

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Communities Housing and Environments	Service area: Customer Services
Lead person: Nick Hart	Contact number: 07712214916
Date of the equality, diversity, cohesion and integration impact assessment: 15/1/24	

1. Title: Provision of Crossgates Library services
Is this a: <input type="checkbox"/> Strategy / Policy <input checked="" type="checkbox"/> Service / Function <input type="checkbox"/> Other
If other, please specify

2. Members of the assessment team:

Name	Organisation	Role on assessment team For example, service user, manager of service, specialist
Nick Hart	LCC	Head of Service
Adele Wilson	LCC	Manager
Richard Hart	LCC	Manager

3. Summary of strategy, policy, service or function that was assessed:
The service to be assessed is the Leeds Library service, with specific reference to the future provision of library services in the Crossgates area of Leeds.
Leeds Library provision aims to provide:
<ul style="list-style-type: none"> • Books, reading and cultural activity – access to a rich resource of reading material (including digital resources) and a diverse cultural programme to engage and excite customers • Learning – access to a wide range of informal learning opportunities, including digital skills • Knowledge and discovery – access to a high quality information service, including business support and heritage services • Connected communities – a safe and welcoming space for community use and engagement

4. Scope of the equality, diversity, cohesion and integration impact assessment (complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)
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4a. Strategy, policy or plan (please tick the appropriate box below)	
The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>
Please provide detail:	

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service	<input checked="" type="checkbox"/>

x

(including service provision or employment or a specific section of the service)	
Procuring of a service (by contract or grant)	<input type="checkbox"/>
<p>Please provide detail: This screening is regarding the future provision of the Crossgates library service.</p> <p>The Library service for the area has until the last few years been delivered from a location on Farm Road in the Crossgates area. In 2021, as part of proposals to invest in the library in order to develop a full Community Hub and Library scheme, the service was decanted into a temporary location within the nearby Arndale shopping Centre.</p> <p>The successful business case for the development was reliant upon funding to be received from a co- location arrangement with a local GP surgery. Following the decant to the temporary library facility the GP subsequently informed LCC that their funding had fallen out (despite previous assurances). In addition, whilst the building was unoccupied it has been subject to significant vandalism, including arson attacks – causing extensive damage throughout.</p> <p>This has resulted in circumstances whereby the original proposed development is no longer viable, and due to the extent of the damage to the building combined with the current financial challenges of Leeds City Council – re occupation of the previous location is now unaffordable.</p> <p>Therefore, this screening is to ensure that equality considerations are taken into account with regard to a proposed permanent occupancy of the library service within the Arndale Shopping Centre.</p>	

<p>5. Fact finding – what do we already know Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.</p> <p>(priority should be given to equality, diversity, cohesion and integration related information)</p>
<p>The temporary library facility has been delivered from the Crossgates shopping centre for a number of years now. Although the location is smaller than the previous facility, the number of services provided from the Shopping Centre location is already greater.</p> <p>Customer feedback is at present mixed, there is some community opposition to the proposed permanent facility from the shopping centre, issues include that the location is not as large as the previous one, and that this limits the service available to the public. However, other customer feedback is more positive with some preferring the accessibility of the Arndale centre (particularly for customers who may have disabilities, or elderly customers). Others have also cited that they prefer the shopping centre location due to parking now being widely available when there was none previously, but also that they can access the Library and wider Council services and then visit other shops and services</p>

based within the centre.

A thorough needs assessment has been undertaken to ensure that any customer issues are fully considered.

A **public consultation** is also currently live – this asks library users when they prefer to use the Library offer, and what they use the library for. It also provides the opportunity to make comment generally about the library offer, and to make suggestions on how LCC can make savings. To date there has been 143 Crossgates residents return the survey, with 3 responses stating that the shopping centre isn't big enough. However, a number of responses provide positive comment that the shopping centre location works well, with 2 responses requesting that the service stays in the centre but is further developed.

It is proposed to complete an additional consultation, subject to approval to remain in the shopping centre, this will request resident's views/suggestions on increasing and improving the library offer from this location. Timescales for this will be provided in the plan below.

Staff feedback is generally in favour of the library service being delivered from the shopping centre. Staff feedback that most customers are very happy with the service – the story and rhyme time sessions are amongst the most popular in the city. The digital drop ins also. Staff report that there is an increase in vulnerable customers presenting for support at the Shopping Centre location – suggesting that the library offer is better situated where there is an existing high natural footfall. Staff are also keen on the possibility of expanding the current facility, delivering on the promise of a Community hub and Library service for Crossgates residents.

Staff facilities are also more modern and parking is also now available at the shopping Centre.

A **needs assessment** has also been carried out – this fully reviews the suitability of the shopping centre location, taking into account the service provided vs national agenda/s, the Leeds Library strategy. The assessment also provides a full data analysis to ensure the service is meeting the needs of the community, including the most vulnerable.

Equalities Profile for Cross Gates and Whinmoor

There were 24,841 people resident in Crossgates and Whinmoor ward according to the Census in 2021, making up 3% of the total Leeds population of 811,953. Equalities data that is available at a ward level is broken down in detailed tables below, comparing Crossgates and Whinmoor ward to Leeds citywide Census data.

Key points from the data reveals:

- At 20% of its population, Crossgates and Whinmoor has a higher proportion of older residents aged 65+ than the citywide rate of 16%.
- Almost 19% of Crossgates and Whinmoor residents described themselves as having a disability, 8% of which describing having their day-to-day activities limited a lot.
- 10.2% of Crossgates and Whinmoor residents were from an ethnically diverse background and 89.9% were from a White background. This is lower than the Leeds rate of 21% from ethnically diverse backgrounds.
- 48% of Crossgates and Whinmoor are from a Christian faith, above the Leeds rate of 42%.

Age	Leeds		Cross Gates & Whinmoor	
	number	%	number	%
Aged 0-15	153,482	18.9	4,982	20.1
Aged 16-64	531,704	65.5	14,999	60.4
Aged 65+	126,764	15.6	4,857	19.6

Disability	Leeds		Cross Gates & Whinmoor	
	number	%	number	%
Disabled under the Equality Act	135,681	16.7	4,651	18.7
Disabled under the Equality Act: Day-to-day activities limited a lot	55,973	6.9	1,999	8.0
Disabled under the Equality Act: Day-to-day activities limited a little	79,708	9.8	2,652	10.7
Not disabled under the Equality Act	676,272	83.3	20,192	81.3
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	56,458	7.0	1,709	6.9
Not disabled under the Equality Act: No long term physical or mental health conditions	619,814	76.3	18,483	74.4

Ethnic group	Leeds		Cross Gates & Whinmoor	
	number	%	number	%
Asian, Asian British or Asian Welsh	78,503	9.7	1,156	4.7
Black, Black British, Black Welsh, Caribbean or African	45,376	5.6	502	2.0
Mixed or Multiple ethnic groups	27,388	3.4	729	2.9
White	641,801	79.0	22,302	89.
Other ethnic group	18,885	2.3	152	0.6

Religion	Leeds		Cross Gates & Whinmoor	
	number	%	number	%
No religion	326,231	40.2	10,406	41.9
Christian	343,311	42.3	11,996	48.3
Buddhist	2,874	0.4	61	0.2
Hindu	9,217	1.1	217	0.9

Jewish	6,267	0.8	74	0.3	
Muslim	63,054	7.8	593	2.4	
Sikh	10,047	1.2	216	0.9	
Other religion	3,637	0.4	82	0.3	
Not answered	47,315	5.8	1,198	4.8	

Are there any gaps in equality and diversity information
Please provide detail:

None

Action required:

None

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes No

Please provide detail:

Please see above re current public consultation. In addition, a more specific consultation will also take place (once the decision to stay in the shopping centre location is confirmed) regarding the potential to expand the site and increase the services on offer. This will provide residents with the opportunity to tell us what improvements they would like to see.

Action required:

Additional public consultation to take place regarding proposed expansion of the shopping centre location, see action plan below

7. Who may be affected by this activity?
 please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

Age Carers Disability

Gender reassignment

Race

Religion or Belief

Sex (male or female)

Sexual orientation

Other

(Other can include – marriage and civil partnership, pregnancy and maternity, and those areas that impact on or relate to equality: tackling poverty and improving health and well-being)

Please specify:

Proposal effects all library users for the Crossgates area therefor all equality boxes are checked

Proposal positively impacts users with a disability due to improved accessibility of the site (level access), Disabled toilets on site, and on site disabled bay parking (19 spaces in total).

Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

Potential barriers

Built environment

Location of premises and services

Information and communication

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

Financial exclusion

Employment and training

specific barriers to the strategy, policy, services or function

Please specify

8. Positive and negative impact

Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers

8a. Positive impact:

Positive impact

The relocation of the library service to the shopping centre, whilst there is some opposition, safeguards the future of the library provision for the area. The old site is no longer an affordable option to the Council therefore a new location must be found to ensure the community continues to have access to a comprehensive library offer.

The shopping centre location meets all LCC statutory requirements (see needs assessment completed) and is also in line with the Leeds Library strategy and all key principles within. There are also plans in place to increase and further improve the offer – making the service a full Community Hub and Library offer.

Other positive impacts include: Some customers have feedback to staff that the shopping centre location is more accessible than the Farm Road site including: significantly better parking facilities (including 19 disabled bay spaces) when there were none previously, access to disabled toilets, level access across the entire centre, and that being co located with other shopping options, and being across the concourse from additional support from the 3rd sector provides multiple benefits.

The service will continue/improve communications with local residents so they fully understand the improved Community Hub and Library offer that will be in place at the Arndale centre (following further investment).

Action required:

None

8b. Negative impact:

Negative impact

A number of customers have fed back that the shopping centre location is not large enough and that this impacts the library offer and how they can access services. Issues raised are as below:

Book stock: The level of book stock has reduced as the site is smaller in its footprint than the Farm Road location, however the stock that is in place is all very well accessed (when previously there was a significant amount of non-issuing stock in place). There is also access to the online library catalogue as an option – customers can use this to order any title to site within a number of days for free with in excess of 1,000,000 books to choose from. Access to e books/magazines/comics is also a free option, and free newspapers are also available to browse. Further proposed development to the existing shopping centre site will also increase the book stock available.

Space for activities/reading relaxing: A number of customers have fed back that they find the current space insufficient for the provision of activities such as storytime and rhyme time. This has been mitigated by increasing the number of sessions from 1 to 2 per week, as a result increasing the number of available places by 100%. Despite the concerns raised the above sessions remain amongst the most popular in the city.

The service is also aiming to increase the existing space so provision can be increased/improved. This will create additional workspace/relax space, and will provide a proper glass frontage to the Childrens Library area which will alleviate any safeguarding concerns.

Action required:

Confirm plans for permanent shopping centre location of library service, and deliver plans to expand the site and improve the offer.

Complete public consultation regarding site expansion, taking into account views of the public prior to any development taking place

9. Will this activity promote strong and positive relationships between the groups/communities identified?

Yes

No

Please provide detail:

This activity will ensure that a library service is continued to be offered in the Crossgates area.

Action required:

None

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10. Does this activity bring groups/communities into increased contact with each other? (for example, in schools, neighbourhood, workplace)

Yes

No

Please provide detail:

This activity will ensure that library services continue to be offered within the Crossgates area, and this will ensure groups/communities will come into increased contact with each other.

Action required:

None

11. Could this activity be perceived as benefiting one group at the expense of another? (for example where your activity or decision is aimed at adults could it have an impact on children and young people)

Yes

No

Please provide detail:

Action required:

None

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
To complete a further public consultation to ensure plans to expand the shopping centre location include the views of the public.	Once agreement is in place to permanently locate the service in the shopping centre	Outcomes of consultation/affordability	Nick Hart – Head of Service

Action	Timescale	Measure	Lead person

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job title	Date
Lee Hemsworth	Chief Officer Community Hubs and Welfare	15/1/24
Date impact assessment completed		15/1/24

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality impact assessment should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality impact assessments that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached assessment was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: 15/1/24