

## Equality Impact Assessment Corporate Assessment Template



|  |
|--|
| <b>Policy/Strategy/Project/Procedure/Service/Function Title:</b> |
| Cardiff Hub and Library Strategy 2019-2023                       |
| <b>New/Existing/Updating/Amending:</b> New                       |

|   |   |
|---|---|
| <b>Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?</b> |   |
| Name: Jane Thomas   | Job Title: Assistant Director (Housing & Communities) |
| Service Team: Housing & Communities   | Service Area: People & Communities                    |
| Assessment Date: October 2019   |   |

### 1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

Cardiff's Hub model provides modern, accessible libraries and community facilities that offer a wide range of services to support improvements in literacy, employability and wellbeing. A locality-based approach ensures provision meets customers' needs, helping address inequalities, reflecting diversity and promoting community cohesion.

Future Hub developments will use existing library buildings to provide additional services with a focus on wellbeing and supporting independent living. Work is also underway to develop the first Youth Hub at Butetown Pavilion, providing joined up advice and support for young people alongside traditional youth services.

The Cardiff Hub and Library Strategy 2019-2023 sets out a vision for '*delivering high quality services and support in the heart of the community*', supported by the following key aims:

- Continuing to develop our network of hubs to provide services across the city based on local need
- Providing a wide range of literature and other resources to meet the needs and aspirations of our citizens
- Encouraging reading through a wide range of events and activities
- Supporting our children and young people
- Providing high quality information and advice and promoting digital inclusion
- Tackling poverty by helping people into work and encouraging learning
- Promoting health and wellbeing
- Bringing communities together
- Celebrating our heritage and culture.

The Strategy contains a number of We Will commitments instrumental to delivering these aims. These will form the basis of an action plan to be taken forward by the Council and partners over the next 4 years.

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

2. Please provide background information on the Strategy Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

#### Background

Separate equality impact assessments have been undertaken for the development of the existing and proposed Hub buildings.

A survey undertaken to inform the development of the strategy identified the following service user characteristics:

#### Age

Many of the users of community facilities are older people, as reflected in our user survey to which 35% of respondents were over the age of 55.

#### Disability

The 2011 Census indicates that 18% of the Cardiff population have a long term limiting illness. 12% of survey respondents identified themselves as disabled. When asked about their specific condition, 91% reported having a long-standing illness or health condition.

#### Ethnicity

Around 4 out of 5 survey respondents were from a White British background, broadly comparative with the population of Cardiff as a whole.

#### Welsh Language

Of those clients who completed our user survey, just under half had some level of Welsh language skill. The 2011 census indicated that 16.2% of people in Cardiff identified themselves as having one or more skills in the Welsh Language.

#### Gender

Females accounted for around three-fifths of respondents (62%), higher than the level of females within the Cardiff population as a whole at 51%.

### 3 Assess Impact on the Protected Characteristics

#### 3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

|  |     |    |     |
|--|-----|----|-----|
|  | Yes | No | N/A |
|--|-----|----|-----|

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

|                |   |  |  |
|----------------|---|--|--|
| Up to 18 years | X |  |  |
| 18 - 65 years  | X |  |  |
| Over 65 years  | X |  |  |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

The Strategy will ensure that the Hubs and Library Service caters for all ages.

#### **Children and Young People**

The Hubs and Library service aims to provide a range of activities, events and resources to support children and young people. There are dedicated children's areas in all Hubs and libraries, offering access to books and resources for all age groups, and regular activities including reading groups, story and rhyme times, coding clubs, sports sessions and homework clubs.

Our service for children will be inclusive for all, including those affected by autism, visual impairment and dyslexia. We currently offer sensory and audio-described story times, accessible to children affected by autism and visual impairment and will ensure future programmes include activities for children with additional challenges.

A programme to develop a network of youth hubs has commenced with the refurbished Butetown Youth Hub due to open its doors shortly. This will provide joined up advice and support for young people alongside traditional youth services in a relaxed environment. There are plans to enhance the teenage area in Central Library Hub in consultation with young people, to ensure their digital needs are met.

#### **Working Age**

Our Hubs provide a range of services to help working-age people impacted by austerity measures and the shortage of affordable housing, including:

- Housing and benefits advice
- Into work advice
- Training and learning opportunities for adults.

#### **Older People**

The Hubs and Library service supports older people's specific needs by providing bespoke advice and support, positively impacting on the Ageing Well agenda and supporting the aims of the Dementia Friendly city approach.

Bespoke advice and support services for older people currently delivered at Hubs and

## Equality Impact Assessment Corporate Assessment Template

libraries include:-

- Health information and independent living advice
- Community groups, such as knit and natter and lunch clubs
- Intergenerational activities
- Support for carers to maintain their own wellbeing through events and activities.

Future Hub developments in the North of the city will focus on providing a health and wellbeing service, correlating to the higher concentration of older residents living in these areas. This will offer access to targeted advice and support for older people (including dementia services and independent living advice); deliver services for carers and provide a venue for health and well-being programmes, intergenerational working and social prescribing by GPs.

### **What action(s) can you take to address the differential impact?**

A positive impact upon age is expected, therefore there are no specific actions to be taken.

### **3.2 Disability**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

|   | Yes | No | N/A |
|---|-----|----|-----|
| Hearing Impairment                        | X   |    |     |
| Physical Impairment                       | X   |    |     |
| Visual Impairment                         | X   |    |     |
| Learning Disability                       | X   |    |     |
| Long-Standing Illness or Health Condition | X   |    |     |
| Mental Health                             | X   |    |     |
| Substance Misuse                          |     | X  |     |
| Other                                     |     | X  |     |

### **Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

The strategy will have a positive impact on people with disabilities.

We aim to provide environments that allow those with disabilities to access services and fully participate in activities in the Hubs and libraries. We do this by removing physical access barriers and providing a range of resources that aid and support those

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

with disabilities.

All of our main Hub accommodation is located on one floor with no internal steps and ramps and level thresholds to all doors. There is also accessible parking available, whilst all signage complies with the sign design guide, dementia friendly principles and is in braille. Colour schemes within our Hubs have been carefully considered to ensure adequate contrast for those with visual impairment.

We provide a range of resources for those with hearing or visual impairments including Audio books, talking books and books in large print and Braille and work closely with Cardiff Institute for the Blind to support those with visual impairments.

We are currently working to make Cardiff's Hubs and Libraries service fully accessible to those affected by dyslexia. Resources will be provided including E-books, page overlays, reading pens and rulers, and staff will be trained in supporting customers to access these collections.

We are conscious of the challenges presented by mental health issues. We offer a range of self-help books and resources, including Reading Well for Mental Health books on prescription, which provide information and support to manage common conditions. Going forward, we will work with partners to deliver improved mental health support groups in our Hubs and explore the possibility of expanding alternative therapies provision and mindfulness events and activities.

Our Hubs offer supportive environments for those living with Dementia and their carers, with staff trained in Dementia awareness. Dementia information points have been created in collaboration with the Alzheimer's Society, whilst informal Dementia support sessions are run with Health partners. Regular Dementia cafes offer space to access information, keep active and make new friends. Reading Well for Dementia books are also free to borrow from all Hubs and libraries.

A free Housebound Library Service brings the library directly to the doorsteps of those incapacitated through illness, infirmity or disability who can no longer travel to their local library.

The mobile library takes a full library service out into the community, visiting areas of Cardiff with a concentration of elderly or infirm people who might otherwise struggle

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

to reach their nearest branch.

The DICE (Disability Inclusion in Community Education) service offers a range of accessible courses for learners with mental health issues, learning difficulties, physical impairment and / or acquired brain injuries.

**What action(s) can you take to address the differential impact?**

A positive impact upon disability is expected, therefore there are no specific actions to be taken.

### 3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

|   | Yes | No | N/A |
|---|-----|----|-----|
| <b>Transgender People</b><br>(People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex) |     | X  |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

**What action(s) can you take to address the differential impact?**

No negative impact anticipated.

### 3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

|                   | Yes | No | N/A |
|-------------------|-----|----|-----|
| Marriage          |     | X  |     |
| Civil Partnership |     |    |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

**What action(s) can you take to address the differential impact?**

No negative impact anticipated.

# CARDIFF COUNCIL

## Equality Impact Assessment Corporate Assessment Template

### 3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

|           | Yes | No | N/A |
|-----------|-----|----|-----|
| Pregnancy |     | X  |     |
| Maternity |     | X  |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

**What action(s) can you take to address the differential impact?**

No negative impact anticipated.

### 3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact** on the following groups?

|   | Yes | No | N/A |
|---|-----|----|-----|
| White                                       | X   |    |     |
| Mixed / Multiple Ethnic Groups              | X   |    |     |
| Asian / Asian British                       | X   |    |     |
| Black / African / Caribbean / Black British | X   |    |     |
| Other Ethnic Groups                         | X   |    |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

We regularly hold activities and events celebrating the culture and history of our diverse communities. Many of our Hub staff are multi-lingual allowing customers to access services in their own languages.

The Community Languages Library Service aims to encourage and improve reading in a wide range of languages. The Service provides books, information, newspapers and magazines supporting the leisure, health, educational, literary and cultural needs of the different communities in Cardiff. Themed events are also organised to involve and engage with the local community. There are 11,000+ books in the collection covering 24 languages and these are made available in targeted Hubs and libraries.

**What action(s) can you take to address the differential impact?**

A positive impact upon race is expected, therefore there are no specific actions to be taken.

# CARDIFF COUNCIL

## Equality Impact Assessment Corporate Assessment Template

### 3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

|           | Yes | No | N/A |
|-----------|-----|----|-----|
| Buddhist  | X   |    |     |
| Christian | X   |    |     |
| Hindu     | X   |    |     |
| Humanist  | X   |    |     |
| Jewish    | X   |    |     |
| Muslim    | X   |    |     |
| Sikh      | X   |    |     |
| Other     | X   |    |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

Our services take into account the various religious needs of our communities – for example, we ensure events are not held on particular ‘Holy Days’ to support wider inclusion. Another example is the Butetown Youth Hub girls’ basketball academy, which has widened access to sporting activities through accommodating cultural and religious beliefs and norms such as the wearing of suitable attire on the court.

**What action(s) can you take to address the differential impact?**

A positive impact upon religion, belief or non-belief is expected, therefore there are no specific actions to be taken.

### 3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

|       | Yes | No | N/A |
|-------|-----|----|-----|
| Men   |     | X  |     |
| Women |     | X  |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

**What action(s) can you take to address the differential impact?**

No negative impact anticipated.

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

#### 3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

|                       | Yes | No | N/A |
|-----------------------|-----|----|-----|
| Bisexual              |     | X  |     |
| Gay Men               |     | X  |     |
| Gay Women/Lesbians    |     | X  |     |
| Heterosexual/Straight |     | X  |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

**What action(s) can you take to address the differential impact?**

No negative impact anticipated.

#### 3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on Welsh Language?

|                | Yes | No | N/A |
|----------------|-----|----|-----|
| Welsh Language | X   |    |     |

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

Cardiff has the fourth highest number of Welsh speakers of any local authority in Wales, with numbers more than doubling over the last 25 years.

We currently hold almost 23,000 titles in the Welsh Language and provide a copy of every new book title published in Welsh. We also provide Welsh language Storytime and Rhymetime sessions for children and a variety of activities and events aimed at those who speak or are learning the Welsh language.

Welsh Awareness training is provided to all new Hub staff, to ensure that everyone is treated in accordance with their individual needs regardless of the language they speak, whether that is Welsh or English.

**What action(s) can you take to address the differential impact?**

A positive impact upon the Welsh Language is expected, therefore there are no specific actions to be taken.

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

#### 4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

Hub and Library users were asked for their views on improvements to the Hubs and Library service in Cardiff via a survey. Those over the age of 16 were asked to complete the main survey, whilst those aged between 8 and 15 were asked to complete a separate Children and Young Persons survey.

The survey included questions on improvements that could be made in our Hubs and libraries in a variety of areas including books and resources, reading, digital inclusion, information and advice, health and wellbeing, activities, events and getting involved.

Paper copies of both the Adult and Children & Young People surveys were made available at all Hubs and libraries across Cardiff, alongside an online version of the survey. Promotion was undertaken via the Council's website and social media channels. The survey was live between August and September 2019. Overall, 2,364 respondents took part in the survey, of whom 2,058 completed the Adults' Survey, and 306 completed the Children's Survey.

The findings have been incorporated throughout the strategy and provide the evidence base upon which the key aims have been developed.

#### 5. Summary of Actions [Listed in the Sections above]

| Groups  | Actions |
|---|---------|
| Age   |         |
| Disability  |         |
| Gender Reassignment   |         |
| Marriage & Civil Partnership                                    |         |
| Pregnancy & Maternity   |         |
| Race  |         |
| Religion/Belief   |         |
| Sex   |         |
| Sexual Orientation  |         |
| Welsh Language  |         |
| Generic Over-Arching<br>[applicable to all the<br>above groups] |         |

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

#### 6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

#### 7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

|   |              |
|---|--------------|
| Completed By : Louise Powell                              | Date:5.11.19 |
| Designation: Strategy Officer                             |              |
| Approved By: Jane Thomas                                  | 6.11.19      |
| Designation: Assistant Director (Housing and Communities) |              |
| Service Area: Housing and Communities                     |              |

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 2536 / 3262 or email [equalityteam@cardiff.gov.uk](mailto:equalityteam@cardiff.gov.uk)