</p> <p>Around 8.8 per cent of residents in Shadwell provided unpaid care. The Shadwell rate was above the Tower Hamlets (7.6 per cent), London (8.4 per cent) and England (10.2 per cent) rates.</p> <p>From 1,111 residents in Shadwell who provided unpaid care, around 198 residents provided care for 20 to 49 hours a week, while 304 residents provided care for 50 or more hours a week.</p> <p>The proportion of those providing unpaid care for 50 hours or more of 2.4 per cent in Shadwell was above Tower Hamlets (1.9 per cent) and London (1.8 per cent) averages.</p> <p>Parents and carers are more likely to be impacted by a lack of access to library services and IT.</p> <p>However, as a result of the initial Equality Impact Assessment and consultation, we are recommending to keep the library open for 32 hours in the week; 8 hours a day on Mondays, Wednesdays, Thursdays and Saturdays so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Idea Store Watney Market that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Idea Store Bow</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating</p>
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			<p>the same number of hours for most of the week therefore there will only be a minimal impact on parents/carers if the service is changed in this way.</p> <p><u>Idea Store Whitechapel</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on parents/carers if the service is changed in this way.</p> <p><u>Idea Store Canary Wharf</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on parents/carers if the service is changed in this way.</p> <p><u>Idea Store Chrisp Street</u></p> <p>This option proposes reduced opening hours on a Sunday and staff in the evenings but the library will remain open 7 days a week operating the same number of hours for most of the week therefore there will only be a minimal impact on parents/carers if the service is changed in this way.</p> <p><u>Bethnal Green Library</u></p> <p>47.4 per cent of all residents in the Bethnal Green ward lived in family households with dependent children. However, family households with dependent children occupied 28.3 per cent of the households in the ward. This proportion was higher than the borough average of 19.3 per cent and the London average of</p>
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			<p>22.4 per cent.</p> <p>Around 7.6 per cent of residents in Bethnal Green provided unpaid care. The Bethnal Green rate was the same as the Tower Hamlets average but below London (8.4 per cent) and England (10.2 per cent) averages.</p> <p>From 1,472 residents in Bethnal Green who provided unpaid care, around 247 residents provided care for 20 to 49 hours a week, while 394 residents provided care for 50 or more hours a week.</p> <p>The proportion of those providing unpaid care for 50 hours or more of 2 per cent in Bethnal Green was slightly above the Tower Hamlets (1.9 per cent) and London (1.8 per cent) averages.</p> <p>Parents and carers may be impacted by a lack of access to library services and IT.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 24 hours in the week, 8 hours on Monday, Wednesday and Thursday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal.</p> <p>The nearest Idea Store to Bethnal Green Library that will remain open 7 days a week is Idea Store Whitechapel which is approximately 0.5 miles away and there are public transport links between the two Idea Stores and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p> <p><u>Cubitt Town Library</u></p> <p>At the time of the Census, 37.9 per cent of all residents in the ward lived in family households with dependent children; this proportion was lower than the borough average of 46.2 per cent.</p> <p>However, families with dependent children occupied 21.9 percent of</p>
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				<p>the households in the ward, lower than the borough average of 26.6 per cent.</p> <p>Around 5.8 per cent of residents in Blackwall and Cubitt Town provided unpaid care. The Blackwall and Cubitt Town rate was below the Tower Hamlets (7.6 per cent), London (8.4 per cent) and England (10.2 per cent) averages.</p> <p>From 784 residents in Blackwall and Cubitt Green who provided unpaid care, around 127 residents provided care for 20 to 49 hours a week, while 162 residents provided care for 50 or more hours a week.</p> <p>The proportion of those providing unpaid care for 50 hours or more of 1.2 per cent in Blackwall and Cubitt Town was slightly below the Tower Hamlets (1.9 per cent) and London (1.8 per cent) averages.</p> <p>Parents and carers may be impacted by a lack of access to library services and IT.</p> <p>However, as a result of the initial Equality Impact Assessment and the consultation, we are recommending to keep the library open for 16 hours in the week, 8 hours on Monday, Wednesday so that most service users including the above groups can still access the service. This is being recommended to mitigate against some of the impact of the proposal</p> <p>The nearest Idea Store to Cubitt Town Library that will remain open 7 days a week is Idea Store Canary Wharf which is approximately 1.2 miles away and there are public transport links between the two libraries and service users aged under 18, 60+ and/or eligible for a Freedom pass due to their disability should be able to travel with no additional cost.</p>
People with different <b>Gender</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	During consultation there was not any particular negative impact highlighted by respondents. We do not anticipate any

<b>Identities</b> e.g. Gender fluid, Non-Binary etc				disproportionate negative impact on this group
<b>Any other groups</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A



## Section 5: Impact analysis and action plan

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Update on progress
<ul style="list-style-type: none"> <li>Implement the amended proposal which keeps 2 days at Cubitt Town Library, <b>No index entries found.</b></li> </ul>	Keep Idea Store Watney Market open on Mondays, Wednesdays, Thursdays and Saturdays for 8 hours a day (32 hours a week)	[Cabinet date, date of implementation]	Teresa Heaney	This has been embedded within the recommended proposal

## Section 6: Monitoring

What monitoring processes have been put in place to check the delivery of the above action plan and impact on equality groups?

We will continue to monitor processes and gather feedback through formal channels (CIPFA Public Library User Survey), adult learning evaluation, residents satisfaction surveys, as well as informally.

## Appendix A

### EIA decision rating

Decision	Action	Risk
<p>As a result of performing the EIA, it is evident that a disproportionately negative impact (direct, indirect, unintentional or otherwise) exists to one or more of the nine groups of people who share a Protected Characteristic under the Equality Act and appropriate mitigations cannot be put in place to mitigate against negative impact. It is recommended that this proposal be suspended until further work is undertaken.</p>	<p><b>Suspend – Further Work Required</b></p>	<p><b>Red</b></p> 
<p>As a result of performing the EIA, it is evident that there is a risk that a disproportionately negative impact (direct, indirect, unintentional or otherwise) exists to one or more of the nine groups of people who share a protected characteristic under the Equality Act 2010. However, there is a genuine determining reason that could legitimise or justify the use of this policy.</p>	<p><b>Further (specialist) advice should be taken</b></p>	<p><b>Red Amber</b></p> 
<p>As a result of performing the EIA, it is evident that there is a risk that a disproportionately negatively impact (as described above) exists to one or more of the nine groups of people who share a protected characteristic under the Equality Act 2010. However, this risk may be removed or reduced by implementing the actions detailed within the <i>Impact analysis and action plan</i> section of this document.</p>	<p><b>Proceed pending agreement of mitigating action</b></p>	<p><b>Amber</b></p> 