

Equality Impact Assessment (EIA) Template: Service Reviews/Service Changes

Title of spending review/service change/proposal	Transforming Neighbourhood Services / North East Area
Name of division/service	Neighbourhood Services; Youth Services; Adult Learning; Customer Services
Name of lead officer completing this assessment	Lee Warner/Julia Conlon
Date EIA assessment completed (Our Public Sector Equality Duty is a continuing duty, before and after decisions are made. Therefore, amendments to the original EIA may be appropriate should equality implications change over time.)	23/10/2016 – 12/11/2016 Last updated 19/04/2017
Decision maker	Cllr Kirk Master
Date original decision taken	23 rd January 2017
Date of anticipated completion date following additional consultation	December 2017

EIA sign off on completion of proposal:	Signature	Date
Lead officer	Lee Warner	
Equalities officer	[Irene Kszyk]	
Divisional director	[John Leach]	

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents, and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy, but must be complete.
- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.
- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

1. Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will current service users' needs continue to be met?

The TNS programme is scoped to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery within the Neighbourhood Services section by around 30% while maintaining the quality of our services. Whilst there is no explicit target for savings to be made by other service areas through the TNS programme the Using Buildings Better programme requires that opportunities for other public facing services to achieve efficiencies through the process are identified.

The programme has identified an approach whereby the city is divided into 6 geographical areas and these are investigated sequentially to identify methods by which the service delivery model can be transformed through opportunities to co-locate services and better use of the assets available.

The likely effect in each area will include a reduction in the number of buildings providing services and a grouping together of greater numbers of services in the best located and accessible buildings. A staffing review was implemented in February 2016 to support a sustainable service delivery model for Neighbourhood Services with a much greater integration of the services offered in neighbourhoods.

The scope of the TNS programme was broadened to include additional public facing buildings in October 2015 as part of the Council wide

“Using Buildings Better” programme. In the North East area of the city the scope of the TNS programme encompasses 10 neighbourhood buildings accommodating the delivery of the following service areas:-

- Community Centres
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services
- Youth services

It is recognised that other services within the council deliver services in the neighbourhoods and although these are not in scope directly, they have been involved in the development of this draft model.

- The Early Years service has an overview of pre-school provision across the city. The service has been consulted with regard to the private pre-school which is based in Netherhall Neighbourhood Centre.
- The Early Years service has also been consulted with regard to proposals for Children, Young People and Family Centres which are currently being consulted upon for the city as a whole.

The principle for the TNS programme is to reduce the number of buildings Council services operate from, but to retain the service provision. It is intended that current service users’ needs will continue to be met under the building proposals in the North East area. However it is to be noted that individual service areas will also be undertaking reviews of the services delivered which do not form part of the TNS buildings proposal for the area.

Proposals consulted upon

The proposal consulted upon for the North East area is to invest in well located buildings to deliver multiple services under one roof. Early engagement (6 June – 17 July 2016) with residents, partners and service users identified the following buildings as the best located service points: Belgrave Neighbourhood Centre, either Rushey Mead Recreation Centre or Rushey Mead Library; the Armadale Centre in Netherhall; Thurnby Lodge Youth and Community Centre and Hamilton Library. Northfields Neighbourhood Centre and one of the two buildings in Rushey Mead are appropriate for asset transfer: Ocean Road Community Centre and Belgrave Library would form part of the Council’s disposals programme.

The full proposals consulted upon 12 September – 23 October 2016 can be viewed on the Council’s website at: www.leicester.gov.uk/tns

Following consultation of the proposals in September and October, the recommended model for the North East area is as follows:

Belgrave Library is retained at this time and will be enhanced to deliver a library and customer self-service facility with staff on hand as before. There will be investment in Belgrave Neighbourhood Centre to optimise the use of space and to increase income. Operations will be reviewed to improve the use of space and to increase income from room hire. The current end of life kitchen reduced to free up space for an adult learning room. It is likely that the current operating model for the daily lunch club which runs Monday to Friday will change and consideration will have to be given to the capacity to cook a high volume of meals onsite. It is proposed to work with partners to design a smaller kitchen facility capable of supporting community activities and a changed lunch club provision on week days. A separate EIA will be developed to assess the impact on lunch club operations.

At Rushey Mead library services and community room hire will be amalgamated into the reconfigured Rushey Mead Recreation Centre. The Rushey Mead Library building will be made available for lease (including the option of Community Asset Transfer) or sale.

Hamilton Library & Learning Centre will be redeveloped as “Hamilton Library and Community Centre.” With better access to the community hall for community organisations.

There has been strong feedback from the consultation that Netherhall Neighbourhood Centre be retained instead of the Armadale Youth Centre. In this case the Neighbourhood Centre would accommodate both youth and community activities. A further period of consultation will be held on this alternative proposal. A separate decision will be taken on these buildings informed by the further consultation. This EIA will be further updated once a decision has been taken. Thurnby Lodge Youth and Community Centre will be retained. Better use will be made of the space to accommodate community activities displaced from the nearby Ocean Road Community Centre.

Northfields Neighbourhood Centre and the Rushey Mead Library building will be released and potentially offered for asset transfer or sale. Ocean Road Community Centre will form part of the Council’s disposal programme.

This EIA examines the updated model as outlined above.

Current building use/service provision	Proposed building use/service provision
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<p>Belgrave Library</p> <ul style="list-style-type: none"> - library services 	<p>Belgrave Library</p> <ul style="list-style-type: none"> - Library services - Customer self-service facility
<p>Belgrave Neighbourhood Centre:</p> <ul style="list-style-type: none"> - Room hire - Community activities - Kitchen facility - Pre-school - Adult Learning Classes 	<p>Belgrave Neighbourhood Centre</p> <ul style="list-style-type: none"> - Improved use of space for room hire - Community activities - Reconfigured, smaller community kitchen - No change - Additional class rooms for expanded offer
<p>Rushey Mead Library</p> <ul style="list-style-type: none"> - Library services <p>Rushey Mead Recreation Centre</p> <ul style="list-style-type: none"> - Room hire - Kitchen facility 	<p>Rushey Mead Recreation Centre (reconfigured)</p> <ul style="list-style-type: none"> - Library services - Room hire - Kitchen facility
<p>Hamilton Library</p> <ul style="list-style-type: none"> - Library services - Adult Learning provision 	<p>Hamilton Library and Learning Centre (reconfigured)</p> <ul style="list-style-type: none"> - Library services - Council self-service facility

<ul style="list-style-type: none"> - Community Hall 	<ul style="list-style-type: none"> - Community hall with improved access - Adult Learning provision
<p>Netherhall Neighbourhood Centre</p> <ul style="list-style-type: none"> - Community activities <p>Armadale Youth Centre</p> <ul style="list-style-type: none"> - Youth activities 	<p>Netherhall Neighbourhood Centre and Armadale Youth Centre</p> <ul style="list-style-type: none"> - Further consultation on alternative option
<p>Thurnby Lodge Youth and Community Centre</p> <ul style="list-style-type: none"> - Community activities - Youth activities <p>Ocean Road Community Centre</p> <ul style="list-style-type: none"> - Community activities 	<p>Thurnby Lodge Youth and Community Centre</p> <ul style="list-style-type: none"> - Community activities (including relocated activities from Ocean Road Community Centre) - Youth activities
<p>Northfields Neighbourhood Centre</p> <ul style="list-style-type: none"> - Community activities - Youth activities 	<p>Explore options for lease or sale with community use</p> <ul style="list-style-type: none"> - Option for services to relocate to other buildings - Alternatively some activities may remain depending on types of community use accommodated following disposal

<p>2. Equality implications/obligations</p> <p>Which aims of the Public Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.</p>	
	<p>Is this a relevant consideration? What issues could arise?</p>
<p>Eliminate unlawful discrimination, harassment and victimisation</p> <p>How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic</p>	<p>The proposal aims to reduce the number of neighbourhood buildings operated by the Council in Belgrave, Rushey Mead, Troon, Humberstone & Hamilton and Thurncourt wards whilst retaining the services by delivering multiple services from core buildings.</p> <p>The proposed buildings are fully accessible and will offer a wider range of services delivered from one point. The buildings are located on good bus routes and at the centre of local communities.</p> <p>Additional self-serve facilities will be made available to improve access to Council services by 'phone and online. The new self-serve facilities will be offered at Hamilton and Belgrave Libraries in response to early requests for better access to services. There is no planned reduction in staff support at these sites. Free access to computers and the customer service self-service offer for residents who do not have their own home computers will be available at Belgrave Library and Hamilton Library. Assistance and support for those that need it will also be available at these locations.</p> <p>Youth Services: Young Carers and special educational needs and disability (SEND) groups operate at Armadale Youth Centre.</p>

	<p>These groups will be part of the additional consultation on an alternative option regarding the two Netherhall buildings.</p> <p>It is recognised that there is high demand for community space especially for health reasons amongst elderly members from a range of backgrounds in several of the areas consulted upon, and notably in the Belgrave ward. Operations will be reviewed at Belgrave Neighbourhood Centre to ensure fair and consistent access to community space by improving efficiency of room use. Lunch club operations will be reviewed as part of this process and a separate EIA will be developed.</p>
<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	<p>The proposals affect all residents and service users in the North East area of the city.</p> <p>An analysis of the North East area using the indices of multiple deprivation at the Super Output Area level shows pockets of high deprivation in the Belgrave, Troon and Thurncourt wards (see Appendix 1). Under the proposals Council run buildings are retained in Thurncourt and Belgrave and a recommendation is made to consider transfer of the Northfields Centre (on the boundary of Troon/North Evington wards) to increase usage which is currently low. Additional access to council services is to be offered at Belgrave Library and at Hamilton Library.</p> <p>Age is a consideration for inequalities faced by two groups.</p> <p>Children living in deprived areas are affected by child poverty. Under the proposal access to reading and information through library services remains unchanged in the Belgrave and Hamilton areas which are well located to continue to provide free access to</p>

	<p>books, information and the internet for deprived families in these areas. The provision of youth sessions will remain at the same location in Thurncourt ward. An alternative proposal is to be consulted upon at in Netherhall to merge services in one building. Youth provision at Northfields will change with the proposal to withdraw from the Northfields Neighbourhood and Youth Centre. The youth service will work with young people in the area to identify alternative accessible provision.</p> <p>Older people living in deprived areas visit community run groups at very local facilities to help overcome social isolation. Under the proposal the Council will work with groups meeting to socialise at Community Centres to ensure alternative arrangements are made where necessary allowing the groups to continue to meet. There is high use of Belgrave Neighbourhood Centre and also Rushey Mead Recreation Centre by older people from ethnic minority backgrounds. These groups have identified important health benefits from attending exercise and social activities at the centres. Officers will work with these groups to ensure they are not adversely affected by the changes taking place at the centres, both of which are retained.</p> <p>Under the proposals additional access will be made available to council services through self-service 'phones and computers'. There was concern that some older people would not be familiar with online access channels, however Neighbourhood Services staff will continue to be available to help customers to access the new facilities.</p> <p>Relocation into shared centres will result in increasing opportunities</p>
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	<p>for services users to access a range of services in one place. Services will still identify and address the access needs of their client base to ensure equality of opportunity is maintained and promoted.</p> <p>Young Carers sessions operate on a weekly basis at Armadale youth centre. A weekly session operates for young people with special educational needs or disabilities (SEND) at Armadale Youth Centre. This EIA will be updated once a decision has been made for the Netherhall buildings following further a further period of consultation.</p>
<p>Foster good relations between different groups Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	<p>The multi-use environment of the shared centres will provide an opportunity for local residents to come into contact with and potentially engage with other residents who have different protected characteristics than themselves. This opportunity to engage with diverse members of the local community raises awareness of different groups who share similar interests and concerns to them and helps to foster good relations between them.</p> <p>The provision of community meeting spaces for a wide range of groups and activities at Community Centres and Libraries helps to promote good relations and greater understanding between different groups. Under the proposals community meeting space will remain available in Council run Libraries and Community Centres. There will be some investment in these spaces at Belgrave Neighbourhood Centre, and Rushey Mead Recreation Centre.</p> <p>Two buildings are proposed for disposal including potential asset transfer. In the event of an asset transfer bids would be assessed</p>

	to ensure community impact criteria are met with provision made to accommodate existing and new groups by the lease.
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3. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

The population of the North East is diverse and differs across the area – particularly in regard to ethnicity (along with use of English as their main language), religion or belief, and to a lesser degree, age (some differences in % of over 65 year olds). The chart below presents a comparative profile as presented in the compendium of statistics for the 2011 census:

	Belgrave	Rushey Mead	Troon	Humberstone & Hamilton	Thurncourt
Total population:					
Total	15,927	16,906	11,797	17,414	10,965
Age:					
Age 16-64	68.8%	67.2%	64.7%	64.6%	60.2%
Age 65-75	7.0%	7.8%	6.0%	5.2%	8.4%
Age 75+	6.2%	6.1%	4.8%	5.4%	10.2%
Place of birth:					

Born in UK	36.5%	44.2%	64.9%	72.4%	80.0%
Born in Southern Asia	40.1%	30.4%	15.1%	9.4%	8.1%
Born in South & Eastern Africa	16.3%	17.6%	11.3%	8.9%	5.4%
Born in Europe (non UK)	3.2%	3.9%	5.1%	3.9%	3.5%
English language:					
Main language English	39.4%	49.2%	71.1%	79.7%	87.0%
Cannot speak English	5.2%	2.6%	1.1%	0.8%	0.6%
Ethnicity:					
White	9.1%	12.8%	37.8%	45.6%	61.2%
Indian	74.5%	67.7%	37.8%	32.2%	19.5%
Black	2.6%	2.3%	5.6%	4.1%	3.6%
Other Asian	6.9%	8.8%	5.7%	4.8%	4.0%
Pakistani	1.7%	1.9%	3.1%	1.7%	2.4%
Other White	2.3%	2.8%	4.1%	3.7%	3.2%
Religion or belief:					

Christian	10.3%	14.2%	29.4%	33.8%	43.8%
Muslim	11.4%	10.8%	17.9%	13.8%	11.1%
Hindu	65.6%	57.3%	22.3%	20.8%	9.1%
Sikh	4.0%	8.0%	7.7%	6.6%	6.0%
No religion	4.7%	4.9%	16.3%	18.9%	23.7%

Residents, partners, stakeholders and community groups living and working in the North East area of Leicester City comprising Belgrave, Rushey Mead, Troon, Humberstone & Hamilton and Thurncourt wards have indicated that they could be affected by the proposal in the following ways:

- Groups and individuals meeting and participating in community activities at Community Centres. Some users may need to relocate to another building if the building is proposed for demolition or alternative use – travel distance may be an issue. Some users may need to use buildings which are run by non-Council organisations with a change to terms and conditions of use, including charges for hire of community space.
- Groups and individuals accessing library services. These users would benefit from the development of multiple services available within the same building at Belgrave and Hamilton. The service would be relocated to the Recreation Centre at Rushey Mead. The centre would be reconfigured to free up more space, but the core library area would be smaller. It will be necessary to work with existing library users, including children and young people, to ensure the community space is used/reorganised in a way that is suitable to all. It is also recognised that many library and community centre users at Rushey Mead also use the larger services at Belgrave. The Belgrave services will continue to form part of the local offer and are likely to receive increased use.
- Adult Skills & Learning Service users. Users in the Belgrave area would be able to access services at the better located Belgrave Neighbourhood Centre (instead of at Abbey Primary School). Users at Northfields Neighbourhood Centre would still be able to access Adult Learning sessions at the building provided that adult learning provision is considered as part of the asset transfer. If this is not possible then learning sessions would be relocated to another centre. In this case travel distance may be less convenient

for some customers.

- Individuals accessing the Council's Customer Services office. Users would experience an improved offer with additional self-service facilities installed at Belgrave and Hamilton Libraries. Neighbourhood Services staff would be available to help customers find the new facilities.
- Young people attending youth sessions at Council run youth centres. Youth sessions would continue to run at Thurnby Lodge Youth Centre and in Netherhall (although potentially at a different building). Alternative provision will be explored with young people at Northfields.
- Local residents who do not currently use the above services but who may wish to so in the future.

4. Information used to inform the equality impact assessment

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data, national trends, etc.

Demographic information for the area taken from the most recent Census data was used to understand the profile of the population in the area.

The Index of Multiple Deprivation map produced by the Public Health Division of Leicester City Council was used to identify levels of deprivation at super output area level.

Service usage data was used to ascertain the levels of use for each building. The data includes:

- Full timetable of activities delivered at each building and in each room, and any protected characteristics relating to user groups
- Numbers attending each type of activity
- Total use (annual visits) for each building
- Service level data relating to ethnic background, disability, age and gender. Levels of information vary between services.

- Bus routes, cycle ways, pathways and road networks to assess the accessibility of sites.
- Postcode analyses of consultation respondents (where postcodes supplied)
- Analysis of age, gender, BME group and disability information supplied by respondents to the consultation exercise

5. Consultation

What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders? What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs?
- How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

Extensive public engagement and consultation has been undertaken in the North East area of the city.

An initial engagement exercise was undertaken from 6th June to 17th July 2016 inviting feedback and suggestions with regard to 10 neighbourhood buildings. Views were submitted in two main ways:

- At a series of 5 drop in sessions followed by 9 focus group sessions based on locality and age groups.
- Through a form available in various locations across the area and online for people to provide individual responses and comments. 1,191 questionnaires were completed.

Focus groups were held in each ward, and at each youth centre location.

Representatives from the Young People's Council were involved in the initial engagement exercise.

Staff briefing and feedback sessions were undertaken during both engagement and consultation exercises.

The key outcomes of the engagement exercise were as follows:

Factors to consider for buildings used:

The main reasons given for using services were:

- Facilities/services (half of all responses)
- Range of services available (quarter of all responses)
- Ease of access
- Friendliness of staff

Residents and service users were also asked for their suggestions for reorganising services in the area to make savings. The main suggestions drawn from the responses were:

- Bring services together in fewer buildings
- Deliver extra services in existing buildings to increase use, for example Adult Learning sessions
- Make changes to run buildings more efficiently, for example install energy saving lighting, review heating and room allocation
- Better promotion to increase the use of existing buildings

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

A full report containing the findings of the engagement exercises is available on the Council's website at <https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/north-east-tns/>.

The proposals were developed based on the feedback from these engagement exercises. A full consultation was undertaken on the proposals between 12 September and 23rd October 2016. Views were submitted through:-

- Two public meeting held at Hamilton Library on 26 September and Belgrave Neighbourhood Centre on 27 September
- Online and paper questionnaires capturing protected characteristics and comments on proposals
- Meetings with community groups upon request

- Youth Focus group meetings
- Ward meetings
- Letters and emails sent to officers, councillors and MPs
- Petition submitted in 23 October 2016

The key findings of the consultation on the proposals for the 10 buildings in the area were:

- There was support for the proposal to invest in Belgrave Neighbourhood Centre, but there was concern about the proposal to move Belgrave Library into the centre. The main concerns were that existing users include the lunch club and the regular men's and ladies exercise classes would be displaced or reduced in size. There were concerns this would have a negative impact on older people who gain physical, mental and social benefits from attending these sessions (protected characteristic of age). There was also concern that the main hall would no longer be available for large religious events, for example to support Navratri and Diwali (protected characteristic of religion or belief).
- There was concern about the proposal to change lunch club provision to reduce the size of the kitchen which is end of life. Discussions have been had with the lunch club committee including options to bring in some or all of the food from outside. There is a reluctance to specify and source hot food from outside as it is felt that this would compromise the quality of the offer and result in lower uptake. Key concerns are that outside suppliers would compromise on quality, would be unable to accommodate a wide range of dietary requirements based on cultural tastes and the age of the diners (protected characteristic of age and of race/religion or belief).
- There was some support for reviewing room allocation for community hires at Belgrave Neighbourhood Centre based on the standard citywide charging policy. However service users were keen to ensure that officers work closely with stakeholders and service users to ensure that so far as possible the changes would not disadvantage groups and users who might be relocated or be subject to changes in the application of charges (covers all protected characteristics of users).
- Users of Rushey Mead Recreation Centre and Library were concerned that both buildings are small and existing groups might be displaced. Rushey Mead Library users were keen to retain a local facility that they could visit frequently (covers all protected characteristics of users).
- There was a concern from users of centres proposed for withdrawal that some people might be unable to travel to alternative

centres. Concerns were raised from users of Rushey Mead Library (nearest is Belgrave Library at 1.4 miles) and Ocean Road Community Centre (Thurnby Lodge Community Centre is 0.7 miles away 13 minutes' walk) (covers all protected characteristics of users)

- There was concern that popular activities at Netherhall Neighbourhood Centre would end if the community offer moved to the Armadale Centre (opposite on Grantham Road). The community hall at Netherhall is larger than the one in the Armadale Centre and currently accommodates a bowls group and a long running dance school for children and young people (protected characteristic of age). The facility is based in an area of deprivation.
- A private pre-school operates in Netherhall Neighbourhood Centre. The pre-school is popular with local parents and there is very limited alternative provision in the local area (protected characteristic of age). It is unlikely the pre-school could be accommodated in the Armadale Centre and there are very few alternative locations which would be suitable in the local area.
- There was concern from young people at Northfields Neighbourhood Centre that they would have nowhere else to go should the centre be disposed of (protected characteristic of age). Young people are keen to work with support workers to identify an alternative in the area.
- There was interest in community asset transfer from the main user at Northfields Neighbourhood Centre, but also concern that groups would have few alternative venues in the local area should community use of the centre end (covers all protected characteristics).
- There was concern from library users about the proposals to introduce library and council self-service. Concerns were based on the lack of familiarity some, often older, users have with online services (protected characteristic of age). A reassurance was sought that staff will still be available to assist with library information enquiries and stock knowledge, as well as to help users access IT resources.
- There was strong support for the retention of Netherhall Neighbourhood Centre instead of Armadale Youth Centre. A further consultation will be required to test this proposal.

It was recommended that a further consultation take place on additional options for Netherhall Neighbourhood Centre and Armadale Centre. This EIA will be updated following the further period of consultation.

6. Potential equality Impact

Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

Protected characteristics	Impact of proposal: Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal? How does the protected characteristic determine/shape the potential impact of the proposal?	Risk of negative impact: How likely is it that people with this protected characteristic will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact? These should be included in the action plan at the end of this EIA.
Age¹	Older people – may be impacted by the distance they need to travel to alternative library and community facilities because of mobility issues. This may be the case at Rushey Mead Library, Ocean Road	The distance from Rushey Mead to Belgrave Library is 1.4 miles. The bus route between these locations is not direct. However consultation responses indicate that around 48% of Rushey Mead users also access	Improvements to online services. Services can also be accessed via the telephone and online. Libraries fully accessible for wheelchair users. PC screens can be

¹ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

	Older people using Belgrave lunch club may choose not to attend if the offer is changed.	May lead to social isolation and poorer health outcomes if users stop attending	<p>ensure display materials are appropriate for young people when they are using the building.</p> <p>Further detailed EIA work required to deliver an acceptable alternative to existing lunch club provision</p>
Disability²	Some disabled people may be impacted by the distance they need to travel to alternative provision because of mobility issues. Access to buildings and building features will also need to be considered and other barriers that prevent disabled people accessing services.	<p>Consultation feedback highlights that the distance from Ocean Road to Thurnby Lodge Centres is minimal and that a bus route connects these sites.</p> <p>Rushey Mead Recreation Centre is 2 minutes' walk from Rushey Mead Library. Consultation shows most users walk.</p> <p>Northfields Centre is largely accessed by car (and has a good sized car park).</p> <p>Netherhall Neighbourhood Centre is opposite the Armadale Centre. There is limited car parking at the Armadale Centre.</p>	<p>Improvements to online services. Services can also be accessed via the telephone. Home visits are available to those that need them. Pursue suggestion from tenants to initiate discussion with Bus Companies to relocate the bus stop closer to the Beaumont Leys Library.</p> <p>Libraries and Community Centres are fully accessible for wheelchair users. PC screens can be set to a higher resolution for people with visual impairments. Floor walkers can support customers. Online information is available in plain English to ensure it is understandable to service users. Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating</p>

² Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

	Young people with Special Educational Needs & Disability (SEND) attend sessions at Armadale Youth Centre. A young carers group also uses Armadale Youth Centre.	There is a risk that relocation may to another building may mean this group stops using the service.	against anyone based on their protected characteristics. The youth service will work with both groups and with Barnodos to help the young people to lead on managing the proposed change and develop their own space.
Gender Reassignment³	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Marriage and Civil Partnership	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Pregnancy and Maternity			The libraries have adequate access for pushchairs and prams and there are baby changing facilities available
Race⁴	Customers whose first language is not English may have difficulty understanding online information	For people unable to speak English may be unable to access services at shared service centres.	If customers are not able to read English well they will still have access to phone translation services and face

³ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

⁴ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

	where housing, customer service and library services are offering an online or self-service facility.		to face translation service support to ensure they understand the information they need. There will be floor walkers who will be able to sort out access to interpreters/translated materials. Services aim to ensure inclusive access to all protected characteristics and staff will be trained to be aware of not stereotyping or discriminating against anyone based on their protected characteristics.
Religion or Belief⁵	Faith based groups make use of the following of Northfields Neighbourhood Centre, Thurnby Lodge Community Centre and Belgrave Neighbourhood Centre. Large scale religious festivals are supported at BNC. The asset transfer of Northfields would affect a large group who meet throughout the week for religious and community activities.	Religious groups may be displaced.	The proposed community asset transfer of Northfields would be constructed to ensure the needs of existing users are taken into account and accommodated. Council officers will work with a wide range of stakeholders when undertaking operational changes at BNC to ensure limited impact on celebration of important religious activities.
Sex⁶	Popular exercise classes at BNC and Rushey Mead Recreation Centre are gender specific. There is	Currently there is no evidence to support that this protected characteristic is likely to be	Space allocation will be managed in keeping with proposed new operational arrangements for BNC to

⁵ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city's population. Given the diversity of the city there is always scope to include any group that is not listed.

⁶ Sex: Indicate whether this has potential impact on either males or females

	high demand on space from both groups.	negatively impacted.	maximise use and income.
Sexual Orientation ⁷	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal? These are the issues cited arising from consultation sessions held. Also, for those within the Belgrave area, they reflect concerns arising from the local population.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?</p>			

	Impact of proposal: Describe the likely impact of the proposal on children in poverty or any other people who we consider to be vulnerable. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?	Risk of negative impact: How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA.
Other groups			
Children in poverty	There are areas of high deprivation in Belgrave, Troon and Thurncourt	There is low risk that children and young people will be affected in	Library and youth services will continue to be delivered in the North

⁷ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

	wards. Children in these wards access libraries and youth centres.	these areas due to continuing service delivery. There is a possibility that young people may not continue to access alternative youth service provision when the service withdraws from Northfields Community Centre.	east area, and within the same local areas. Officers will work with young people at Northfields Centre to an identify alternative location for youth sessions to run.
Other vulnerable groups	Access to services for groups with a range of vulnerabilities through shared receptions	Particularly for housing service users who are used to going to stand alone offices who may be unable to access the service they require through shared receptions.	Ensure reception staff are trained and are able to assist and signpost people to appropriate services particularly identifying people who are vulnerable and presenting in crisis.
Other types of groups (ie. Mobile phone users)	None identified		

7. Monitoring Impact

You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:

- monitor impact (positive and negative, intended and unintended) for different groups
- monitor barriers for different groups
- enable open feedback and suggestions from different communities
- ensure that the EIA action plan (below) is delivered.

Updated following executive decision.

- Library membership is mandatory for computer use and book loans. The Library Management System records usage by user category and by building and resource.
- A system is in place to capture key protected characteristics including gender, age and if given, ethnicity and disability
- A system is in place to capture usage by community groups

- An in depth user surveys are undertaken

8. EIA action plan

Update following executive decision.

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
Ensure residents from all backgrounds, communities and demographics continue to have access to Council neighbourhood services	Involve stakeholders and service users in the design of shared facilities	Lee Warner	December 2017
Ensure that young people can continue to access youth services	Youth workers to work with young people to involve them in the change. Explore electronic display screens and flexible display materials to make spaces appropriate for young people when they are using the building.	Julia Conlon	December 2017
Ensure that existing community groups and activities from all backgrounds and demographics are able to continue if wanted	Work with residents and groups to find alternative solutions if their current community activities are displaced by changes to buildings. Work with residents and groups to involve them in changes to buildings	Lee Warner	December 2017

Ensure residents from all backgrounds, communities and demographics continue to have access to Council neighbourhood services	Undertake a full user survey to include all service users of community centres and libraries over the course of one week. Provide a report on the results.	Lee Warner	December 2017

Appendices

1. Index of multiple deprivation in Leicester City 2015
2. Bus routes in North East Leicester
3. TNS North East Consultation report at 23rd October 2016 (see separate document)



