

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

Title of spending review/service change/proposal	Transforming Neighbourhood Services / East & Central Area
Name of division/service	Neighbourhood Services; Housing; Adult Learning; Customer Services; Youth Services
Name of lead officer completing this assessment	Lee Warner/Gurjit Kaur Minhas
Date EIA assessment completed	15/08/2017
Decision maker	Cllr Kirk Master
Date decision taken	

<b>EIA sign off on completion:</b>	<b>Signature</b>	<b>Date</b>
Lead officer	Lee Warner	
Equalities officer	[Surinder Singh]	
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 Transforming Neighbourhood Services (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 East and Central area of the city the scope of the TNS programme encompasses 11 neighbourhood buildings accommodating the delivery of the following service areas. The scope does not include central services with a citywide remit such as the Central Library and the Customer Service Centre. The service areas included are:

- 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 been consulted with regard to the decision for Children, Young People and Family Centres which were consulted upon for the city as a whole in 2016.

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 East and Central area. However it is to be noted that individual service areas are also 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 East and Central area is to invest in well located buildings to deliver multiple services under one roof. Early engagement with residents, partners and service users identified the following buildings as the best located service points: St Matthews Centre, St Barnabas Library, Highfields Library, African Caribbean Centre, Coleman Neighbourhood Centre, Evington Library and Knighton Library. It is proposed to withdraw from the remaining centres and to relocate services to the multi-service centres. Coleman Lodge Community Centre, Humberstone Neighbourhood Housing Office and Rowlatts Hill Neighbourhood Housing Office would form part of the Council's disposals programme. St Peters Neighbourhood Housing Office would be converted back into housing stock.

The full proposals consulted upon can be viewed on the Council's website at: [www.leicester.gov.uk/tns](http://www.leicester.gov.uk/tns)

#### **Following consultation the recommended model for the East and Central area is as follows:**

**St Matthews Centre:** (The consultation highlighted that this is a busy centre and that consideration should be given to installation of another interview room to accommodate increased business from the proposed relocation of the St Peters Housing office. Residents also highlighted that queue management in the reception area should be redesigned. Users wanted outstanding redecoration works beyond the reception and library areas to be undertaken.) The recommendation is to invest in the centre to provide additional capacity for housing office enquiries relocating from St Peters Neighbourhood Housing Office and to complete redecoration works to support operations at the busy

centre.

**St Peters Housing Office:** *(There was concern from some council housing tenants in the Highfields estate about accessing the office under the proposal to relocate to St Mathews Centre).* The recommendation is to relocate services into the multi-service centre at St Matthews Centre and to convert the housing office into additional housing.

**Highfields Library:** *(There was very strong support for the library during the initial engagement. Proposals to retain the library and to invest in the building were positively welcomed during the consultation period).* The recommendation is to retain the library and to invest in the building to support the ongoing high volume of use. It is anticipated that the library will be a delivery site for welfare advice and support sessions.

**African Caribbean Centre:** *(The consultation highlighted the high value placed on the centre by the wider African Caribbean community across the whole of the city. There were a range of views expressed around the effectiveness of the current partnership arrangements at the centre, but no consensus on this).* It is recommended that the building is retained and that further work be undertaken with stakeholders and partners to explore ways to reduce the running costs.

**St Barnabas Library:** *(The library was well supported especially during the initial engagement period. Proposals to create a multi-service centre to support council housing tenants from the current Rowlatts Hill and Humberstone offices were well received by existing library users. Some concerns were raised with regard to parking, which is limited to on street).* It is recommended to relocate services from Humberstone and Rowlatts Hill housing offices into the library to deliver a multi-service centre. Adult Learning classes will continue to be delivered from the building and it is anticipated that welfare support and advice services will also be delivered from the building. Some alterations will be required to update the reception desk, install council self-service facilities and to accommodate private interview space. Self-service equipment will be installed for improved local access to council services.

**Humberstone Neighbourhood Housing Office:** *(The consultation demonstrated some concern around potentially limited parking at St Barnabas Library)* It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

**Rowlatts Hill Neighbourhood Housing Office:** *(The consultation demonstrated some concern over travel to St Barnabas library and potentially limited parking there. Some respondents suggested moving the office into the neighbouring Coleman Neighbourhood Centre although it was noted this building has limited general opening hours and that the available space is preferred for community activities).*

It is recommended that the service be moved into the St Barnabas Library building and that options for disposal of the building be explored.

**Coleman Neighbourhood Centre:** *(The proposal to retain the site was welcomed during the consultation period. However some previous interest in Community Asset Transfer was renewed. Some respondents suggested moving the Rowlatts Hill Neighbourhood Housing Office into the Coleman Centre).* It is recommended that the centre and ball court be retained with some small works undertaken to improve ease of access for key-fob holding groups.

**Coleman Lodge Community Centre:** *(There was renewed interest in potential Community Asset Transfer of the building from existing users. There was also concern from existing users that they could be displaced depending on the disposal method).* It is recommended to withdraw from the centre and to work with existing groups to find alternative options for their activities. Some groups may be able to relocate to the nearby Coleman Neighbourhood Centre.

**Evington Library:** *(There was good interest in the proposal to make the library available for use by inducted community groups outside of regular opening hours).* It is recommended to retain the library and to invest in the facility to install key fob access and to redesign the existing layout to make this more flexible.

**Knighton Library:** *(There was a positive response to proposals to retain the library and proposals to create access for inducted groups out of hours were welcomed).* It is recommended to retain the library and to invest in the facility to install key fob access, a public WC and to redesign the existing layout to make this more flexible.

It is anticipated that projects would take 9 months to deliver after a decision has been taken. Depending on the scale of the project, some projects would be delivered earlier than others.

This EIA examines the updated model as outlined above.

## **2. Equality implications/obligations**

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.

	<b>Is this a relevant consideration? What issues could arise?</b>
<p><b>Eliminate unlawful discrimination, harassment and victimisation</b>  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 Spinney Hills, Wycliffe, Evington, North Evington, Stonegate and Castle 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 St Barnabas Library and are already in place at St Matthews Centre. There is no planned reduction in staff support at these sites. Free access to computers and the Internet is on offer for residents who do not have their own home computers will be available at St Barnabas Library, St Matthews Centre, Highfields Library, Knighton Library and Evington Library. Assistance and support for those that need it will also be available at these locations.</p> <p>This is in keeping with the neighbourhood and community priorities of:</p> <ul style="list-style-type: none"> <li>• Providing a more joined-up service to residents so that people can get the information and services they need when they need them</li> </ul>

- Providing as many routes as possible for people to receive services

**Humberstone Neighbourhood Housing Office:** Footfall is low at an average 31 visits per day (under 4 visits per hour). During a sample period 23% of those who gave their age were over 60 years old. 9.4% declared a disability. There were relatively few comments from users of this building during the consultation period. During the focus group the main concern was travel to St Barnabas Library. Bus routes from Humberstone NHO to St Barnabas Library are good, running straight down the main A47 route. There was some concern about parking facilities at St Barnabas Library, which is on street only. It is proposed to undertake further work to review the provision of parking available to blue badge holders. Some users commented that St Barnabas was closer to them.

**Rowlatts Hill Neighbourhood Housing Office:** Footfall is low at an average 25.7 visits per day (3.1 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 59% of those who declared an ethnicity were non-white British. 23% described themselves as Asian and a further 17% described themselves as Indian. 25% of those who disclosed their age were over 60yrs. There was some concern about travel distance to St Barnabas Library and limited parking outside St Barnabas Library. Some service users also said they relied on staff to interpret for community languages including Gujarati and Hindi. Some users commented that St Barnabas was closer to them.

	<p><b>St Peters Neighbourhood Housing Office:</b> Footfall is low at an average 28.8 visits per day (3.4 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 85% of those who declared an ethnicity were non-white British, with 41.6% describing themselves as Indian, 10% Pakistani and 10% Somalian. 27% were over 60yrs, and 38% of all users said they had a disability. Concerns were ability to walk to the alternative location, limited parking issues on the St Matthews Estate and reliance on staff to interpret.</p> <p><b>Coleman Lodge Community Centre:</b> Usage of the Centre is very low. User groups were concerned that alternative community space be found for their activities. Some users were interested in options to lease or hire the centre.</p>
<p><b>Advance equality of opportunity between different groups</b> 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 East and Central area of the city.</p> <p>An analysis of the East and Central area using the indices of multiple deprivation at the Super Output Area level shows pockets of high deprivation in Wycliffe and Evington wards (see Appendix 1). Under the proposals the busiest Council run buildings are to be retained in Wycliffe and Evington. Additional access to council services is to be offered at St Matthews Centre (Wycliffe).</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 St Matthews and areas where the need is greatest. In addition library services are also</p>



retained to serve wide catchment areas around St Barnabas, Evington and Knighton libraries, areas which are well located to continue to provide free access to books, information and the internet for deprived families. The provision of youth sessions will be subject to a separate decision, but facilities remain in place at the same locations in Evington and Wycliffe wards.

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, for example at Coleman Lodge Community Centre, allowing the groups to continue to meet. The recommendation is to work with partners and user groups to increase usage at buildings such as Coleman Neighbourhood Centre and the African Caribbean Centre. This is intended to increase opportunities for a wide range of groups to thrive, particularly groups with protected characteristics including older people and groups from minority ethnic backgrounds. These groups have identified important health benefits from attending exercise and social activities at the centres.

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.

Relocation into shared centres will result in increasing opportunities

	<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><b>Foster good relations between different groups</b> 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 and use of these facilities will be promoted through further work with users and stakeholders. Shared space in libraries offers activities and meeting space open to all and provides neutral and welcoming space for groups and individuals from different backgrounds to come together. There will be further development of shared spaces within libraries to update facilities and improve access, in particular at Highfields, Knighton and Evington Libraries. Access to library space out of hours will be made available to inducted community groups at Evington and Knighton libraries.</p>

### 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 East and Central area 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:

	Castle	Stoneygate	Evington	North Evington	Spinney Hills	Wycliffe
<b>Total population:</b>						
Total	19,291	20,366	16,515	18,995	13,272	14,437
<b>Age:</b>						
Age 16-64	89.8%	69.4%	62.6%	65.5%	65.0%	62.6%
Age 65-74	2.3%	4.7%	7.3%	5.2%	5.1%	5.2%
Age 75+	2.3%	4.0%	9.5%	3.4%	4.0%	3.4%
<b>Place of birth:</b>						
Born in UK	64.5%	53.4%	61.9%	47.5%	46.6%	43.1%
Born in Southern Asia	3.6%	20.4%	18.2%	32.7%	31.3%	30.6%
Born in South & Eastern Africa	2.8%	11.6%	9.8%	11.0%	13.6%	16.4%
Born in Europe (non UK)	9.7%	6.6%	4.3%	4.4%	4.6%	4.0%
<b>English language:</b>						

Main language English	74.5%	61.2%	71.3%	51.8%	50.8%	42.2%
Cannot speak English	0.3%	1.8%	1.6%	4.3%	3.3%	4.4%
<b>Ethnicity:</b>						
White	51.7%	20.1%	31.8%	13.7%	4.5%	5.2%
Indian	7.4%	37.6%	40.0%	55.6%	64.0%	56.6%
Black	6.6%	7.9%	5.7%	7.6%	5.4%	17.0%
Other Asian	14.0%	15.3%	7.8%	6.9%	10.1%	8.9%
Pakistani	1.9%	6.1%	4.1%	5.5%	8.4%	4.4%
Other White	9.8%	5.6%	3.7%	3.1%	2.5%	2.0%
<b>Religion or belief:</b>						
Christian	35.9%	17.7%	31.5%	15.2%	7.4%	9.3%
Muslim	9.4%	47.3%	23.5%	44.4%	61.8%	73.5%
Hindu	4.0%	10.9%	19.5%	20.6%	17.0%	8.1%
Sikh	2.4%	4.9%	9.7%	7.7%	7.1%	0.9%
No religion	39.0%	13.0%	10.0%	6.9%	1.8%	3.0%

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

- Council tenants accessing public facing Neighbourhood Housing Offices. Users of Humberstone and Rowllatts Hill Housing Offices would need to visit the relocated housing office at the St Barnabas Library building. Users of St Peters Housing Office would need to visit St Matthews Centre or the Customer Service Centre on Granby Street. Alternatively tenants could undertake transactions by 'phone or online. Home visits are available by appointment for tenants needing to see a housing officer but unable to travel due to

mobility issues.

- Groups and individuals meeting and participating in community activities at Community Centres. Some users at Coleman Lodge Community Centre may need to relocate to another building if the Council withdraws from this building. 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 in the Evington and Knighton areas would benefit from additional community space available out of hours at these libraries.
- Groups and individuals accessing library services. These users would benefit from the development of multiple services available within the same building at St Barnabas Library.
- Individuals accessing the Council's Customer Services. Users would experience an improved offer with additional self-service facilities installed at St Barnabas Library. Neighbourhood Services staff would be available to help customers find the new facilities.
- Young people attending youth sessions at Council run youth centres. Youth space will continue to be available at St Matthews Centre and Coleman Centre. It is noted that service delivery is subject to a separate consultation.
- 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 East and Central area of the city.

An initial engagement exercise was undertaken from 9<sup>th</sup> Jan to 19<sup>th</sup> February 2017 inviting feedback and suggestions with regard to 11 neighbourhood buildings. Views were submitted in two main ways:

- At a series of 5 drop in sessions followed by 8 focus group sessions based on locality and service type.
- Through a form available in various locations across the area and online for people to provide individual responses and comments. 2,346 questionnaires were completed, and a further 600 letters submitted.

Focus groups were held in five wards, and at each housing office location.

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:

- Ease of access including location, bus routes etc (most important consideration)
- Friendliness of staff
- Range of services available
- Type/quality of facilities and / or good accessible book stock
- Free internet access
- A sense of community for ethnic groups
- For young people especially, a safe place where young people feel they belong, and a place where they can study

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:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer some buildings to the community
- Run buildings more efficiently (room allocation, additional services, energy saving etc)
- Better promotion to increase usage and income
- Increasing room hire charges and other charges

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/east-central-tns/>

The proposals were developed based on the feedback from these engagement exercises. A full consultation was undertaken on the proposals between 14<sup>th</sup> June and 25<sup>th</sup> July 2017. Views were submitted through:-

- Two public meetings held at Coleman Neighbourhood Centre on Wednesday 5<sup>th</sup> July and St Matthews Centre on Tuesday 11<sup>th</sup> July 2017
- Online and paper questionnaires capturing protected characteristics and comments on proposals
- Meetings with community groups upon request
- Focus groups held at each Housing Neighbourhood Office
- Letters and emails sent to officers, councillors and MPs

The key findings of the consultation on the proposals for the 11 buildings in the area were:

#### **Consultation Meetings and Focus Groups – key outcomes**

- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- There was a positive response to proposals for using Evington and Knighton Libraries better by providing out of hours access for inducted community groups, and interest was expressed in being part of this development. There was some concern to ensure that arrangements would be made to ensure library resources would remain secure.
- There was concern about the busy-ness and additional parking pressures for facilities proposed to host additional services such as St Mathews Centre and St Barnabas Library.
- There were concerns expressed by some council housing tenants that travel distances to proposed relocated housing office services would be increased. It was highlighted that consideration would need to be given to access to housing services for all council housing tenants, including those with mobility issues and those for whom English is not a first language.
- There was strong support and a range of suggestions for proposals to invest in retained buildings, and in particular Highfields Library and St Matthews Centre.
- There was concern from one of the main users of Coleman Lodge Community Centre with regard to the proposed withdrawal from the Centre. The group were keen to explore lease of the building but concerned that, should the building be disposed of they would have to seek an alternative location for their activities.



### Questionnaire – key outcomes

- A relatively high number of responses from users of three housing offices proposed for service relocation. In general residents would prefer that the services remain where they are, and are concerned about increased travel distances and parking.
- St Peters Neighbourhood Housing Office: This office generated a number of comments from elderly residents with limited mobility who said they could not walk to St Matthews Centre. Others also commented that the staff at St Peters were able to understand their language. Footfall is low at an average 28.8 visits per day (3.4 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 85% of those who declared an ethnicity were non-white British, with 41.6% describing themselves as Indian, 10% Pakistani and 10% Somalian. 27% were over 60yrs, and 38% of all users said they had a disability. Concerns were; ability to walk to the alternative location, limited parking issues on the St Matthews Estate and reliance on staff to interpret.
- Humberstone Neighbourhood Housing Office: There were relatively few comments from users of this building during the consultation period. During the focus group the main concern was travel to St Barnabas Library. Bus routes from Humberstone NHO to St Barnabas Library are good, running straight down the main A47 route. There was some concern about parking facilities at St Barnabas Library, which is on street only. Some users commented that St Barnabas was closer to them.
- Rowlatts Hill Neighbourhood Housing Office: Footfall is low at an average 25.7 visits per day (3.1 visits per hour). There is a higher proportion of older users and users whose first language is not English. During a sample period 59% of those who declared an ethnicity were non-white British. 23% described themselves as Asian and a further 17% described themselves as Indian. 25% of those who disclosed their age were over 60yrs. There was some concern about travel distance to St Barnabas Library and limited parking outside St Barnabas Library. Some service users also said they relied on staff to interpret for community languages including Gujarati and Hindi. Some users commented that St Barnabas was closer to them.
- There is good support for the services and activities offered by community centres and a high level of support for library services. Satisfaction that these services would continue to be delivered under the proposals.
- Support for proposals to provide access to library space out of hours for inducted groups, but concern to ensure that library resources remain secure.
- A high number of responses from users of the African Caribbean Centre, the majority in support of the activities undertaken there.
- Support for the idea of multi-service centres such as the proposals for St Matthews Centre and St Barnabas Library, but also concern to ensure that the space and services are not over stretched.

### 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).

<b>Protected characteristics</b>	<b>Impact of proposal:</b> 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?	<b>Risk of negative impact:</b> 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?	<b>Mitigating actions:</b> 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.
<b>Age<sup>1</sup></b>	Older people – may be impacted by the distance they need to travel to alternative housing office facilities because of mobility issues. This may be the case at St Peters, Rowlatts Hill and Humberstone Housing Offices.	The distance from Humberstone NHO to St Barnabas Library is 0.6 miles. The bus route between these locations is direct and frequent. Car parking at Humberstone is poor, but is also limited to on street parking at St Barnabas Library.  Rowlatts Hill NHO is 1 mile from St Barnabas Library. A bus service	Frequent bus routes are available between Humberstone/Rowatts Hill and St Barnabas Library.  Improvements to online services. Services can also be accessed via the telephone and online.  Home visits may be arranged by housing officers for customers with

<sup>1</sup> 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

	<p>Young people – youth centre activities currently run from St Matthews and Coleman Neighbourhood Centres. Children and young people access services at all of the library settings.</p>	<p>connects the centres along Green Lane Road, although a short walk is required from the nearest stop to the Library.</p> <p>St Peters housing office is 0.7 miles (13 minutes' walk) from St Matthews Centre. The walk crosses a wide main ring road with pedestrian crossings.</p> <p>This may lead to issues of social isolation or people unable to access the service.</p> <p>There is limited impact on this age group. Youth Centre spaces will be retained at both buildings under the proposals. There will be no change to the location of library services in the area.</p>	<p>mobility issues.</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 against anyone based on their protected characteristics.</p>
<b>Disability<sup>2</sup></b>	<p>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</p>	<p>The distance from Humberstone NHO to St Barnabas Library is 0.6 miles. The bus route between these locations is direct and frequent. Car parking at Humberstone is poor, but is also limited to on street parking at St Barnabas Library.</p>	<p>Libraries and Community Centres are fully accessible for wheelchair users. Home visits are available to housing tenants for those that need them. Services can also be accessed via the telephone. Disabled parking arrangements outside St Barnabas</p>

<sup>2</sup> 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.

	people accessing services.	<p>Rowlatts Hill NHO is 1 mile from St Barnabas Library. A bus service connects the centres along Green Lane Road, although a short walk is required from the nearest stop to the Library.</p> <p>St Peters housing office is 0.7 miles (13 minutes' walk) from St Matthews Centre. The walk crosses a wide main ring road with pedestrian crossings.</p>	<p>Library will be reviewed as part of the project should the relocation go ahead.</p> <p>Improvements to online services. PC screens can be set to a higher resolution for people with visual impairments. 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 against anyone based on their protected characteristics.</p>
<b>Gender Reassignment<sup>3</sup></b>	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.
<b>Marriage and Civil Partnership</b>	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.

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

<b>Pregnancy and Maternity</b>			The libraries have adequate access for pushchairs and prams and there are baby changing facilities available
<b>Race<sup>4</sup></b>	Customers whose first language is not English may have difficulty understanding online information where housing, customer service and library services are offering an online or self-service facility.	People unable to speak English may be unable to access services at shared service centres.	If customers are not able to read or speak English well they will still have access to phone translation services and face to face translation service support to ensure they understand the information they need. Housing reception staff will be available to provide the same service at multi service centres and 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.
<b>Religion or Belief<sup>5</sup></b>	Faith based groups make use of the Coleman Lodge Community Centre which is proposed for disposal. People from a wide range of religious backgrounds use the	Religious groups may be displaced from Coleman Lodge Community Centre.	Council officers will work with a wide range of stakeholders when undertaking operational changes to ensure limited impact on celebration of important religious activities.

<sup>4</sup> 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.

<sup>5</sup> 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.

	libraries, community centres and housing offices in this part of the city.		
<b>Sex<sup>6</sup></b>	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	
<b>Sexual Orientation<sup>7</sup></b>	At this stage none known	Currently there is no evidence to support that this protected characteristic is likely to be negatively impacted.	
<p><b>Summarise why the protected characteristics you have commented on, are relevant to the proposal?</b>  These are the issues cited arising from consultation sessions held and from the questionnaires completed by staff and members of the public.</p> <p><b>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?</b></p>			

	<p><b>Impact of proposal:</b>  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</p>	<p><b>Risk of negative impact:</b>  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?</p>	<p><b>Mitigating actions:</b>  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.</p>
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<sup>6</sup> Sex: Indicate whether this has potential impact on either males or females

<sup>7</sup> 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.

<b>Other groups</b>	issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?		
<b>Children in poverty</b>	There are areas of high deprivation in Wycliffe and North Evington wards. Children in these wards access libraries and youth centres.	There is low risk that children and young people will be affected in these areas due to continuing service delivery.	Library and youth services will continue to be delivered in the east and central area, and within the same local areas.
<b>Other vulnerable groups</b>	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.
<b>Other types of groups (ie. Mobile phone users)</b>	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.

- 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
- A council wide comments and complaints system is in place to capture any concerns
- 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	Suki Supria / Lee Warner	March 2018
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	March 2018
Ensure residents from all backgrounds, communities and demographics continue to have access to Council	Undertake a full user survey to include all service users of community centres and libraries over the course of one week. Provide a report	Suki Supria / Lee Warner	March 2018



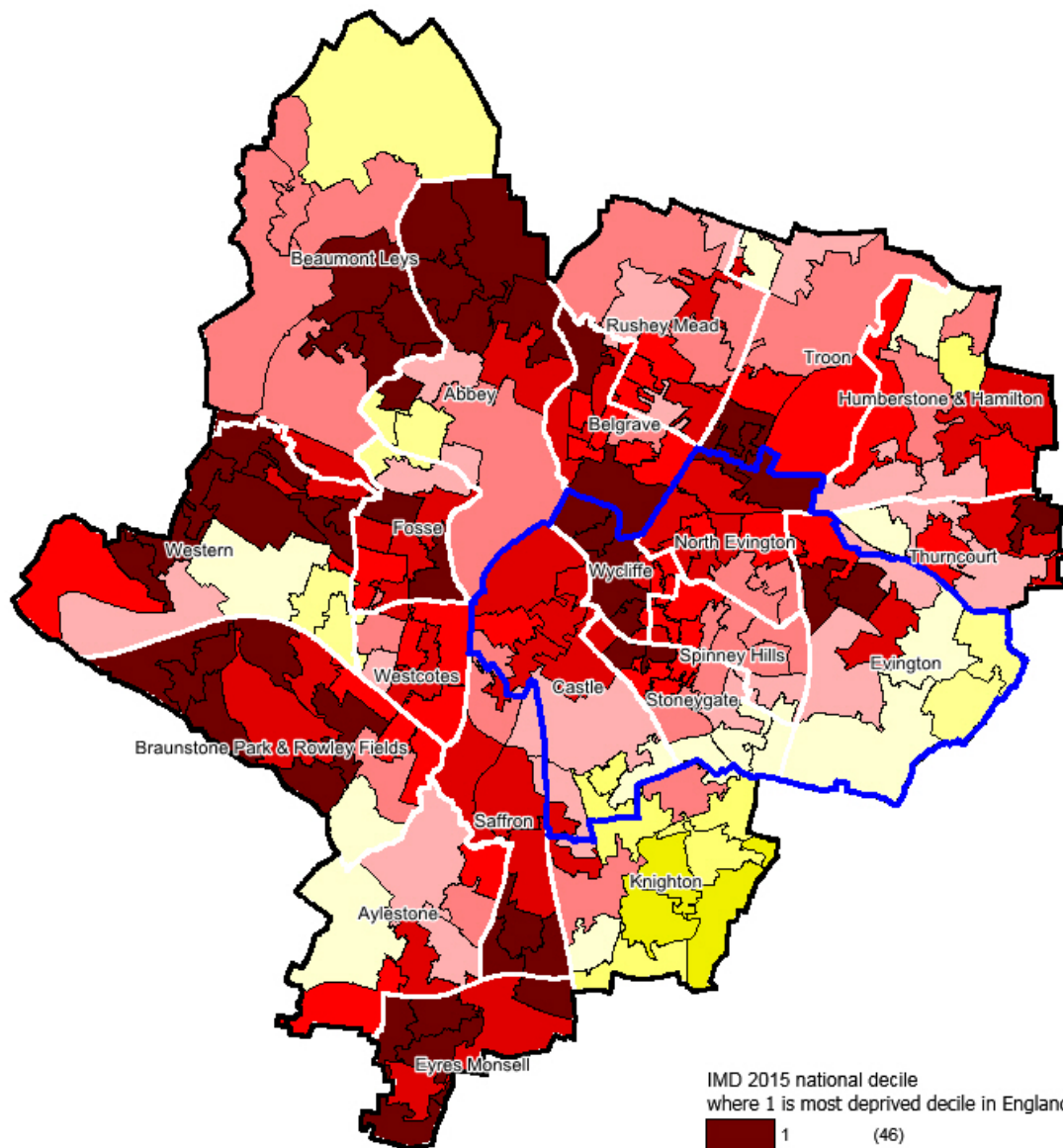
neighbourhood and housing services	on the results.		
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## Appendices

1. Index of multiple deprivation in Leicester City 2015
2. Bus routes in East & Central Leicester
3. House office usage by type of use, March 2017
4. TNS East & Central Consultation report at 25<sup>th</sup> July 2017 (see separate document)

## Appendix 1 – Index of multiple deprivation in Leicester City 2015

2015 Indices of Multiple Deprivation  
by national decile - where 1 is the most deprived decile in England



IMD 2015 national decile  
where 1 is most deprived decile in England

1	(46)
2	(37)
3	(33)
4	(26)
5	(20)
6	(13)
7	(7)
8	(7)
9	(3)

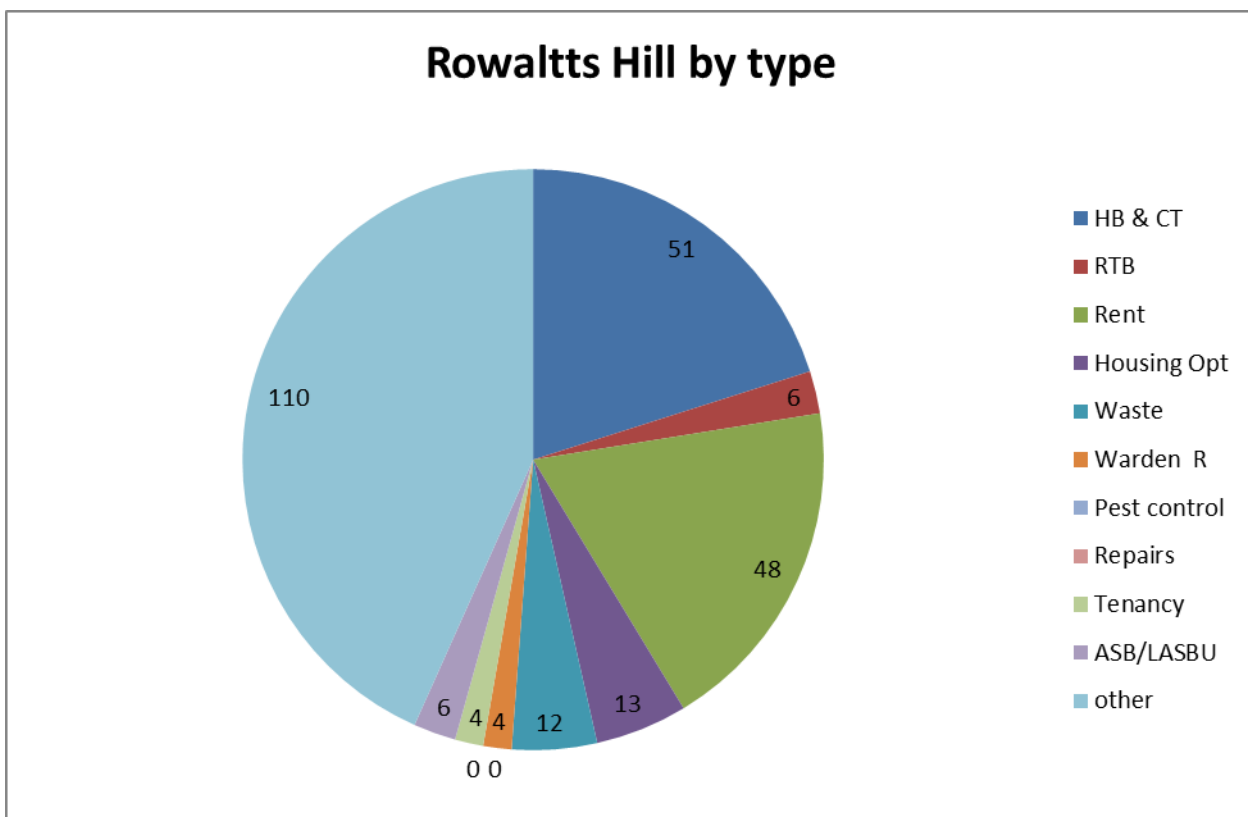
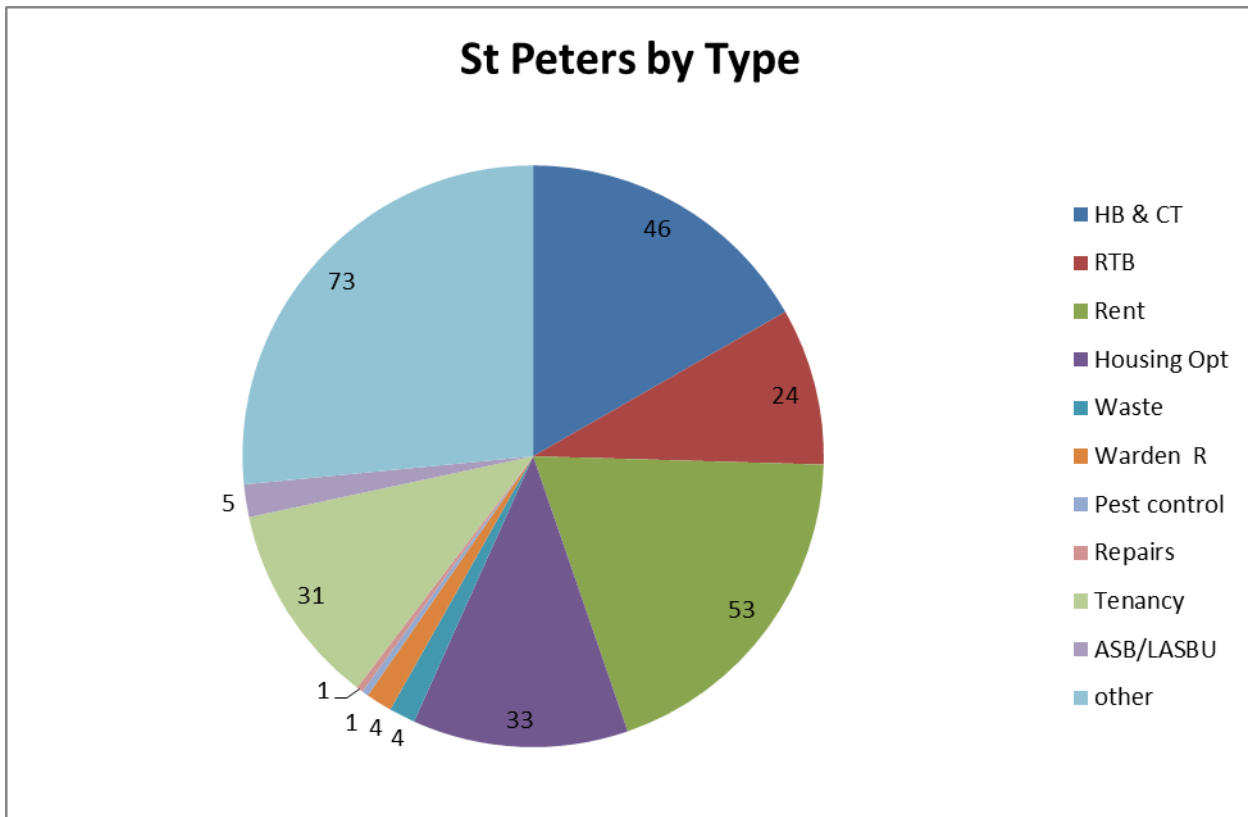
— East central area  
— Ward boundary

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Appendix 2 - Bus routes in East and Central Leicester



**Appendix 3: Survey of Neighbourhood Housing Office use (Sampling undertaken over two weeks March 2017)**



# Humberstone by type

