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## **SELECT COMMITTEE REVIEW – SUPPLEMENTARY PAPERS**

Monday 15 May 2017  
10 am  
Warspite Room, Council House

**Members:**

Councillors Bowie, Mrs Bridgeman, Carson, Churchill, Fletcher, Hendy, Kelly, Martin Leaves, Sparling, Jon Taylor and Winter.

Members are invited to attend the above meeting to consider the items of business overleaf.

For further information on webcasting, attending Council meetings and how to engage in the democratic process please follow this link <http://www.plymouth.gov.uk/accesstomeetings>

**Tracey Lee**

Chief Executive

## **Select Committee Review**

### **4. PLAN FOR LIBRARIES**

**(Pages 1 - 260)**

Results and analysis of the consultation process.

# Plymouth City Council

## Plan for Libraries survey 2017

### FINAL REPORT

*3<sup>rd</sup> May 2017*



## Executive Summary

### Background

The purpose of this consultation was to seek views on the Plan for Libraries proposal and in particular the significant areas of support and objection in relation to the library buildings that were proposed to close and those proposed to stay open.

This report sets out the findings of the Plan for Libraries survey and will be used to assist in informing and developing a final Plan for Libraries.

The aim for the City Council is to adopt a final plan which ensures that the future Library Service achieves its vision to deliver a modern service that inspires learning and creativity; improves health and wellbeing and supports digital inclusion.

### Method

The public were invited to put forward their views regarding the Plan for Libraries in a range of ways:

1. By completing a questionnaire. The questionnaire was available online through the Plymouth City Council consultation portal. Paper copies were also available in each of the 17 libraries in Plymouth and through First Stop as well.
2. To attend public meetings which were held in each of the 17 libraries.
3. To make comments and raise questions through the Plan for Libraries email address.
4. To make comments through Plymouth Libraries Facebook page and Twitter account.

### Response

This report focuses on the Plan for Libraries questionnaire of which **3,748** were completed in total during the consultation period either online or through paper questionnaires.

*Note: 3748 responses represent 1.4% of the general population of Plymouth, and 7.8% of the Active User (taken out a book or used a PC in the last 12 months) database.*

Other information received during the consultation period through:

- 378 people attending 20 public sessions
- 183 letters
- 61 emails received in official Plan for Libraries mailbox
- 51 comments via Plymouth Libraries Facebook and Twitter pages
- Petitions: Estover; Stoke; Efford, North Prospect + 2 online petitions

### Key results

The Plan for Libraries questionnaire was completed by residents from across the Plymouth Wards as well as some individuals from outside of Plymouth.

Larger numbers of responses were received from some of those ward areas which maybe directly affected by a proposed closure e.g. Peverell, Stoke, Ham, Moor View and Efford & Lipson.

92% of those who responded identified themselves as a library or library service user. Over half of those who completed the questionnaire outlined they had used a library or library service within the last week (58%).

With regards the proposals put forward by the Council as part of the Plan for Libraries:

- Overall, 43% of respondents outlined that they strongly agreed/agreed with the proposal **to enhance the online service**, 38% strongly disagreed/disagreed.
- Overall, 75% outlined that they strongly agreed/agreed with the proposal **to enhance the in-library service**, 12% strongly disagreed/disagreed.
- Overall, 55% outlined that they strongly agreed/agreed with the proposal **to enhance the outreach service**, 22% strongly disagreed/disagreed.
- Proposed library buildings to remain open and provide full in-library service, overall:

Library	% Strongly Agree/Agree	% Strongly Disagree/Disagree
Central	80%	7%
Plympton	67%	7%
Plymstock	67%	7%
Devonport	63%	8%
Crownhill	62%	8%
St Budeaux	61%	8%
Southway	59%	8%

- Proposal to close libraries, overall:

Library	% Strongly Agree/Agree	% Strongly Disagree/Disagree
North Prospect	10%	55%
Peverell	11%	54%
Efford	12%	50%
Estover	12%	49%
Stoke	14%	48%
West Park	13%	45%
Ernesettle	13%	44%
Eggbuckland	15%	42%
Laira	16%	42%
Tothill	15%	42%

- Overall, 37% strongly agreed/agreed with the **criteria used in the assessment** for proposals, 31% strongly disagreed/disagreed.
- Overall, 26% strongly agreed/agreed with **the Plan for Libraries proposal**, 58% strongly disagreed/disagreed.
- In general and probably unsurprisingly support was strongest for the outlined proposals from those individuals whose main library was proposed to remain open and provide a full in-house service. Support from those whose main library was proposed to close was for the most part significantly less.

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## Introduction

Plymouth City Council commissioned Marketing Means to analyse and report on the responses received from the Plan for Libraries survey.

This report has been written in conjunction with Plymouth City Council, who have provided all of the relevant information in the sections headed: background, purpose and aims; method; engagement and communication alongside other information.

Within this report the City Council has also requested the inclusion of all other feedback received by them during the library consultation period aside from the main library survey, with the headlines figures from the other feedback received are referenced within Section 4.

## Background, purpose and aims

In 2014 Cabinet agreed that the library service should support cultural engagement through literacy, learning and skills development. It agreed that the services provided by libraries should be embedded in the community where possible and not be dependent on buildings.

In order to explore how the library service could adapt to meet this new way of working the Library Service held a Conversation with the people of Plymouth in 2016. This 'conversation', which ran for 12 weeks received the views of 3,000 people on how the library service should develop in the future.

The findings of this Conversation formed the basis of the Plan for Libraries proposal which describes our priorities and activities for the next three years and the steps to be taken to implement them. A 12 week consultation was launched on the Plan for Libraries proposal on 25 January 2017 and ended on 19 April 2017.

The purpose of this consultation was to seek views on the Plan for Libraries proposal and in particular the significant areas of support and objection in relation to the library buildings that were proposed to close and those proposed to stay open.

This report sets out the findings of the survey and will be used to assist in informing and developing a final Plan for Libraries. The aim is to have the final Plan adopted by the Council and ensure that the future Library Service achieves its vision to deliver a modern service that inspires learning and creativity; improves health and wellbeing and supports digital inclusion.

## Methodology

The public were invited to put forward their views regarding the Plan for Libraries in a range of ways:

1. Participation in the consultation principally by completing a questionnaire. The questionnaire was available online through the Plymouth City Council consultation portal. Paper copies were also available in each of the 17 libraries in Plymouth.



2. To attend public meetings which were held in each of the 17 libraries. They were held at various days of the week and at a variety of times up to 7.30pm including 3 sessions held in Central Library.
3. To make comments and raise questions through the Plan for Libraries email address.
4. To make comments through Plymouth Libraries Facebook page and twitter account.
5. Any letters or other correspondence received by Plymouth City Council.

Petitions were organised and submitted to the Council in protest of the Plan for Libraries.

A large print version and an easy read version of the Plan for Libraries was produced and was available on request.

### **Engagement and communication**

In order to promote the Plan for Libraries consultation, extensive activity took place including:

1. Library staff promoting the consultation to all library users.
2. 157 stakeholders were contacted by email and invited to take part in the consultation. They were contacted at the launch of the consultation and again at the midway point. Stakeholders were invited to complete the questionnaire, attend the public meetings and if that was inconvenient, to make contact so that visits to the organisations could be arranged.
3. A mailing went to all learning disability, physical disability, faith and religious organisations, with the offer of 1:1 support or setting up specific information sessions if they experienced any difficulties in accessing the information and completing the questionnaire.
4. Three canvassers were recruited for approx. five weeks who sought public responses to the questionnaire. They were mainly located around the City Centre.
5. A four week and eight week review of the people responding to the questionnaire as part of the Equalities Impact Assessment took place in order to make further efforts to contact underrepresented groups of people.
6. Regular Plymouth City Council communications were undertaken which promoted the consultation. There was extensive coverage of the proposal in the local newspaper.
7. Plan for Libraries survey was promoted through library newsletter going to circa 50,000 email addresses.

## Plan for Libraries Survey Analysis

The results collated from the Plan for Libraries self- completion online questionnaire are outlined in this report. Where provided, a demographic profile was collected for each respondent which showed that the views of men, disabled people and young people were slightly under-represented when comparing this against the profile of Plymouth residents. To mitigate this every effort was made to target these specific under-represented groups and as such, the data used in this report remains 'unweighted' to reflect the views of the people who chose to respond.

**Note: 'No replies' and 'Prefer not to says' have been omitted from the data and charts outlined in this report unless stated.**

Figures in the charts and tables have been rounded and may not total 100%.

Throughout the report reference has been made to significant differences across different groups of respondents. This is where differences are deemed to be statistically significant within the data that was collected.

**If you have difficulties in reading any of the maps in this report, and would like them in a larger format, please contact:**  
[planforlibraries@plymouth.gov.uk](mailto:planforlibraries@plymouth.gov.uk)

## Section 1: Response

### Overall Response:

A total of **3,748** questionnaires were completed during the Plan for Libraries consultation period either online or through paper questionnaires.

### Respondent profiles:

A breakdown of those who responded to the survey is shown below, with consideration for: demographic data; respondent type (generated from Q1 of the survey); library most used (generated from Q2 of the survey); last visit to library (generated from Q3) and ward level response.

### Demographic profiles of respondents:

#### a) Age: Base: 3,340

	#	%
16yrs and under	91	2.7%
17-18yrs	44	1.3%
19-24yrs	115	3.4%
25-34yrs	429	12.8%
35-50yrs	862	25.8%
51-65yrs	862	25.8%
66-75yrs	626	18.7%
76yrs and over	311	9.3%

**b) Gender: Base: 3,256**

	#	%
Male	1,226	37.7%
Female	2,021	62.1%
Transgender	4	0.1%
Other Gender Identity	5	0.2%

**c) Are you a disabled person? Base: 2,813**

	#	%
Yes	355	12.6%
No	2,458	87.4%

**d) Ethnicity: Base: 3,201**

	#	%
White	3,096	96.7%
Asian or Asian British	36	1.1%
Black or Black British	18	0.6%
Mixed	29	0.9%
Chinese or any other ethnic group	22	0.7%

**e) Sexual Orientation: Base: 2,027**

	#	%
Heterosexual/Straight	1,901	93.8%
Gay man	29	1.4%
Gay woman/Lesbian	18	0.9%
Bisexual	44	2.2%
Other	35	1.7%

**f) Faith, Belief, Religion: Base: 2,706**

	#	%
Buddhist	21	0.8%
Jewish	10	0.4%
Christian	1,655	61.2%
Muslim	26	1.0%
Hindu	2	0.1%
Sikh	2	0.1%
None	917	33.9%
Other	73	2.7%

**g) Marital Status: Base: 2,973**

	#	%
Single	1,238	41.6%
Married	1,677	56.4%
Civil Partnership	58	2.0%

**h) Do you have children under 16yrs? Base: 2,946**

	#	%
Yes	749	25.4%
No	2,197	74.6%

**i) Do you have children over 16yrs? Base: 2,976**

	#	%
Yes	1,338	45.0%
No	1,638	55.0%

**j) Do you consider yourself as a carer for a relative/friend? Base: 2,987**

	#	%
Yes	419	14.0%
No	2,568	86.0%

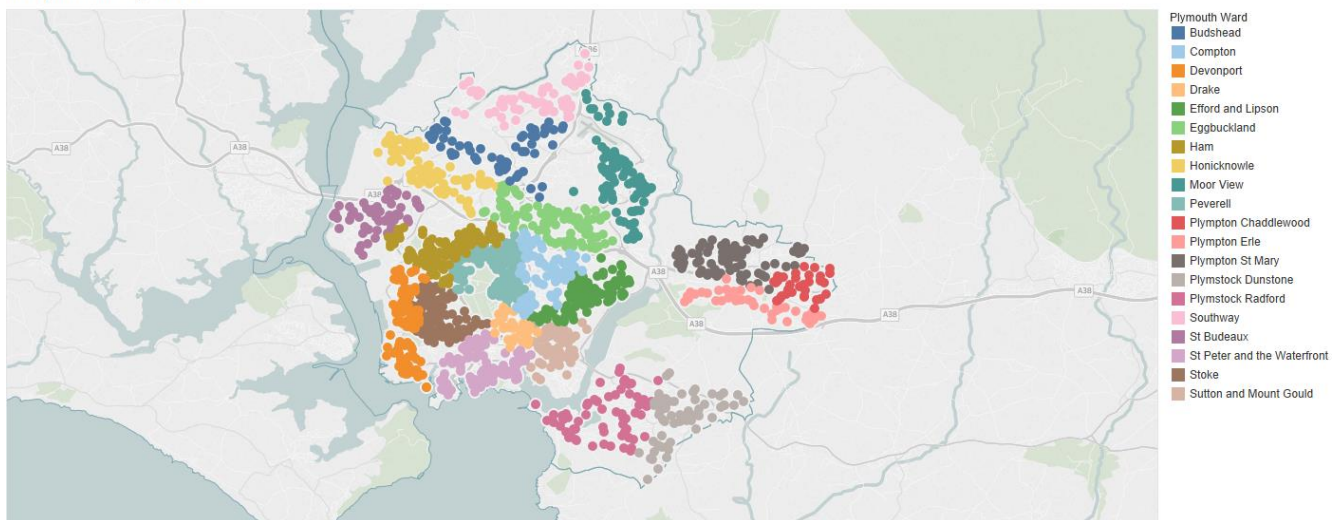
**Ward profile of respondents:**

The following ward profile is based on responses to the postcode question which was included in the questionnaire (Q4). Those providing an incomplete postcode or no response are included in the 'unknown' category in the table below:

Ward	Number achieved	Percentage
Budshead	76	2.0%
Compton	118	3.1%
Devonport	164	4.4%
Drake	56	1.5%
Efford and Lipson	156	4.2%
Eggbuckland	124	3.3%
Ham	188	5.0%
Honicknowle	118	3.1%
Moor View	188	5.0%
Peverell	385	10.3%
Plympton Chaddlewood	43	1.1%
Plympton Erle	60	1.6%
Plympton St. Mary	96	2.6%
Plymstock Dunstone	73	1.9%
Plymstock Radford	80	2.1%
Southway	76	2.0%
St Budeaux	74	2.0%
St Peter & the Waterfront	121	3.2%
Stoke	209	5.6%
Sutton & Mount Gould	120	3.2%
<b>Postcode outside Plymouth City Council Wards</b>	<b>230</b>	<b>6.1%</b>
<b>Unknown</b>	<b>993</b>	<b>26.5%</b>
<b>Total</b>	<b>3,748</b>	<b>100.0%</b>

**Map 1:**

Respondents by Ward

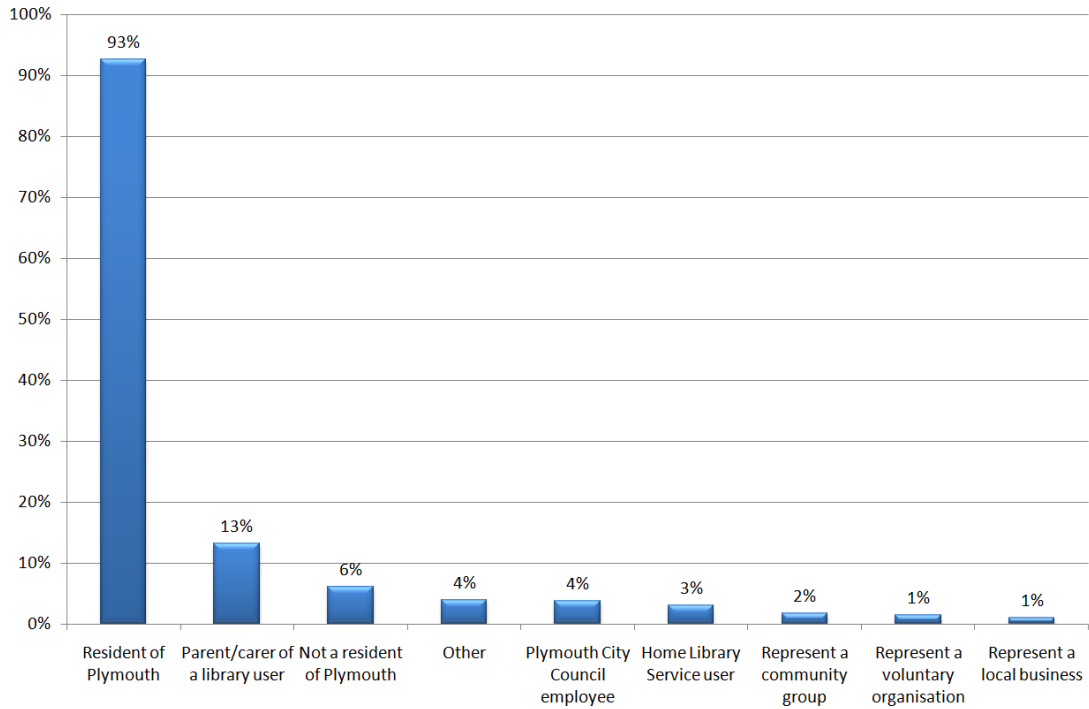


**Note: All maps in this report supplied by Plymouth City Council**

***'Respondent type' (Q1) profile of respondents:***

The following profile is based on responses to Q1 of the survey: Are you responding to this consultation as one or more of the following? (Note: Q1 was a multi-response question):

**Chart 1: Respondent type**



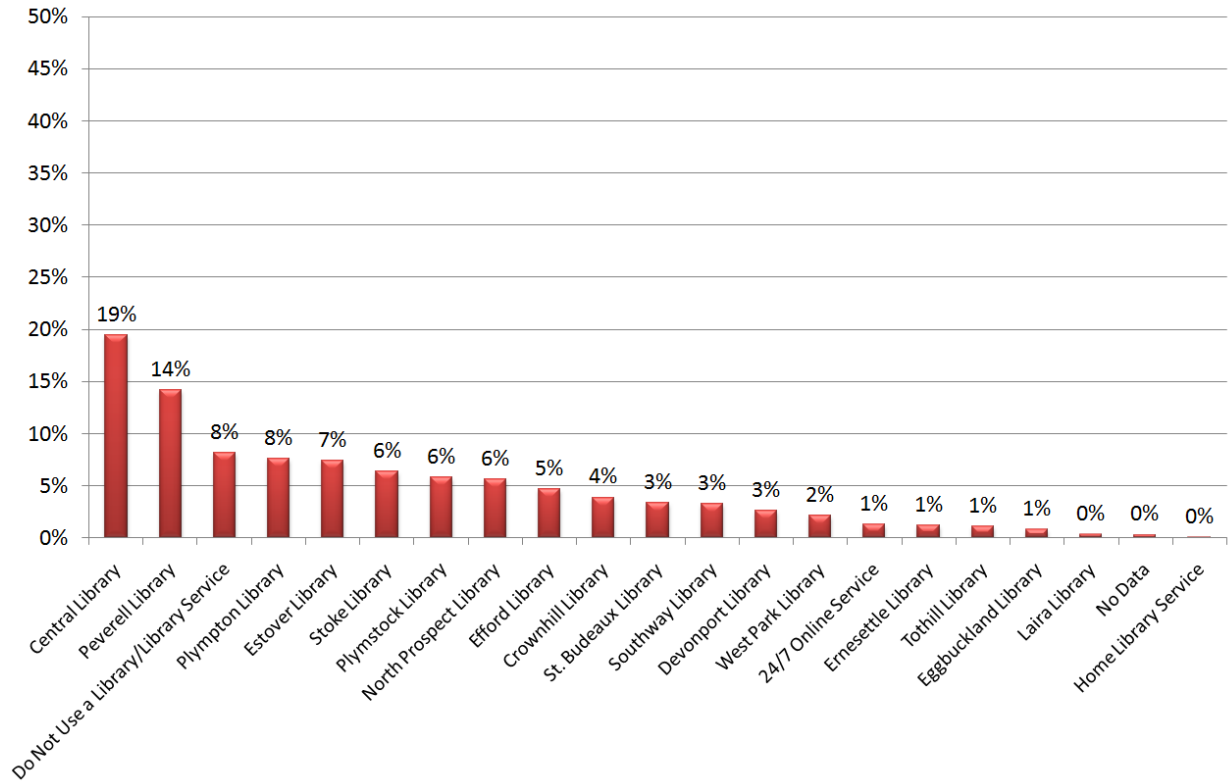
Base: 3,748

- 93% of those who responded to the survey outlined they are a resident of Plymouth.

**‘Library/Library service most used’ (Q2) profile of respondents:**

The following profile is based on responses to Q2 of the survey: Which library or library service do you use the most?

**Chart 2: Library/Library service used most**

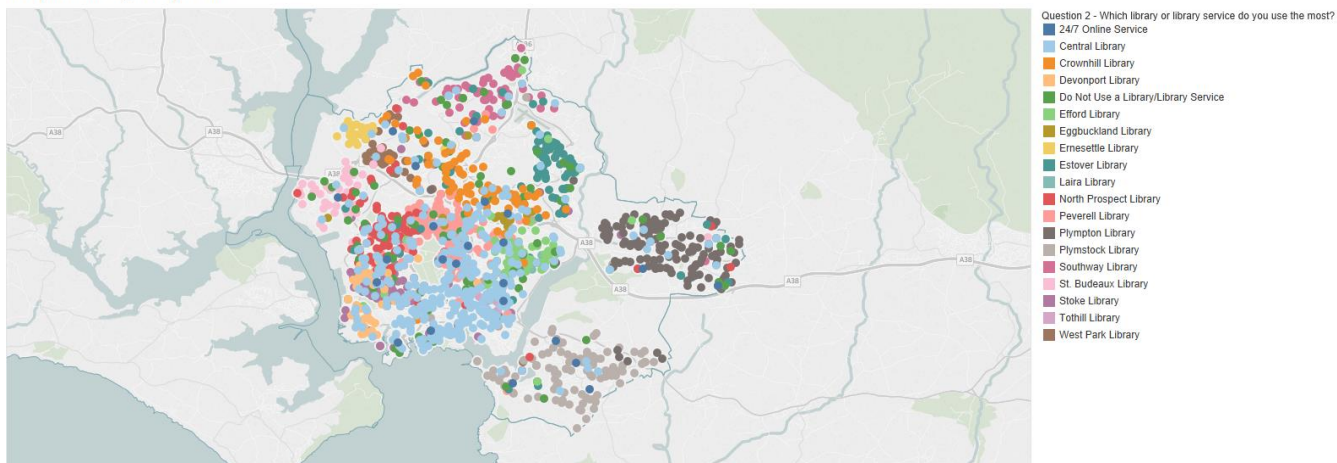


Base: 3,748

- The libraries/library services which are used most by respondents are: Central Library (19%); and Peverell Library (14%).
- 8% of respondents are non-users of the library service i.e. do not use a library or library service.
- Only 1% of respondents outlined they use the 24/7 online library service most.

**Map 2:**

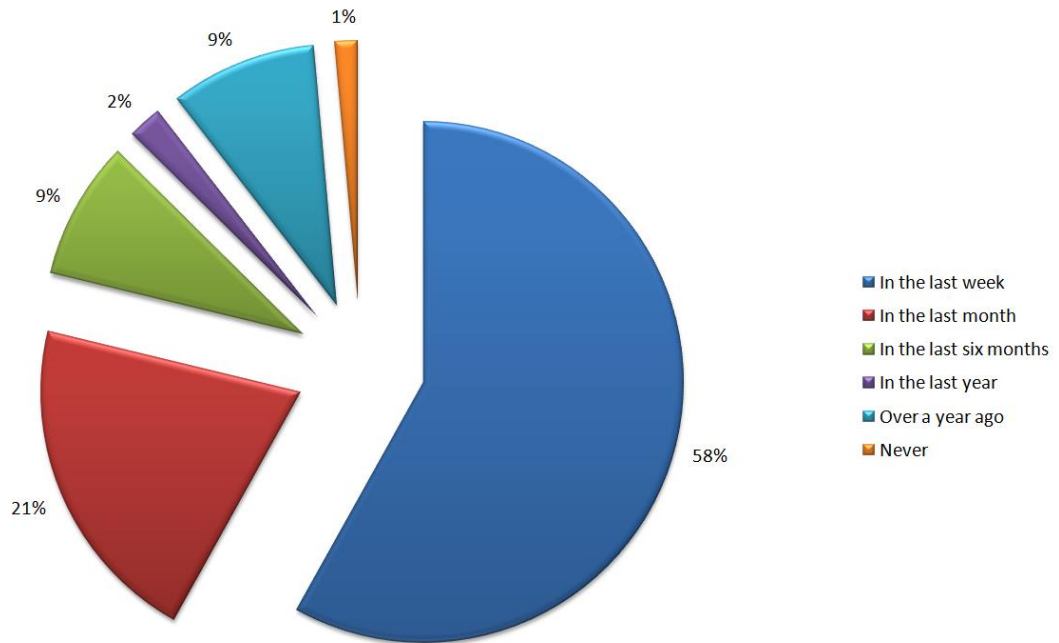
Respondents by library used



***'When was the last time you visited a library or used the library service?' (Q3) profile of respondents:***

The following profile is based on responses to Q3 of the survey: When was the last time you visited a library or used the library service?

**Chart 3: Last time you visited a library or used library service:**



Base: 3,748

- Over half (58%) of respondents had used a library or library service within the last week, a further 21% within the last month.
- 10% had last used a library or library service over a year ago or never.



## Section 2: Plymouth City Council proposal

Visits to library buildings in Plymouth have declined significantly in the last decade and although recent research shows that book lending remains a high priority for our customers, we have an ambition to deliver much more, including services based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning

The Council's proposal aims to secure the future of Plymouth Library Service by closing 10 libraries and enhancing and investing in the remaining seven to ensure that they are fit for purpose and can provide a full, consistent and quality service across the city; meeting the needs of the library service and local communities.

To achieve this it is the Council's intention that the new library service will consist of three key offers:

**Online service** – An enhanced online service is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audio books and magazines plus a range of premium online resources.

**In-library service** - Our remaining library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around reading and literacy, information and history, digital, health and wellbeing and learning. They will be clean, modern and welcoming and run by friendly and trained staff.

**Outreach service including the Home Library Service** - Our outreach service will increase. Investment in technology will mean we are able to take the library into communities, providing pop-up libraries with click and collect, activities and services. This will include our Home Library Service for those who need it.

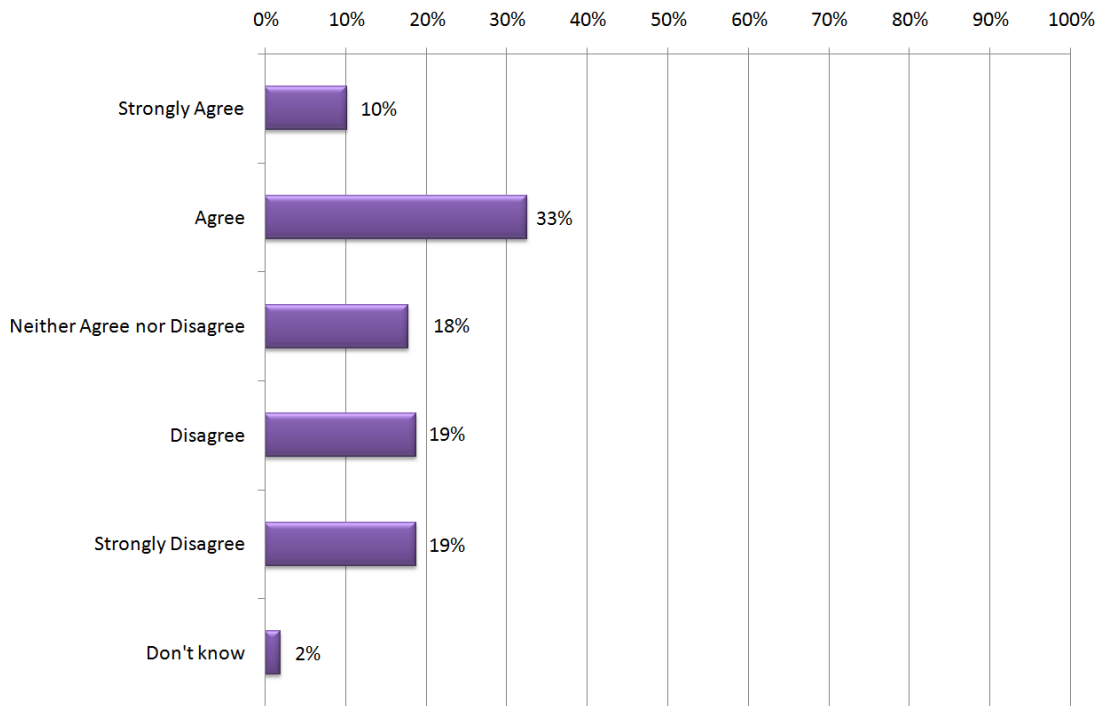
**Enhancing our online service**

*Proposal to enhance and invest in this area to include a wider selection of eBooks, audio books and other online resources.*

**To what extent do you agree or disagree with the proposal to enhance our online service? (Q5)**

43% of respondents outlined that they strongly agreed/agreed with the proposal to enhance the online service, 38% strongly disagreed/disagreed.

**Chart 4: Enhance online service**



Base: 3,688

**(Note: 60 non responses not included)**

**Differences:**

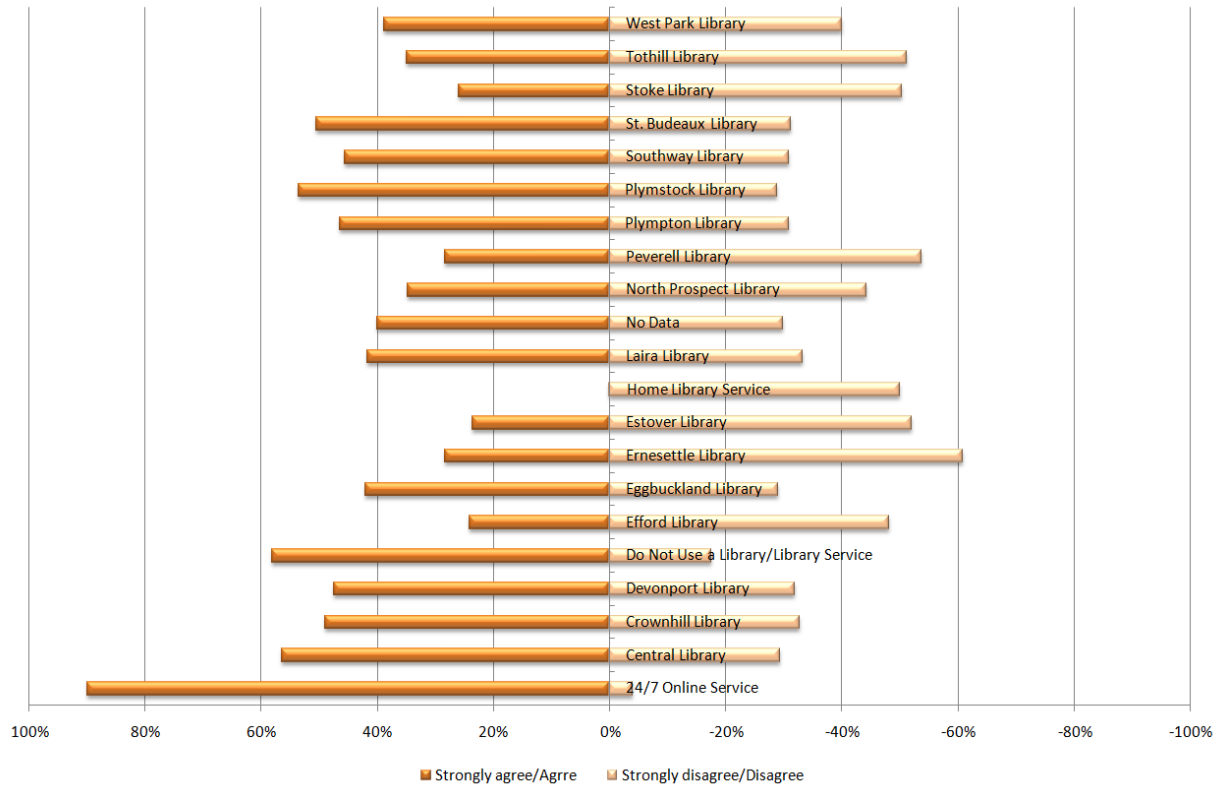
- Significantly more respondents aged under 25yrs strongly agreed/agreed with the proposal to enhance the online service (57%), compared with 25-50yrs (43%); 51-65yrs (42%) and over 65yrs (38%).
- Significantly less respondents aged under 25yrs strongly disagreed/disagreed with the proposal to enhance the online service (22%), compared with 25-50yrs (38%); 51-65yrs (40%) and over 65yrs (40%).
- 48% of males strongly agreed/agreed with the proposal to enhance the online service which was significantly higher than females (40%).
- Significantly more of those respondents who are not disabled strongly agreed/agreed with this proposal (44%) compared with those who are disabled (31%).

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- Significantly more of those who are disabled strongly disagreed/disagreed with this proposal (48%) compared with those who are not disabled (36%).
- Significantly more of those respondents who do not have children under the age of 16yrs strongly agreed/agreed with this proposal (46%) compared with those who do (38%).
- Significantly more of those respondents who do have children under 16yrs strongly disagreed/disagreed with this proposal (41%) compared with those who don't (35%).
- 90% of those who use the 24/7 online library service most strongly agreed/agreed with this proposal which unsurprisingly was significantly higher than other service users and non-users.
- Significantly more of those respondents who use the Central Library most strongly agreed/agreed with this proposal (56%) in comparison to those who use the following libraries most: Efford (24%); Ernesettle (28%); Estover (24%); North Prospect (35%); Peverell (28%) and Stoke (26%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with this proposal (58%) in comparison to those who use the following libraries most: Efford (24%); Ernesettle (28%); Estover (24%); North Prospect (35%); Peverell (28%) and Stoke (26%).
- Those respondents who mostly use the following libraries and strongly agreed/agreed with this proposal: Plympton (46%); Plymstock (53%); Southway (46%); St Budeaux (50%); Crownhill (49%); and Devonport (47%) were all significantly higher than those using Efford (24%); Estover (24%); Peverell (28%) and Stoke (26%) libraries most. (In the case of Plymstock also significantly higher than North Prospect (35%).)

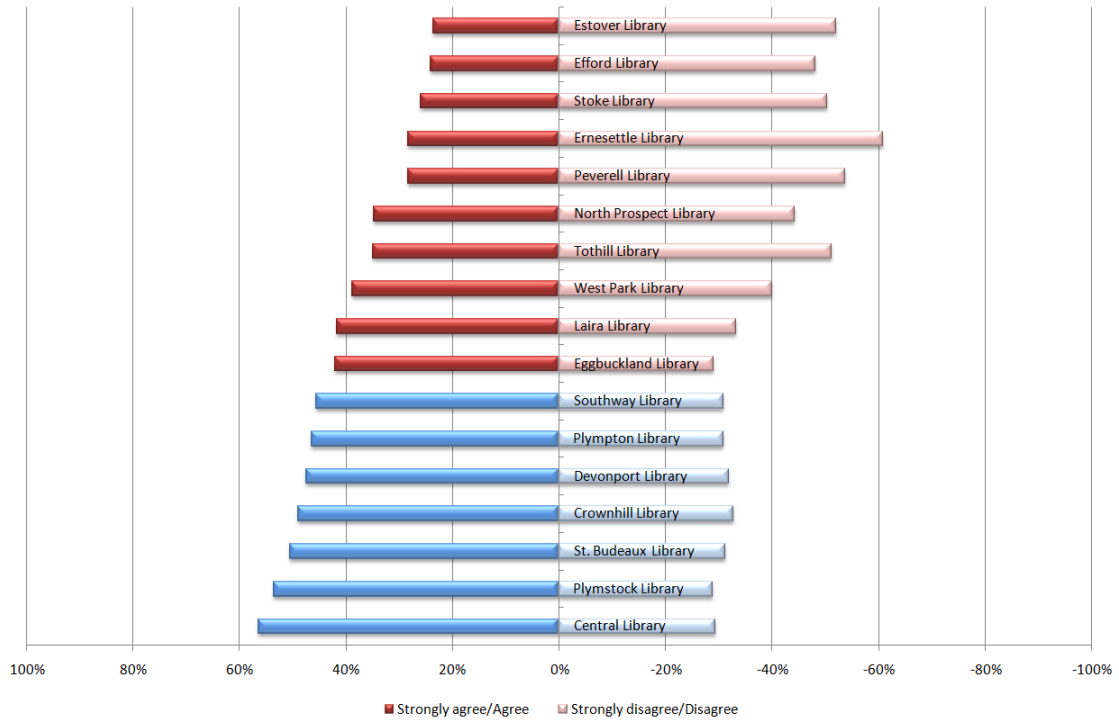
**Chart 5: Library/Library service most used: Agree V Disagree with proposal to enhance online service**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Based on 'library most used', the respondents offering greatest support for this proposal to enhance the online service are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 6 below):

**Chart 6: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance online service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the online service:**

Most common responses are outlined in table 1 below:

**Table 1: Agree, disagree with enhanced online service**

Q5b	#	%
<b>BASE</b>	<b>3748</b>	<b>100.0%</b>
Online not accessible or used by all (e.g. don't have a computer, the elderly)	723	19.3%
Prefer / Importance of physical books and / or visiting a library	509	13.6%
Not at expense of library closures or reduced existing services / online offering as an addition	350	9.3%
Importance of the social interaction / customer service of a library	338	9.0%
Importance of printed books / reading / library experience for children / young families	289	7.7%
Library services need to keep up with the times / move forward / more people use online	277	7.4%
Importance of libraries for research / community resource e.g. computers	220	5.9%
Online more convenient / easier to access e.g. not everyone has time, able to visit, when on holiday	165	4.4%
Not everyone able to travel to other libraries if most local library closed / Equal access to resources for all / Disadvantaged won't be able to access	125	3.3%
Mention of a specific library not to close / important to community	114	3.0%
Reach a wider audience / 24/7 service	102	2.7%

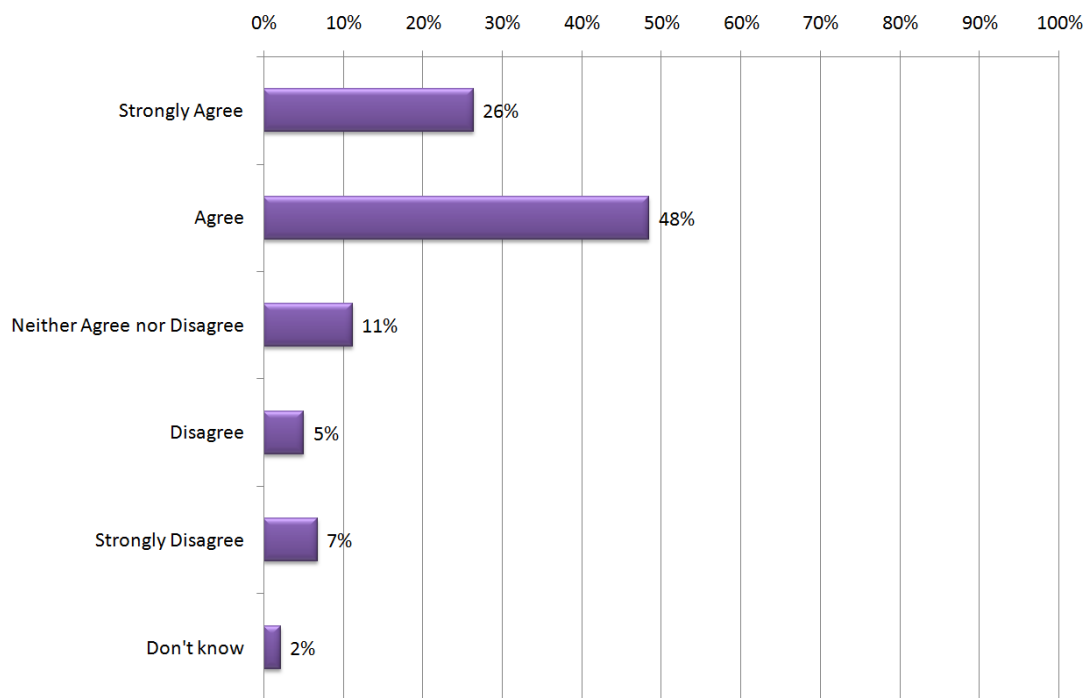
**Enhancing our in-library service**

*Proposal to provide libraries that are fit for purpose and will deliver services and activities based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning.*

**To what extent do you agree or disagree with the proposal to provide a library service based around reading and literacy, information and history, digital (getting online) health and wellbeing and learning? (Q6)**

Three quarters of respondents (75%) outlined that they strongly agreed/agreed with the proposal to enhance the in-library service, 12% strongly disagreed/disagreed.

**Chart 7: Enhance in-library service**



Base: 3,649

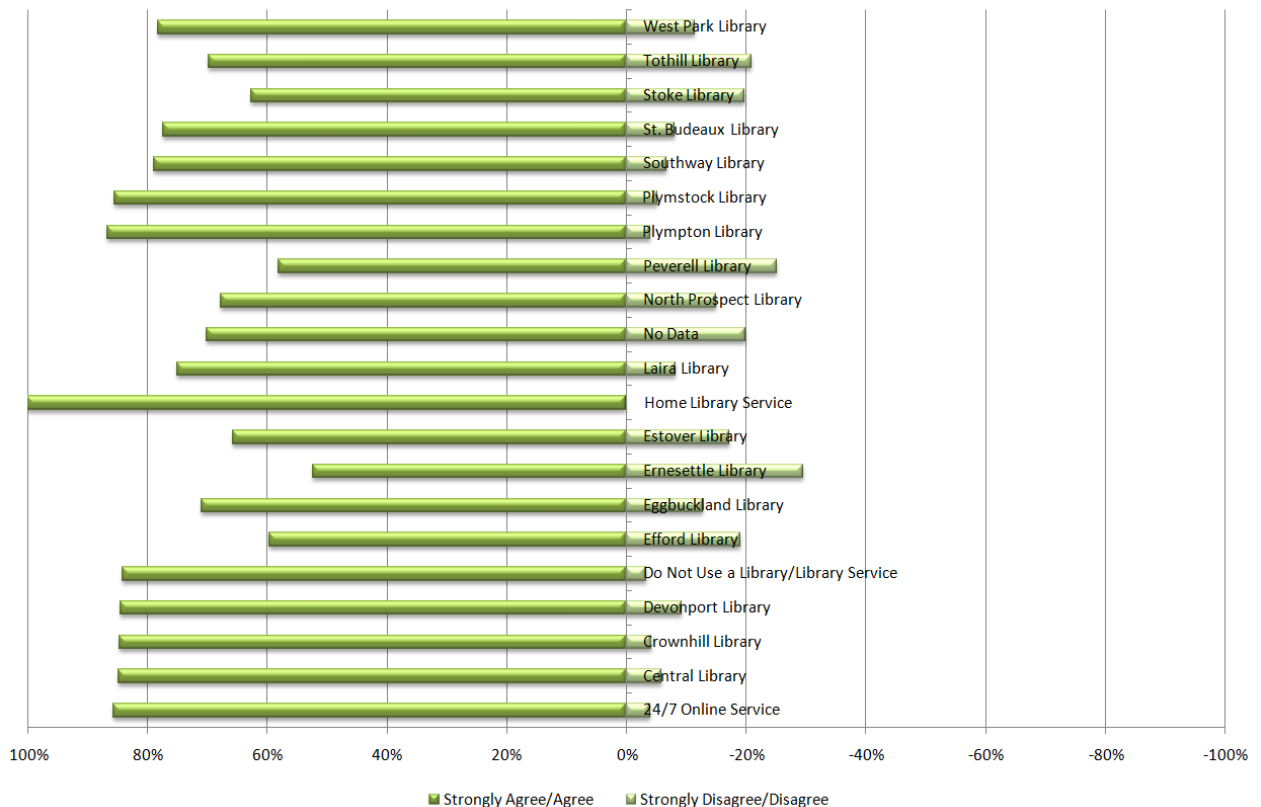
**(Note: 99 non responses not included)**

**Differences**

- Significantly fewer respondents aged under 25yrs strongly disagreed/disagreed with the proposal to enhance in-library service (5%), compared with those aged 25-50yrs (11%) and 51-65yrs (13%).
- 79% of males strongly agreed/agreed with this proposal which was significantly higher than females (75%).
- Significantly more respondents who are disabled (17%) strongly disagreed/disagreed with this proposal in comparison to those who are not disabled (11%).

- Significantly more respondents without children under 16yrs strongly agreed/agreed with this proposal (78%) compared with those with children under 16yrs (71%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with this proposal (84%) in comparison to those who use the following libraries the most: Efford (60%); Ernesettle (52%); Estover (66%); North Prospect (68%); Peverell (58%) and Stoke (63%).
- Those who mostly use the following libraries and strongly agreed/agreed with this proposal: Plympton (87%), Plymstock (86%), and Central (85%) were all significantly in support compared with those using: Efford (60%); Ernesettle (52%); Estover (66%); North Prospect (68%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Crownhill library and strongly agreed/agreed with this proposal (85%) significantly higher than those using: Efford (60%); Ernesettle (52%); Estover (66%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Devonport library and strongly agreed/agreed with this proposal (85%) significantly higher than those using: Efford (60%); Ernesettle (52%); Peverell (58%) and Stoke (63%) libraries.
- Those who mostly use Southway (79%) or St Budeaux (77%) libraries or the 24/7 online service (86%) and strongly agreed/agreed with this proposal significantly higher than those using Peverell (58%) library.

**Chart 8: Library/Library service most used: Agree V Disagree with proposal to enhance in-library service**

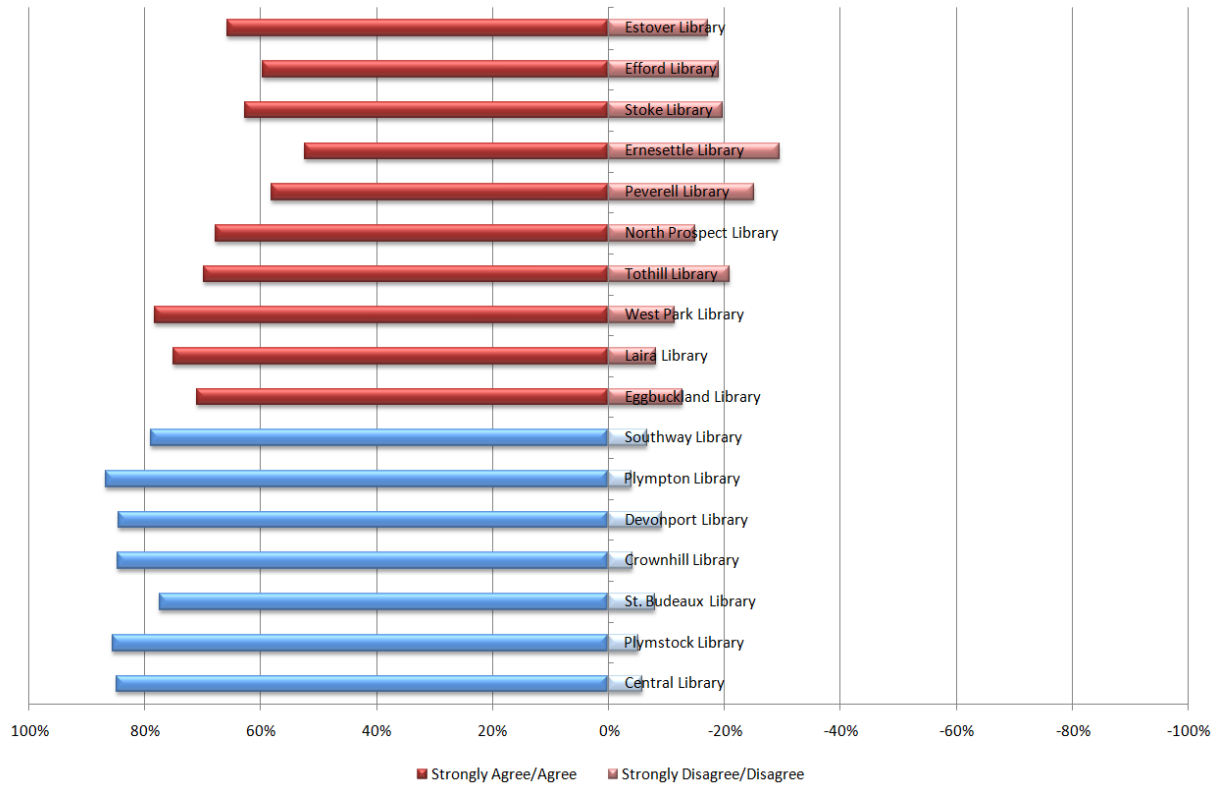


**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**



Based on 'library most used', the respondents offering greatest support for this proposal to enhance the in-library service for the most part are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 9 below):

**Chart 9: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance in-library service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the in-library service:**

Most common responses are outlined in table 2 below:

**Table 2: Agree, disagree with enhanced in-library service**

Q6A	#	%
<b>Total</b>	<b>3748</b>	<b>100.0%</b>
Library services important to the community (social interaction e.g. staff, hub, local information)	276	7.4%
Library services importance to education, reading and learning e.g. literacy	270	7.2%
Not at expense of library closures / existing services / keep existing libraries	235	6.3%
Being multi-purpose / providing all the services mentioned is important / what library services are for	155	4.1%
Importance / Focus on physical books and / or visiting a library (e.g. browsing books)	135	3.6%
Already providing these services	122	3.3%
Not everyone able to travel to other libraries if most local library closed / Disadvantaged won't be able to access / Local libraries important	112	3.0%
Specific mention of a library not to be closed / important to the community	108	2.9%

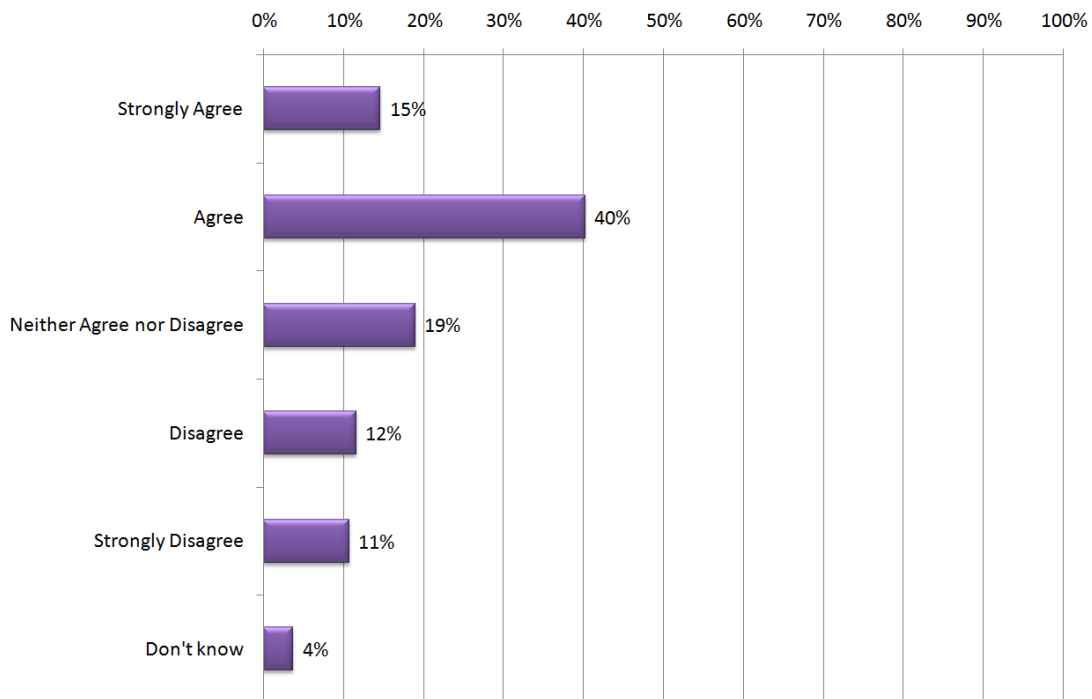
**Enhancing our outreach service**

*Proposed outreach service means that we will be able to deliver more library services out in communities, investing in technology to take a library service to where people live.*

**To what extent do you agree or disagree with the proposal to deliver more services and activities in the community? (Q7)**

Overall half of respondents (55%) outlined that they strongly agreed/agreed with this proposal to enhance the outreach service, 22% strongly disagreed/disagreed.

**Chart 10: Enhance outreach service**



Base: 3,578

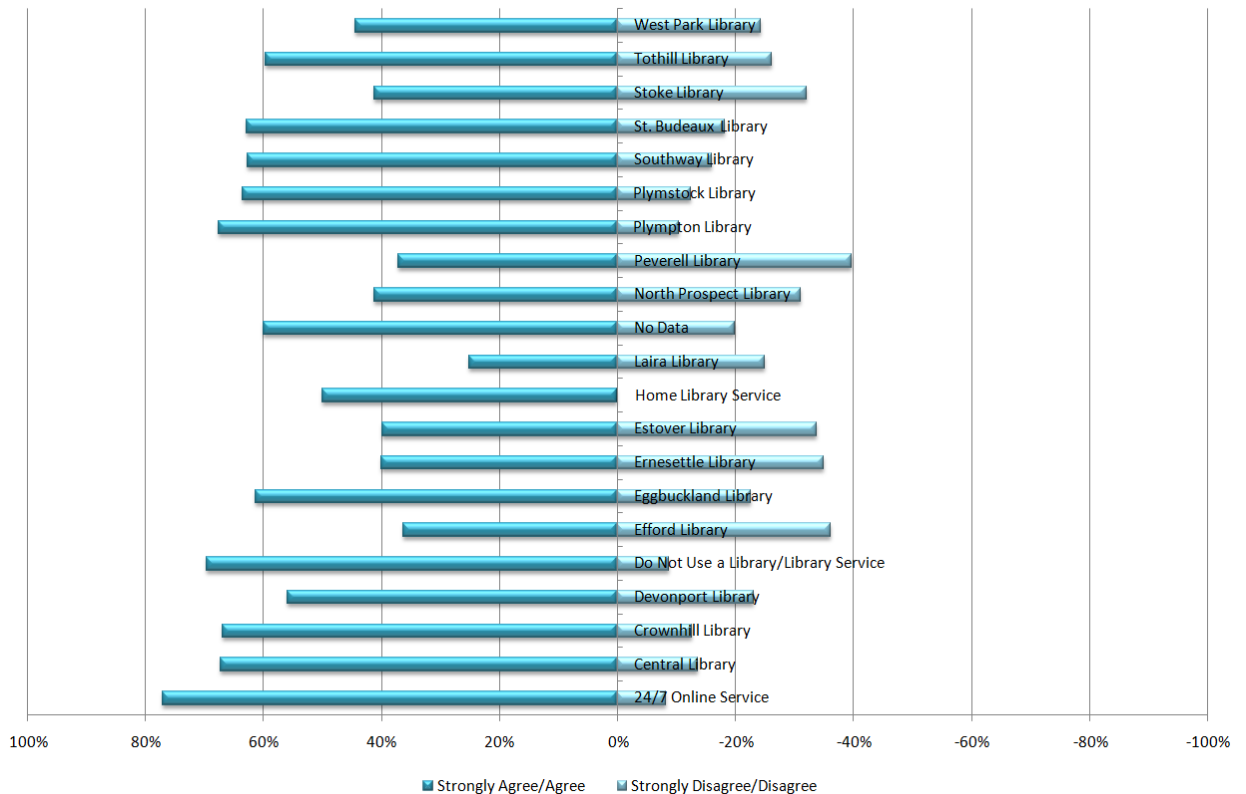
**(Note: 170 non responses not included)**

**Differences**

- Significantly more over 65yrs strongly agreed/agreed with this proposal to enhance the outreach service (58%), compared with those aged 25-50yrs (52%).
- Significantly more 25-50yrs (24%) and 51-65yrs (23%) strongly disagreed/disagreed with the proposal to enhance the outreach service, compared with those aged under 25yrs (14%). In the case of the 25-50yrs significantly more than the over 65yrs as well (19%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the proposal (59%) compared with those with children under 16yrs (47%).

- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the proposal (29%) compared with those without children under 16yrs (19%).
- Significantly more respondents who do not use a library or library service strongly agreed/agreed with the proposal (70%) in comparison to those who use the following libraries the most Efford (36%); Ernesettle (40%); Estover (40%); North Prospect (41%); Peverell (37%); Stoke (41%) and West Park (44%).
- Those who mostly use the following libraries and strongly agreed/agreed with the proposal: Central (67%); Crownhill (67%); Plympton (68%), Plymstock (63%); Southway (63%) and St Budeaux (63%) and 24/7 online service (77%) were all significantly higher than those using: Efford (36%); Estover (40%); North Prospect (41%); Peverell (37%) and Stoke (41%) libraries. In the case of Central library significantly higher than West Park as well (44%).

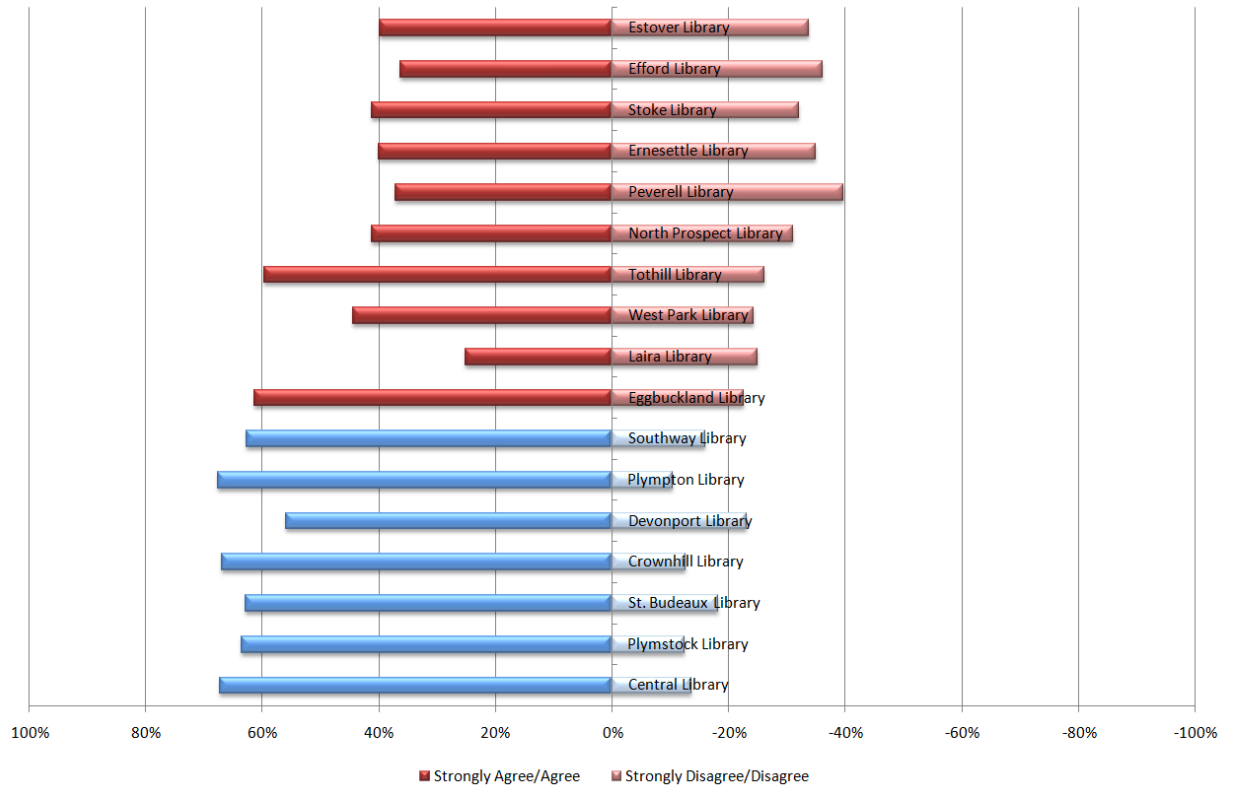
**Chart 11: Library/Library service most used: Agree V Disagree with proposal to enhance outreach service**



**\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.**

Based on ‘library most used’, the respondents offering greatest support for this proposal to enhance the outreach service for the most part are from the seven libraries proposed to remain open in the Plan for Libraries document (highlighted blue in chart 12 below) as well as those who use Eggbuckland and Tothill libraries most:

**Chart 12: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with proposal to enhance outreach service**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal to enhance the outreach service:**

Most common responses are outlined in table 3 below:

**Table 3: Agree, disagree with enhanced outreach service**

Q7A	#	%
<b>BASE</b>	<b>3748</b>	<b>100.0%</b>
Easy / Good for improving access e.g. disabled, elderly, those not online, busy, reliant on public transport	465	12.4%
Not instead of / at expense of less physical books / services / libraries (As well as or not at all)	275	7.3%
Libraries are fine as / where they are	153	4.1%
Proposal unclear / loaded / biased	146	3.9%
Encourage community involvement / wider audience / will encourage people to use library services	144	3.8%
Concerns over when or where available / access issues e.g. only set times	108	2.9%
Concerns about cost effectiveness / waste of resources	108	2.9%
Specific mention of a library not to be closed / important to the community	101	2.7%

**Are there any buildings or community facilities you would like us to consider for a pop-up library and other outreach activities where you live?**

Some of the more common responses were as follows:

- Leave libraries where they are instead / use library buildings
- Churches (St Bartholomew's, St Pancras Church Hall, Laira - St Mary's Church, Egguckland Church Hall, Hope Baptist Church hall)
- Pounds House
- Community centres (Estover, Elm, Keyham Green Places, Leigham Community Centre, some mentions of the fact these have already closed so can't use them either)
- Schools (Plymouth School of Creative Arts)
- Empty shop (e.g. Mutley Plain)
- Supermarket
- Need more information on what pop up service will be like.

**Library Assessment**

Plymouth City Council carried out an assessment for each library which considered both the needs of the community and the library service, including information about how each library is currently being used. This helped to inform the Plan for Libraries.

The criteria used were as follows:

- Proportion of population in each ward aged 0-17yrs
- Proportion of population in each ward aged over 60yrs
- Number of issues of books and other items
- Indices of Multiple Deprivation score 2015, based on standard indicators such as income, employment, health, education, housing, crime and living environment
- Number of library visits
- Cost per visit
- Hours of computer use
- Total attendance at library events and activities
- Suitability of the library to deliver the full offer, for instance size of library, location and meeting space availability.

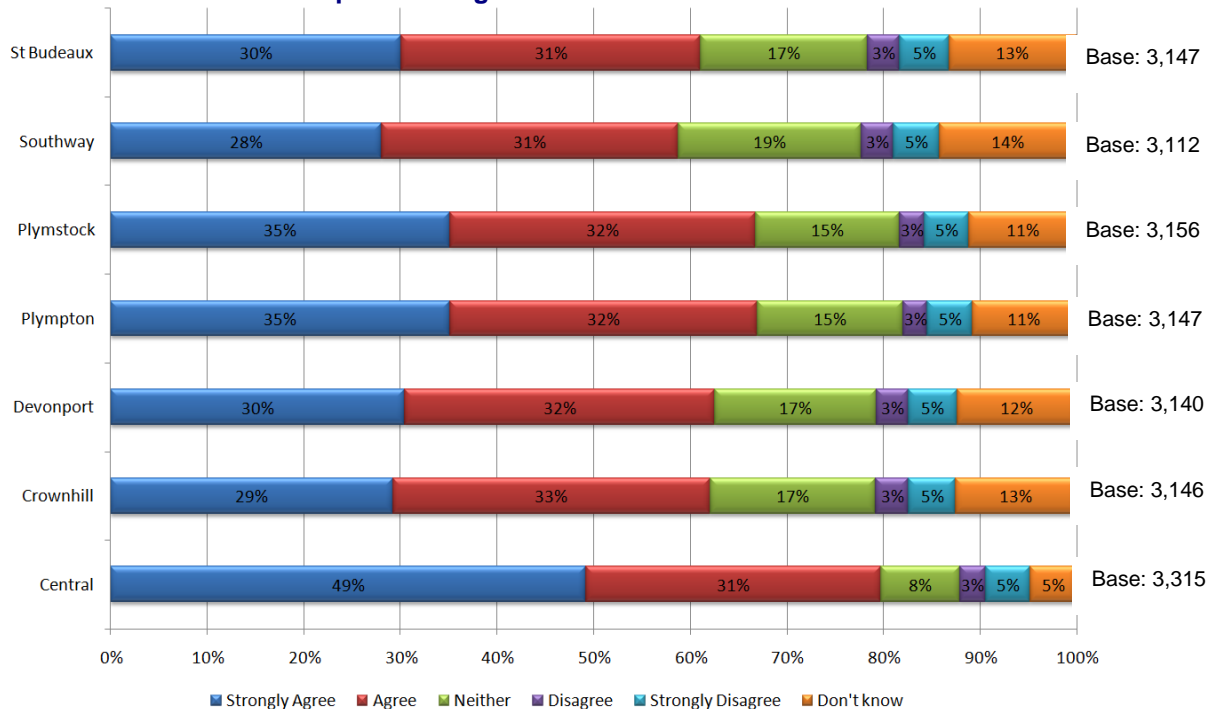
**Proposed libraries to stay open**

The assessment identified that the following libraries were the most suitable to deliver a full, consistent and quality library service:

- Central
- Crownhill
- Devonport
- Plympton
- Plymstock
- Southway
- St Budeaux

**To what extent do you agree or disagree that these are the right library buildings to remain open and provide our proposed full in-house library service? (Q8)**

**Chart 13: Libraries to remain open offering full in-house service**



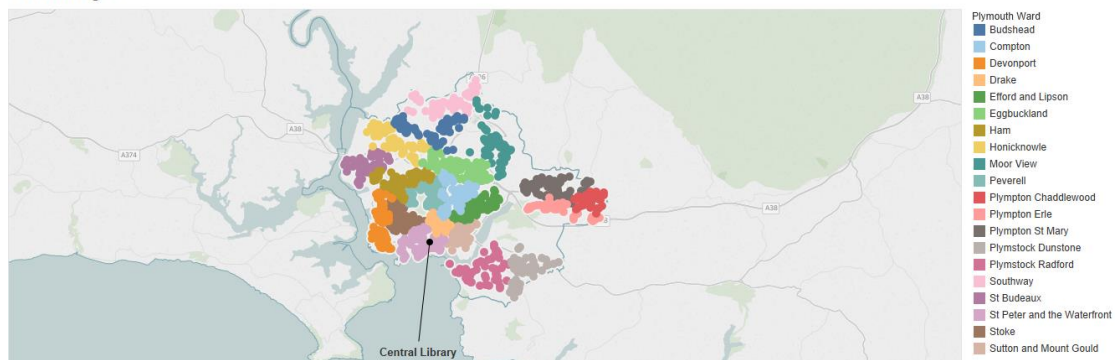
- 80% strongly agreed/agreed that Central library should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.
- Two thirds (67%) strongly agreed/agreed that Plympton and Plymstock libraries should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.
- 63% strongly agreed/agreed that Devonport library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 62% strongly agreed/agreed that Crownhill library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 61% strongly agreed/agreed that St Budeaux library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed.
- 59% strongly agreed/agreed that Southway library should remain open and provide full in-house library service, 8% strongly disagreed/disagreed

**Differences**

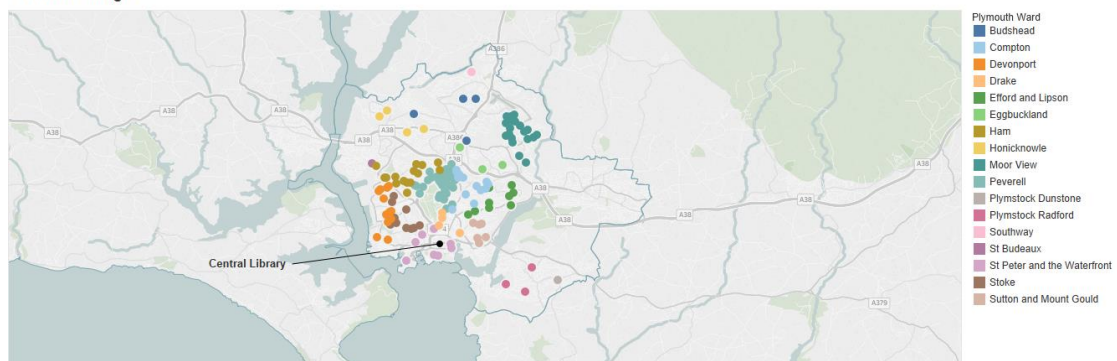
**Central Library:**

**Differences based on where the respondent lives:**

Central - Agree



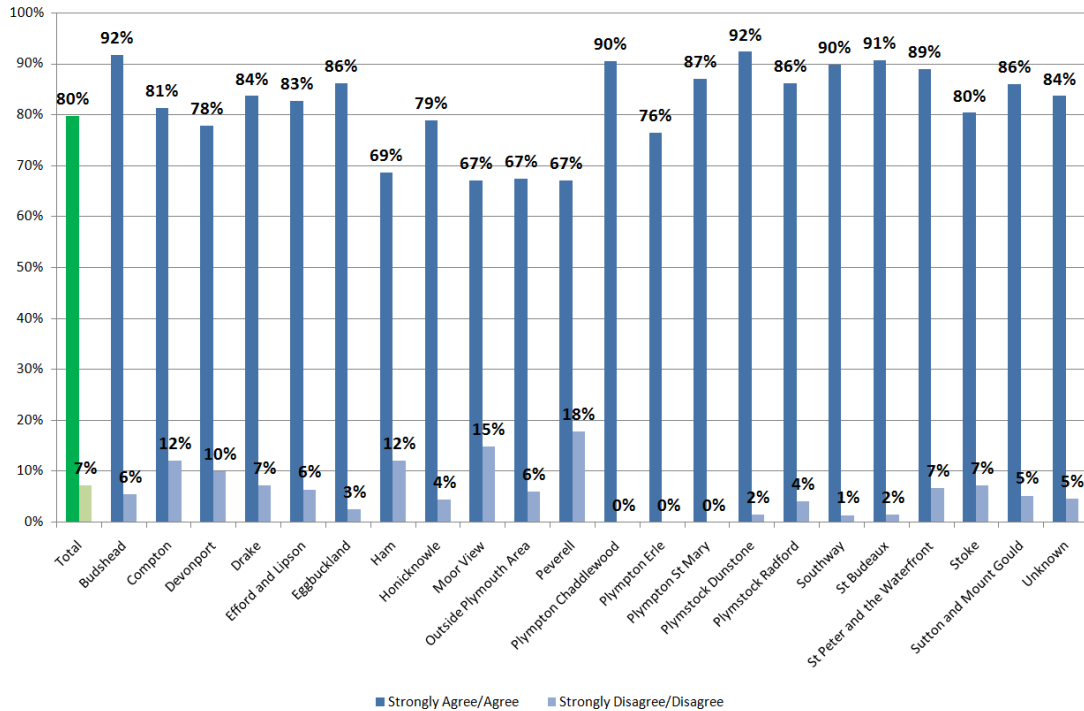
Central - Disagree



- Over 90% of respondents living in the following wards strongly agreed/agreed that Central library should remain open and provide full in-house library service: Plymstock Dunstone (92%); Budshead (92%); St Budeaux (91%); Southway (90%) and Plympton Chaddlewood (90%).



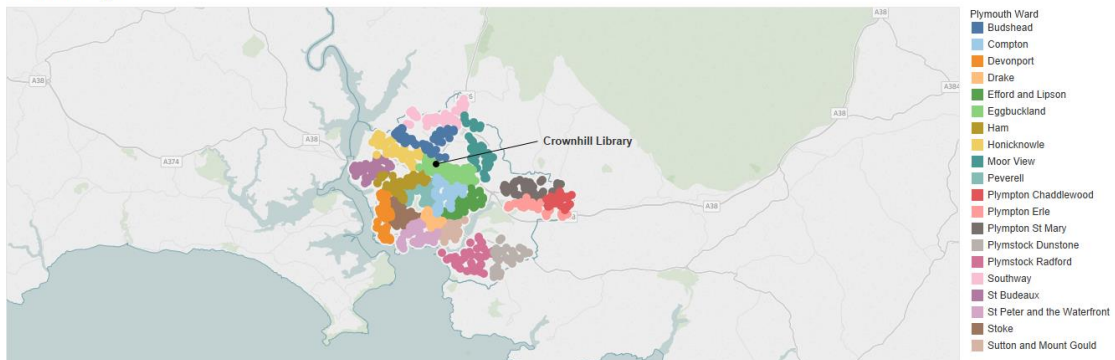
- Respondents living in the following wards recorded greatest levels of disagreement: Peverell (18%); and Moor View (15%).



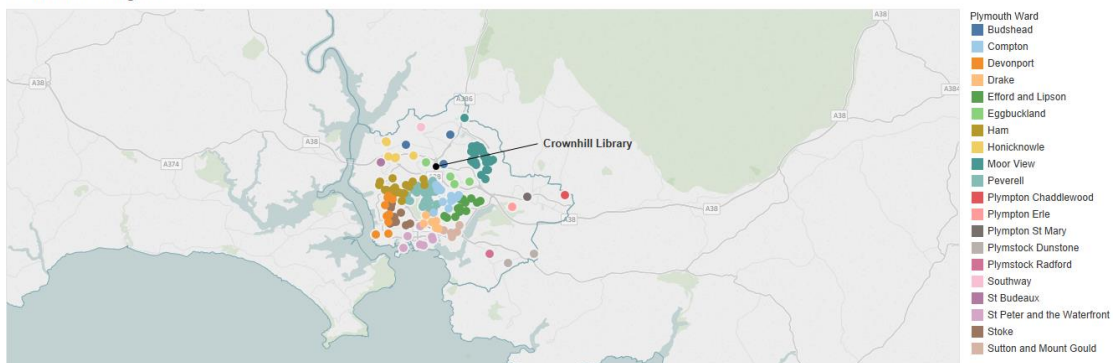
## Crownhill Library:

### Differences based on where the respondent lives:

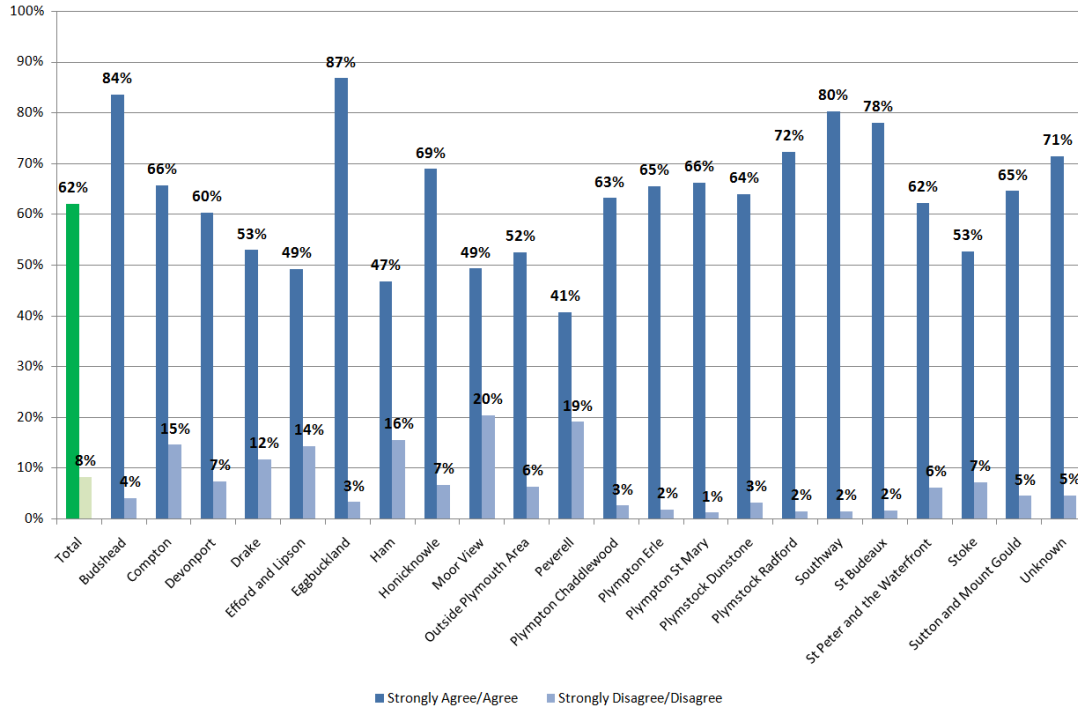
Crownhill - Agree



Crownhill - Disagree



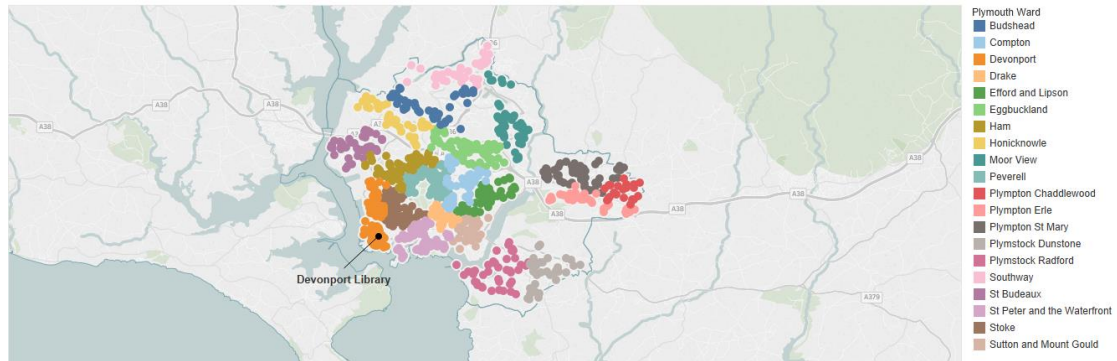
- Over 80% of respondents living in the following wards agreed that Crownhill library should remain open and provide full in-house library service: Egguckland (87%); Budshead (84%); and Southway (80%).
- Respondents living in the following areas recorded greatest levels of disagreement: Moor View (20%); Peverell (19%); Ham (16%); and Compton (15%).



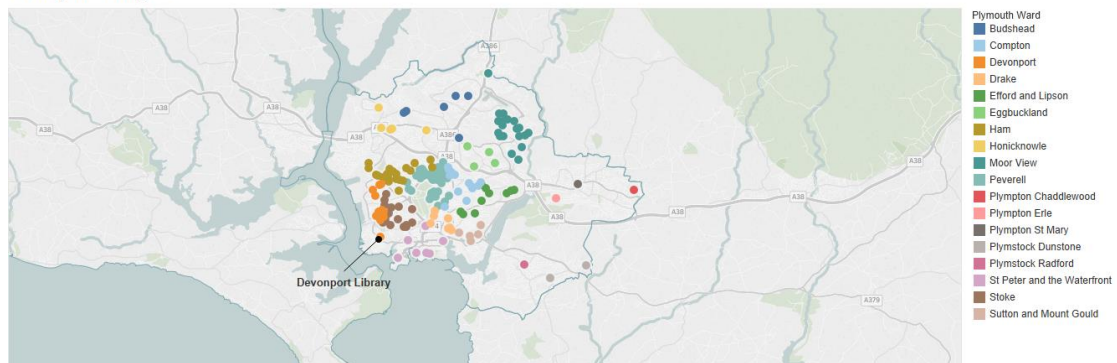
**Devonport Library:**

**Differences based on where the respondent lives:**

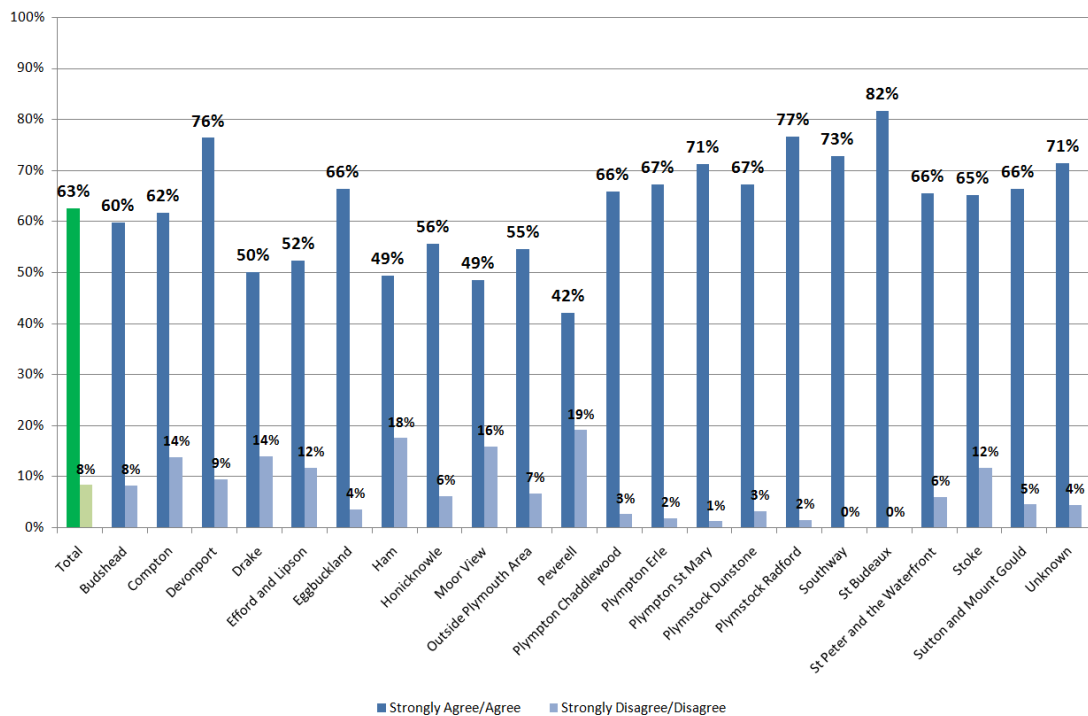
Devonport - Agree



Devonport - Disagree



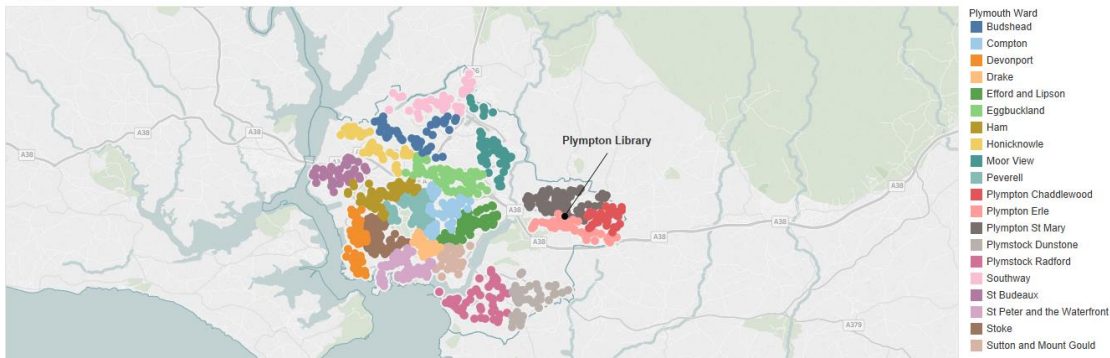
- Over 75% of respondents living in the following wards agreed that Devonport library should remain open and provide full in-house library service: St Budeaux (82%); Plymstock Radford (77%); and Devonport (76%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (19%); Ham (18%); and Moor View (16%).



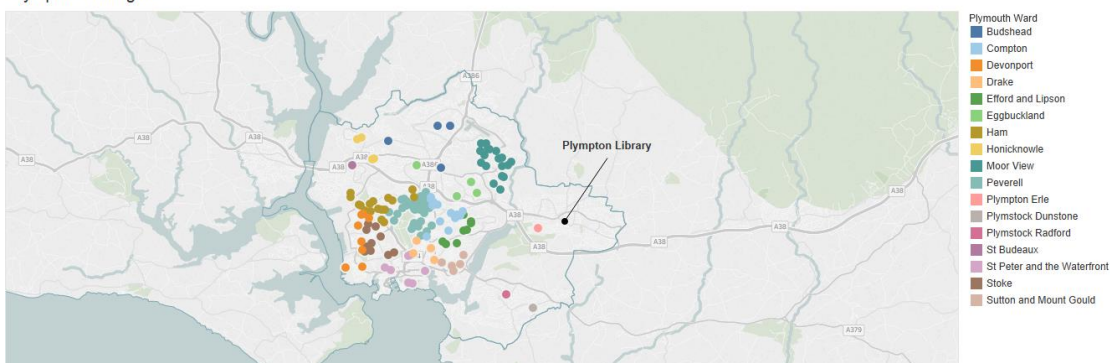
**Plympton Library:**

**Differences based on where the respondent lives:**

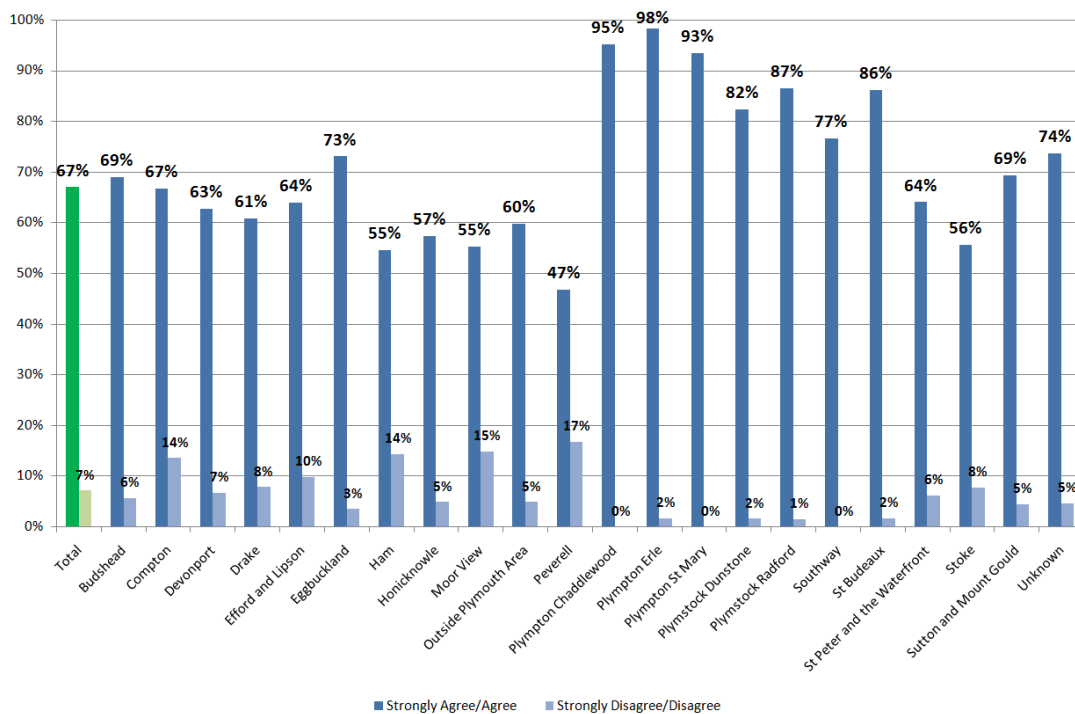
Plympton - Agree



Plympton - Disagree



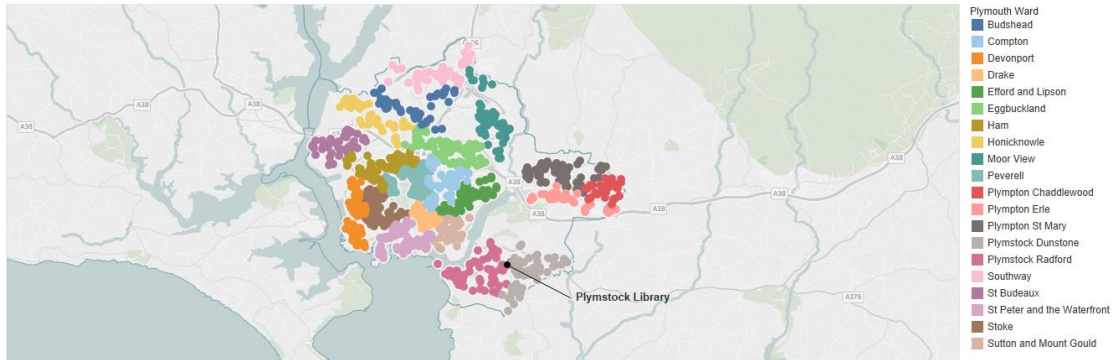
- Over 90% of respondents living in the three Plympton wards agreed that Plympton library should remain open and provide full in-house library service: Erle (98%); Chaddlewood (95%); and St Mary (93%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%); and Moor View (15%).



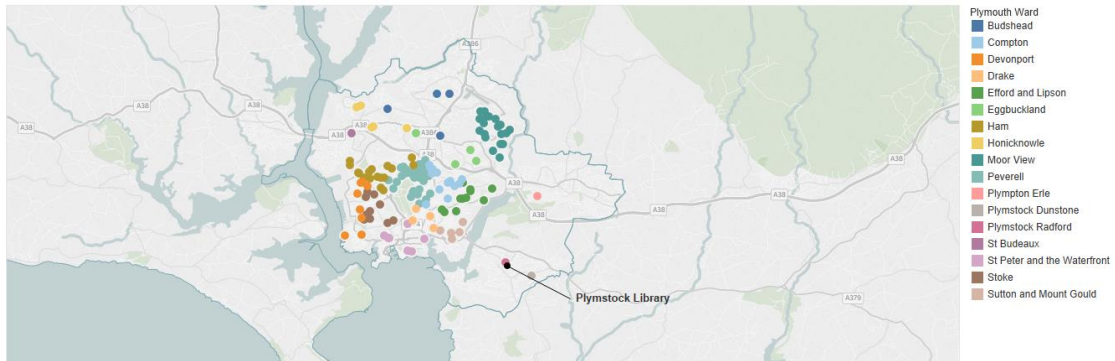
**Plymstock Library:**

**Differences based on where the respondent lives:**

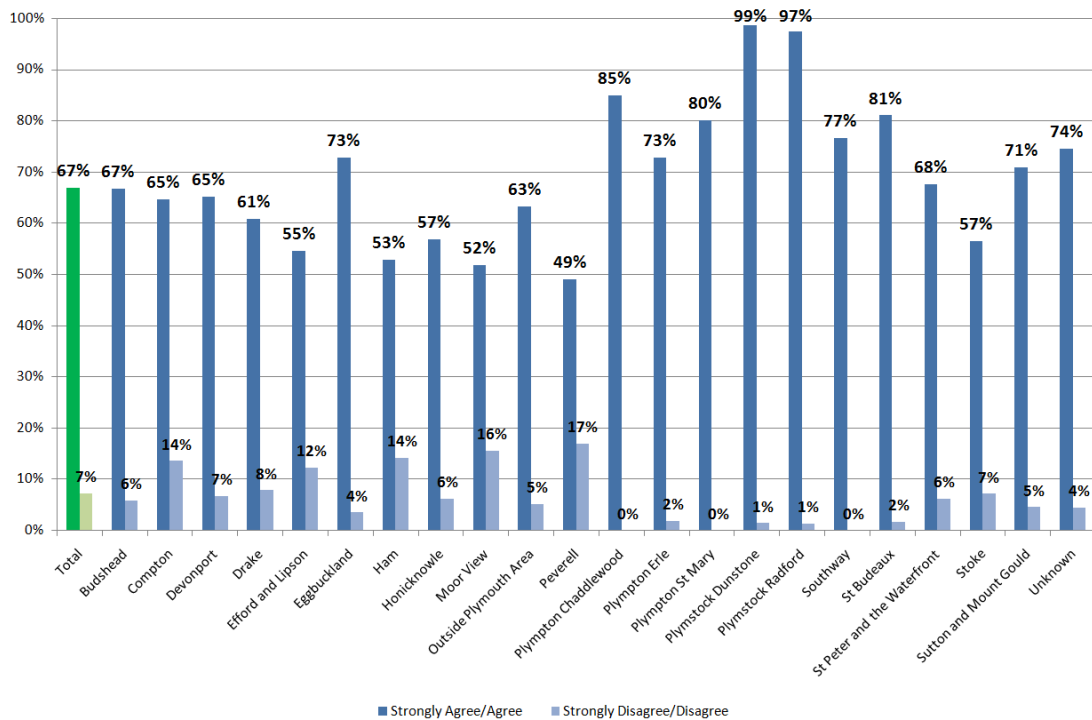
Plymstock - Agree



Plymstock - Disagree



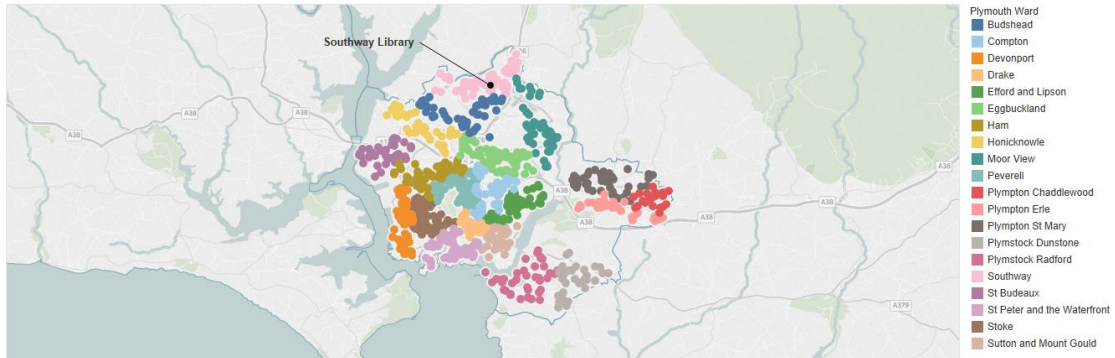
- Over 90% of respondents living in the two Plymstock wards agreed that Plymstock library should remain open and provide full in-house library service: Dunstone (99%); and Radford (97%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%); and Moor View (16%).



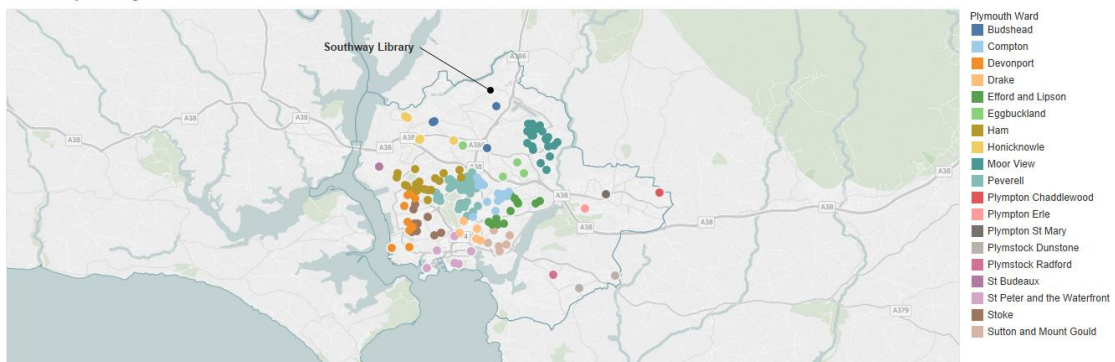
**Southway Library:**

**Differences based on where the respondent lives:**

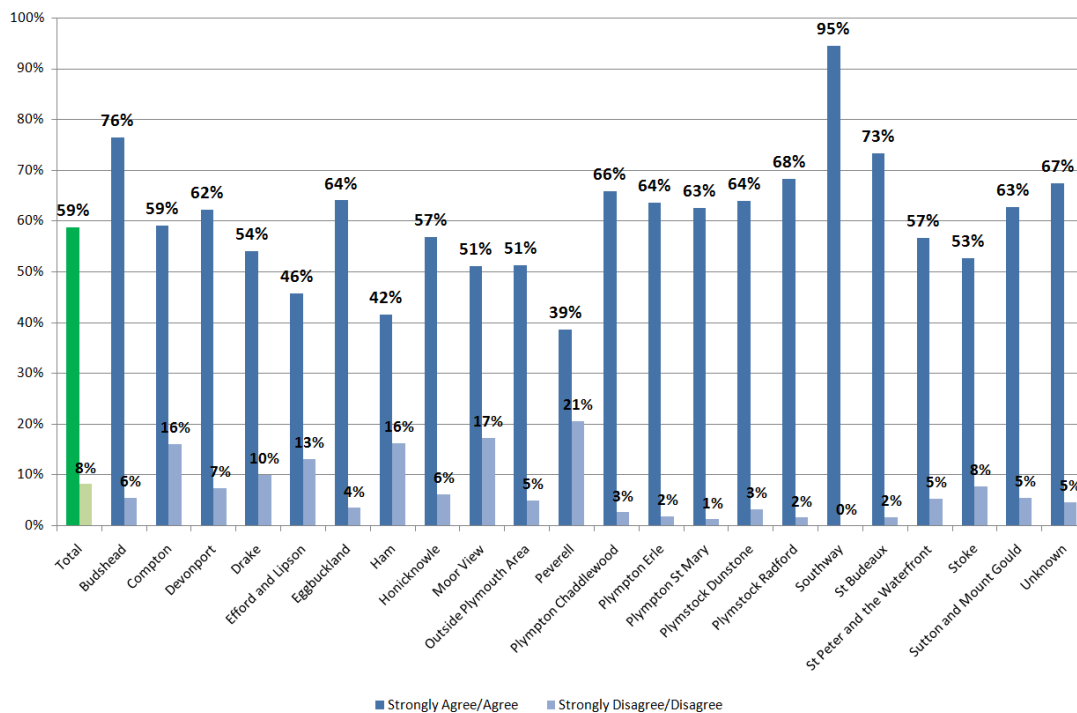
Southway - Agree



Southway - Disagree



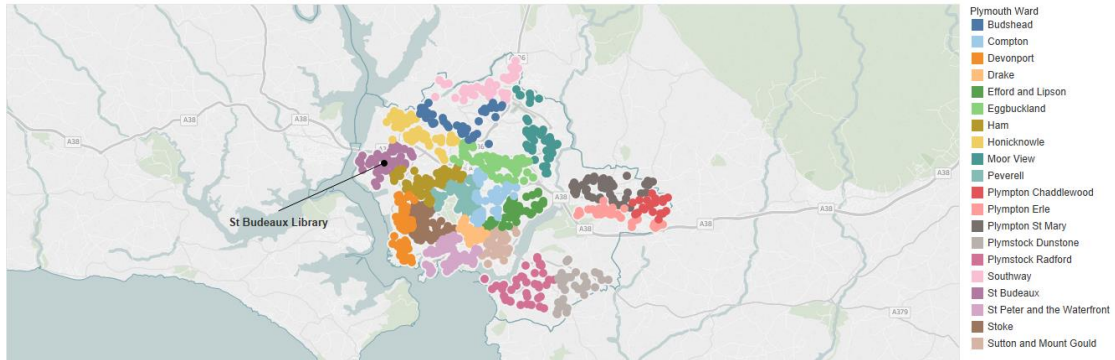
- 95% of respondents living in the ward of Southway agreed that Southway library should remain open and provide full in-house library service.
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (21%); Moor View (17%); Ham (16%) and Compton (16%).



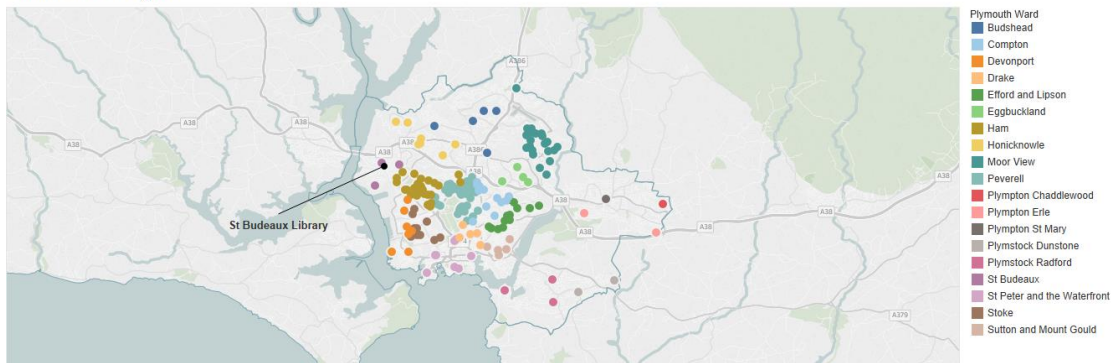
**St Budeaux Library:**

**Differences based on where the respondent lives:**

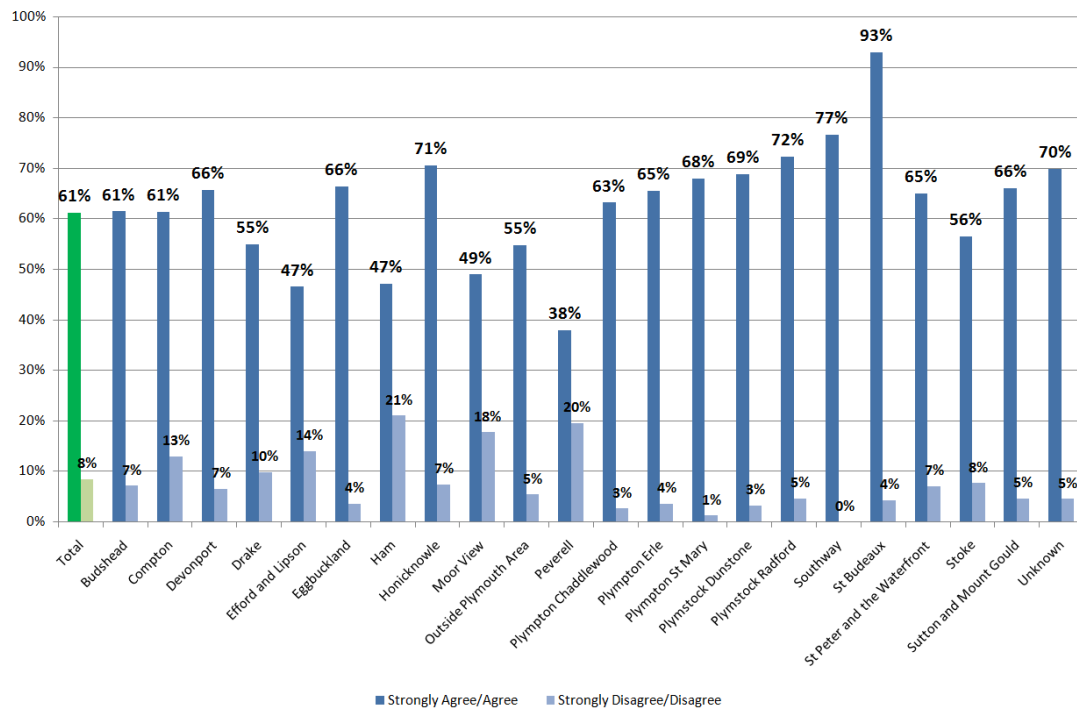
St Budeaux - Agree



St Budeaux - Disagree



- 93% of respondents living in the ward of St Budeaux agreed that St Budeaux library should remain open and provide full in-house library service.
- Respondents living in the following areas recorded greatest levels of disagreement: Ham (21%); Peverell (20%); and Moor View (18%).



**Please tell us more about why you have either agreed or disagreed with any of these libraries remaining open and being the focus of our proposed full in-library service:**

Most common responses are outlined in table 4 below:

**Table 4: Agree, disagree with libraries remaining open and being the focus of full in-house library service**

Q8A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Don't close any libraries / keep more / all open	283	7.6%
Library is well situated e.g. close to bus stop, other facilities	221	5.9%
Importance of having a library within walking distance / a local library	196	5.2%
Specific mention of another library to keep open / preferred	173	4.6%
Limited experience of some libraries to remain open	153	4.1%
Use one or more of the libraries to remain open	150	4.0%
Library has good facilities / selection of books	120	3.2%
Important to keep / have full and consistent city coverage	118	3.1%
Library is an important part / local resource of the community	113	3.0%



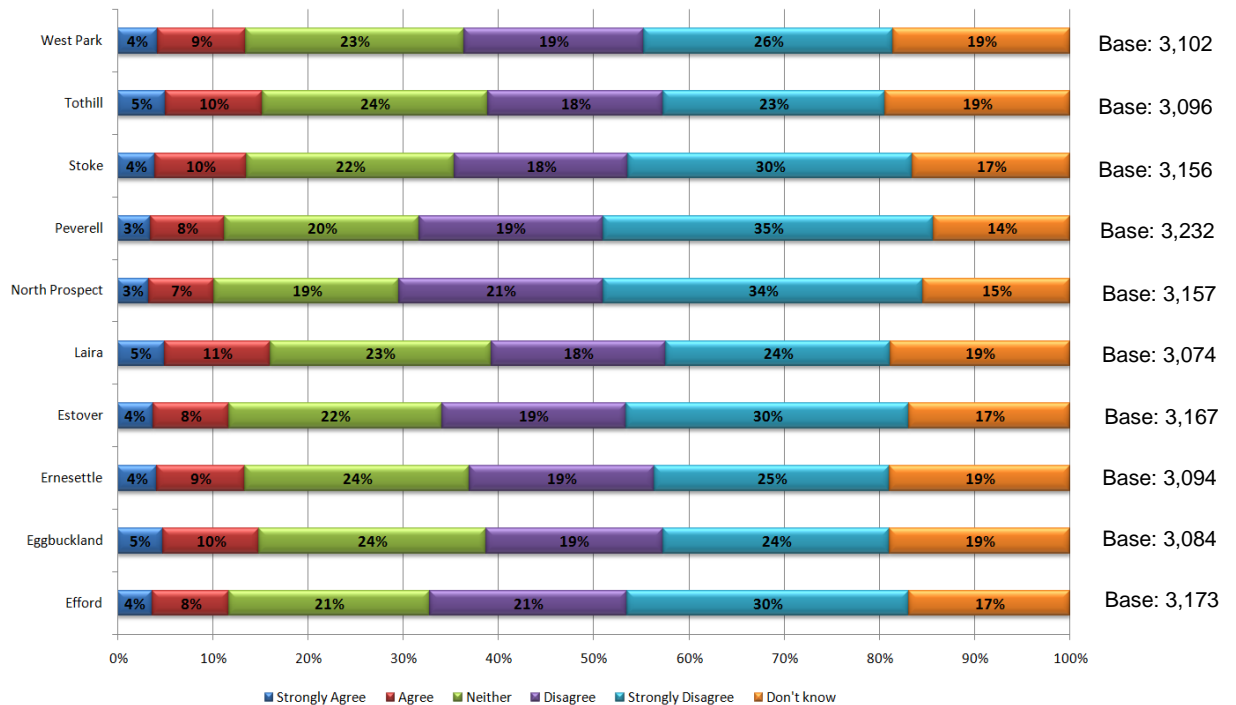
**Proposed libraries to close**

The assessment identified that the following libraries were unsuitable for delivering a full, consistent and quality library service:

- Efford
- Eggbuckland
- Ernesettle
- Estover
- Laira
- North Prospect
- Peverell
- Stoke
- Tothill
- West Park

**To what extent do you agree or disagree with the proposal to close these libraries? (Q9)**

**Chart 14: Libraries proposed to close**



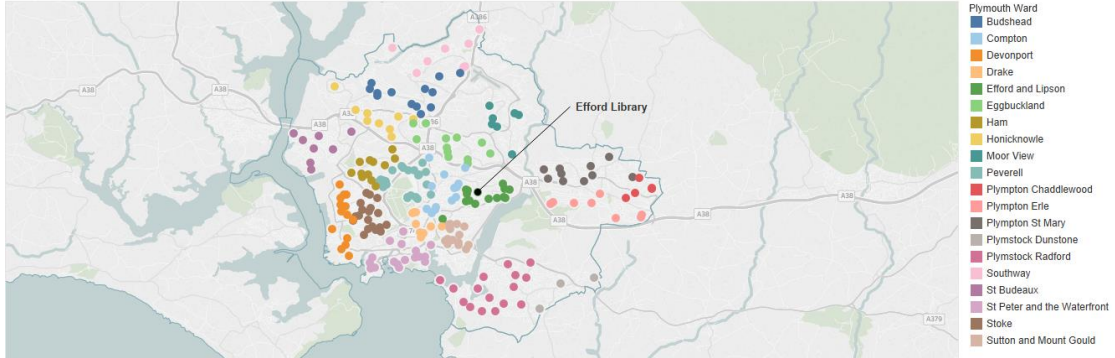
- Over half of respondents strongly disagreed/disagreed with the proposal to close North Prospect (55%) and Peverell (54%) libraries.
- Half of respondents (50%) strongly disagreed/disagreed with the proposal to close Efford library.
- Between 40-50% of respondents strongly disagreed/disagreed with the proposal to close the following libraries:
  - Estover (49%)
  - Stoke (48%)
  - West Park (45%)
  - Ernesettle (44%)
  - Eggbuckland (42%)
  - Laira (42%)
  - Tothill (42%)
- The proportion strongly agreeing/agreeing for closure was highest for: Laira (16%); Tothill (15%) and Eggbuckland (15%).

Differences

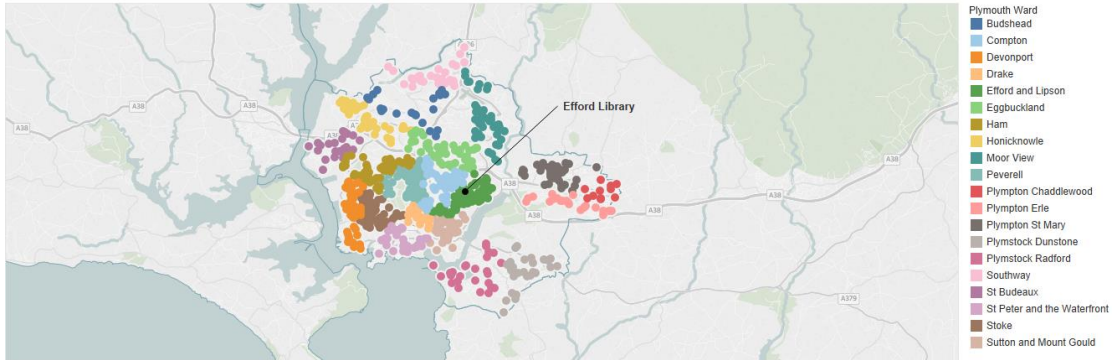
**Efford Library:**

Differences based on where the respondent lives:

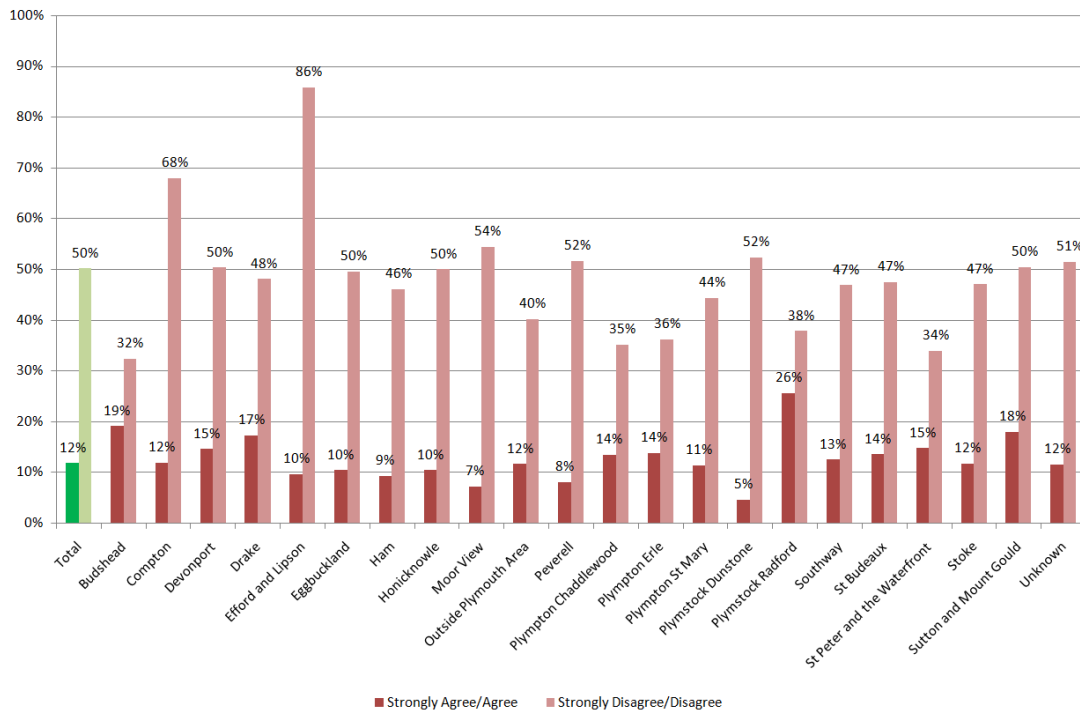
Efford - Agree



Efford - Disagree



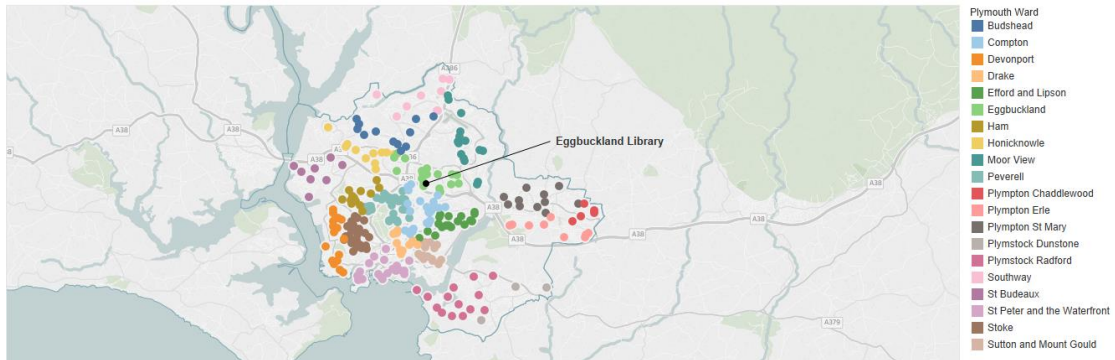
- 86% of respondents living in Efford and Lipson strongly disagree/disagree with the proposal to close Efford library. 68% strongly disagreed/disagreed in Compton.



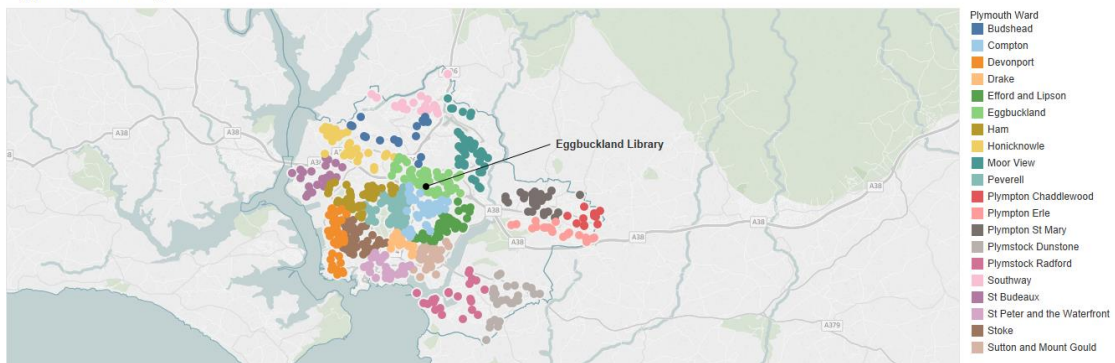
**Eggbuckland Library:**

**Differences based on where the respondent lives:**

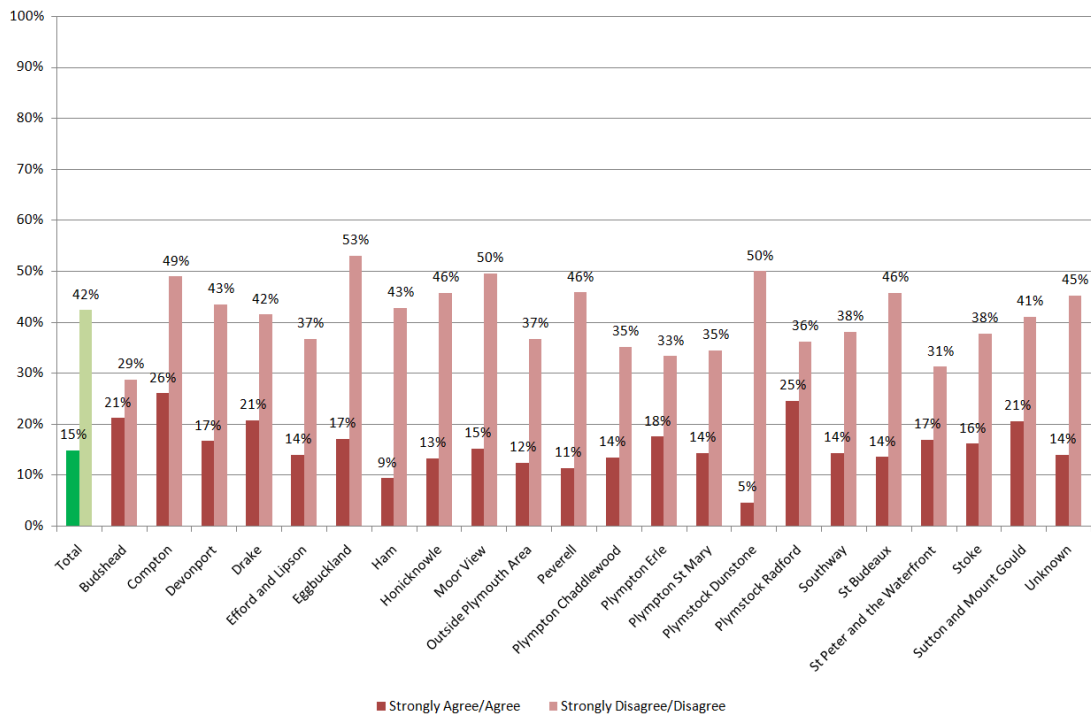
Eggbuckland - Agree



Eggbuckland - Disagree



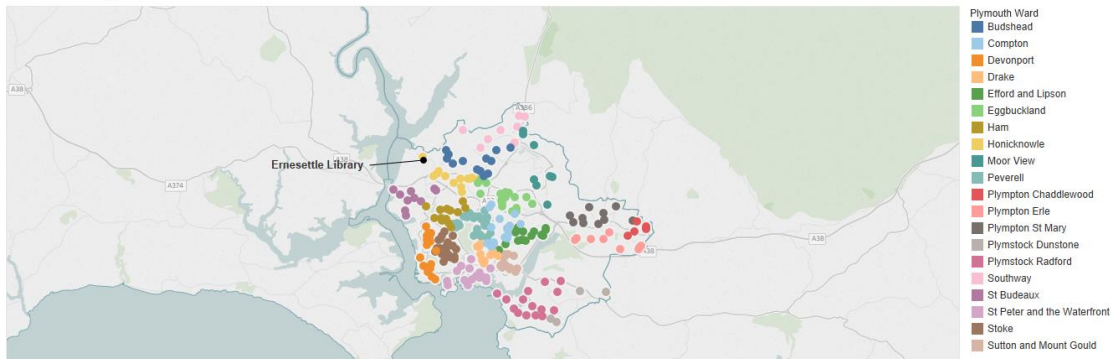
- Just over half (53%) of respondents living in Eggbuckland strongly disagreed/disagreed with the proposal to close Eggbuckland library. 50% strongly disagreed/disagreed in Moor View and Plymstock Dunstone.



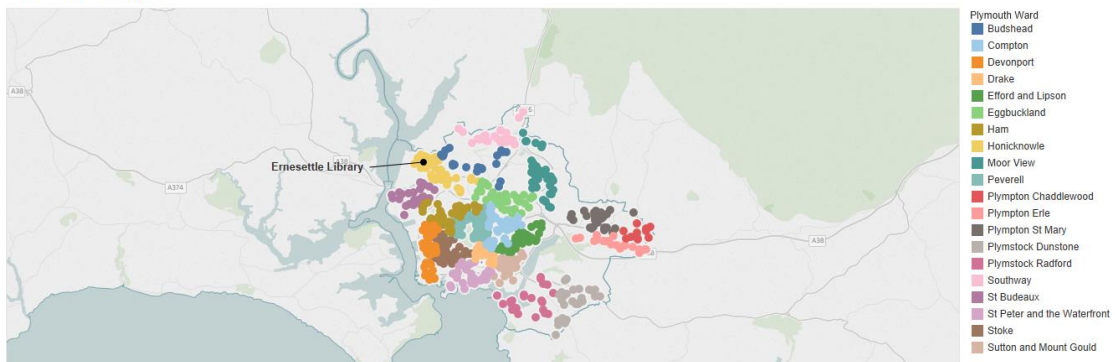
**Ernesettle Library:**

**Differences based on where the respondent lives:**

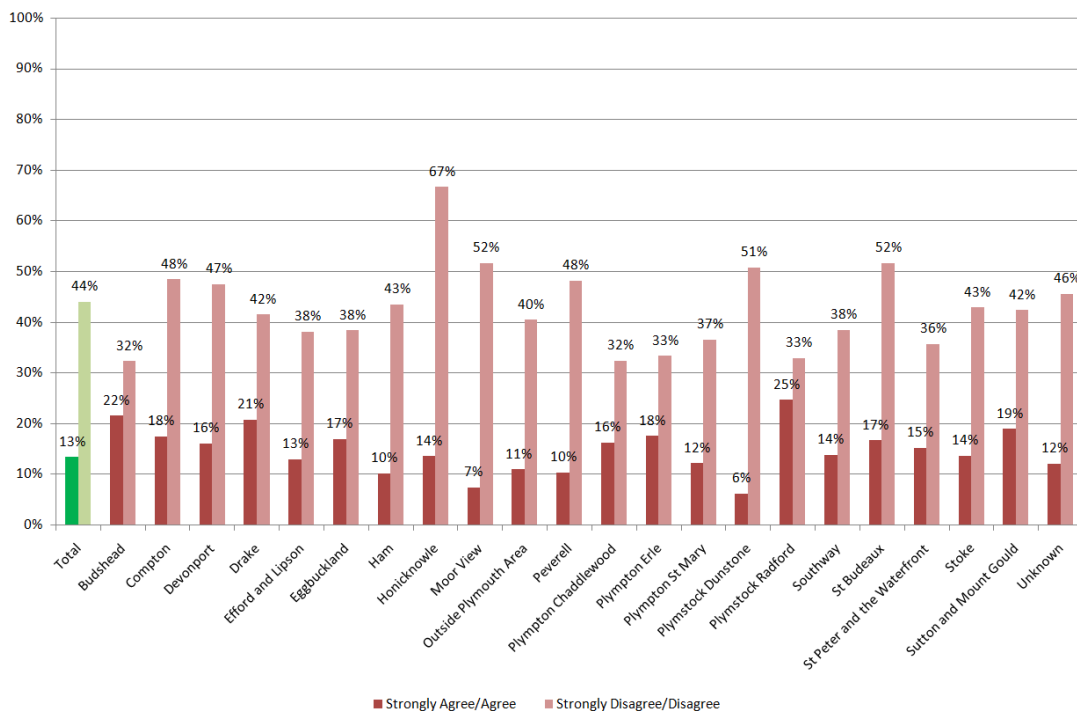
Ernesettle - Agree



Ernesettle - Disagree



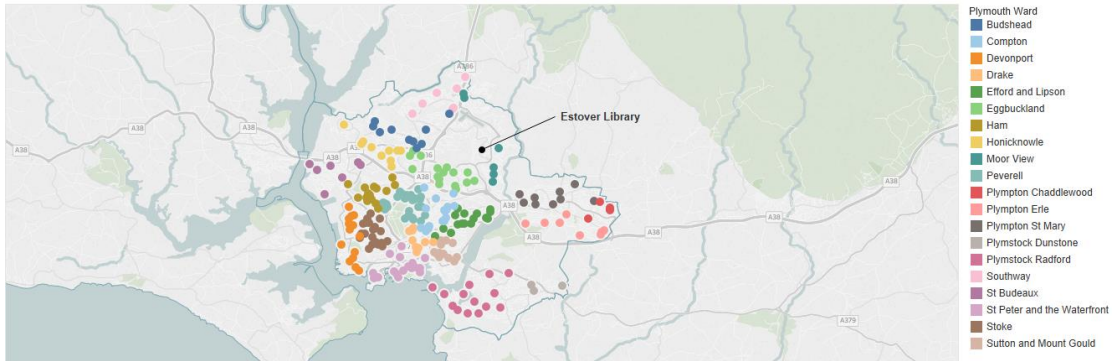
- Two thirds (67%) of respondents living in Honicknowle strongly disagreed/disagreed with the proposal to close Ernesettle library. Just over half strongly disagreed/disagreed in Moor View (52%), St Budeaux (52%) and Plymstock Dunstone (51%).



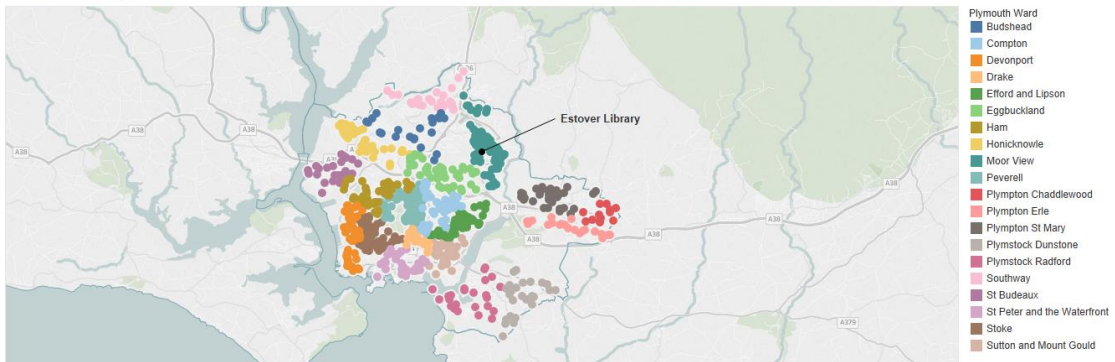
**Estover Library:**

**Differences based on where the respondent lives:**

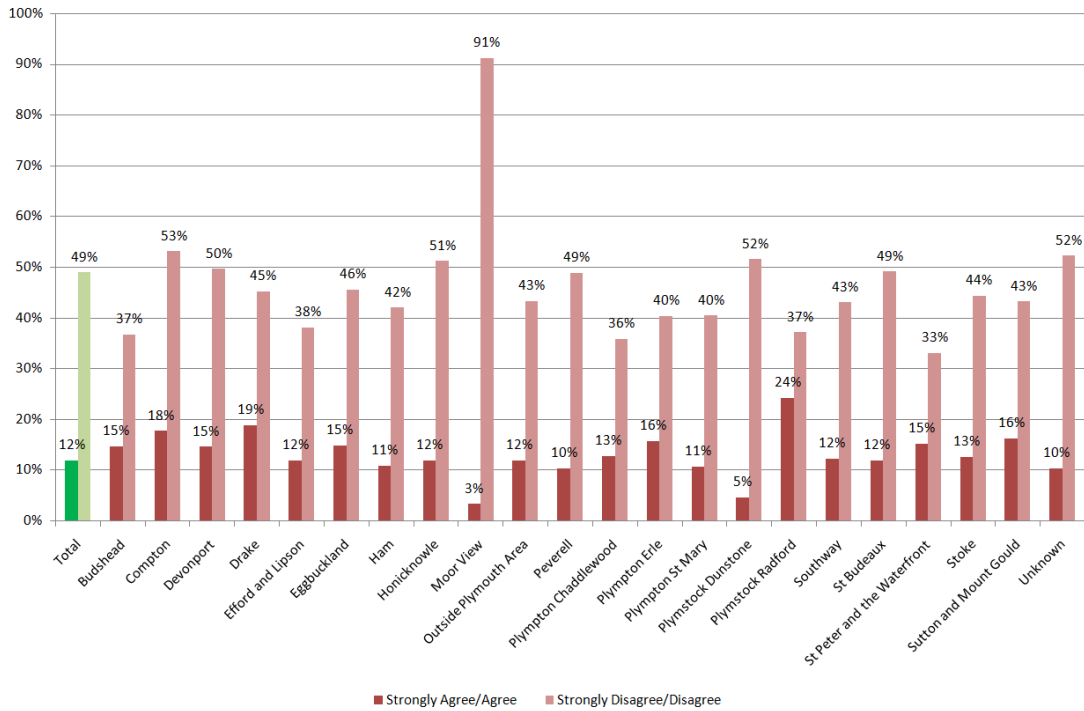
Estover - Agree



Estover - Disagree



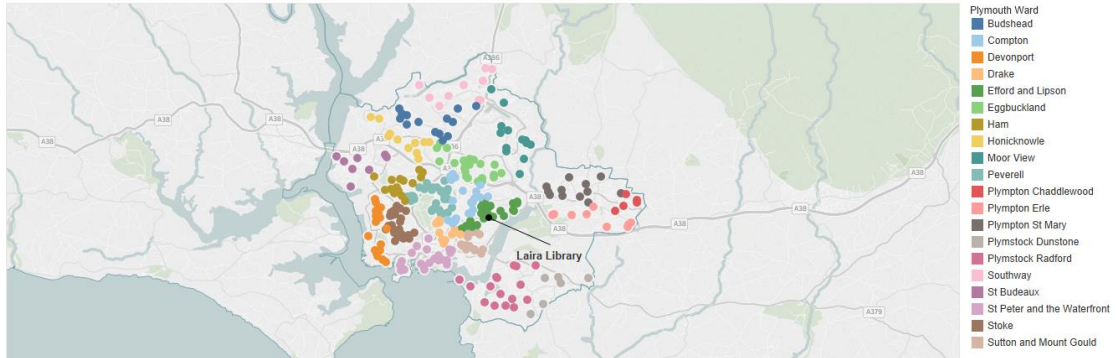
- 91% of respondents living in Moor View strongly disagreed/disagreed with the proposal to close Estover library.



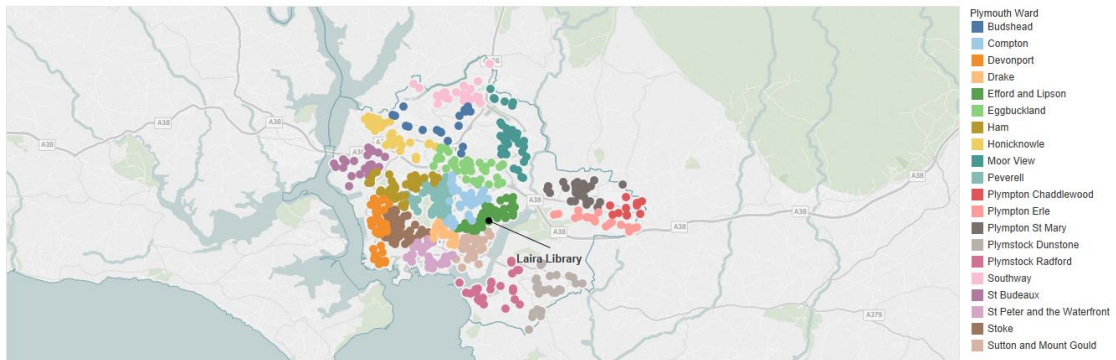
**Laira Library:**

**Differences based on where the respondent lives:**

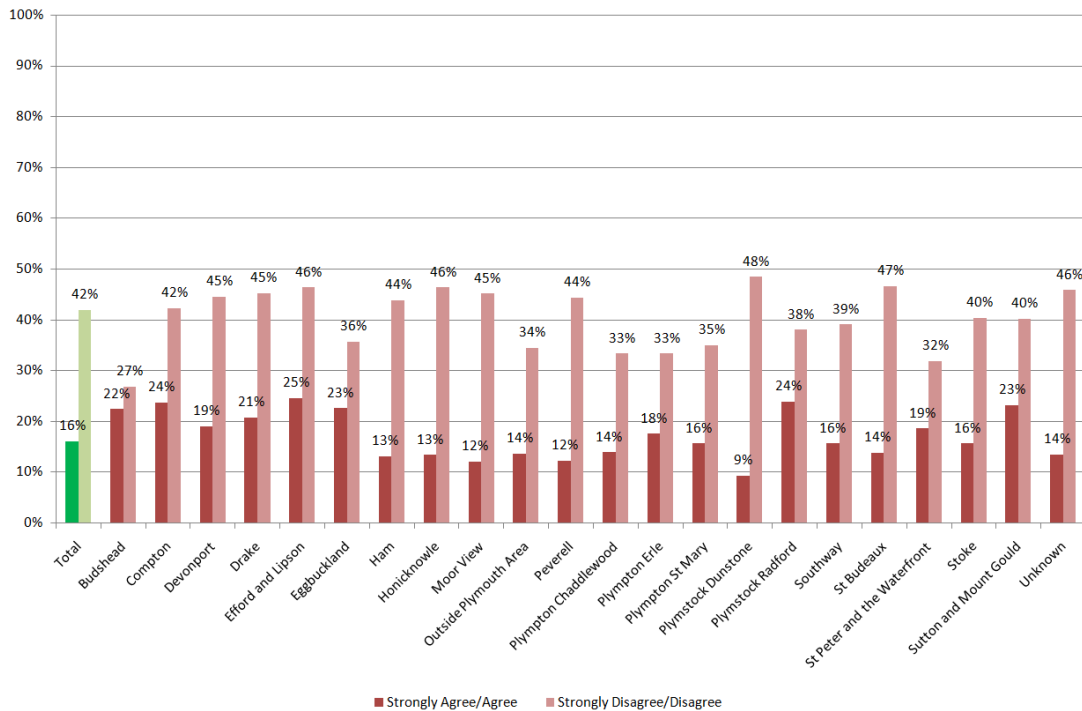
Laira - Agree



Laira - Disagree



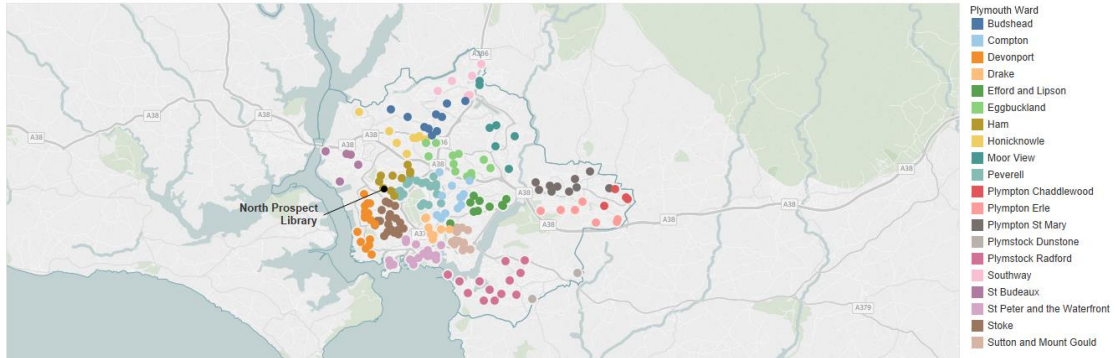
- Less than half of respondents living in each ward strongly disagreed/disagreed with the proposal to close Laira library.



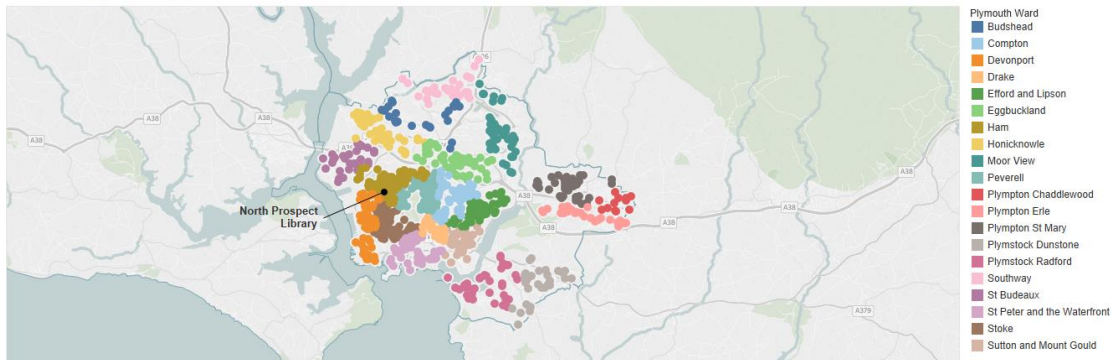
**North Prospect Library:**

**Differences based on where the respondent lives:**

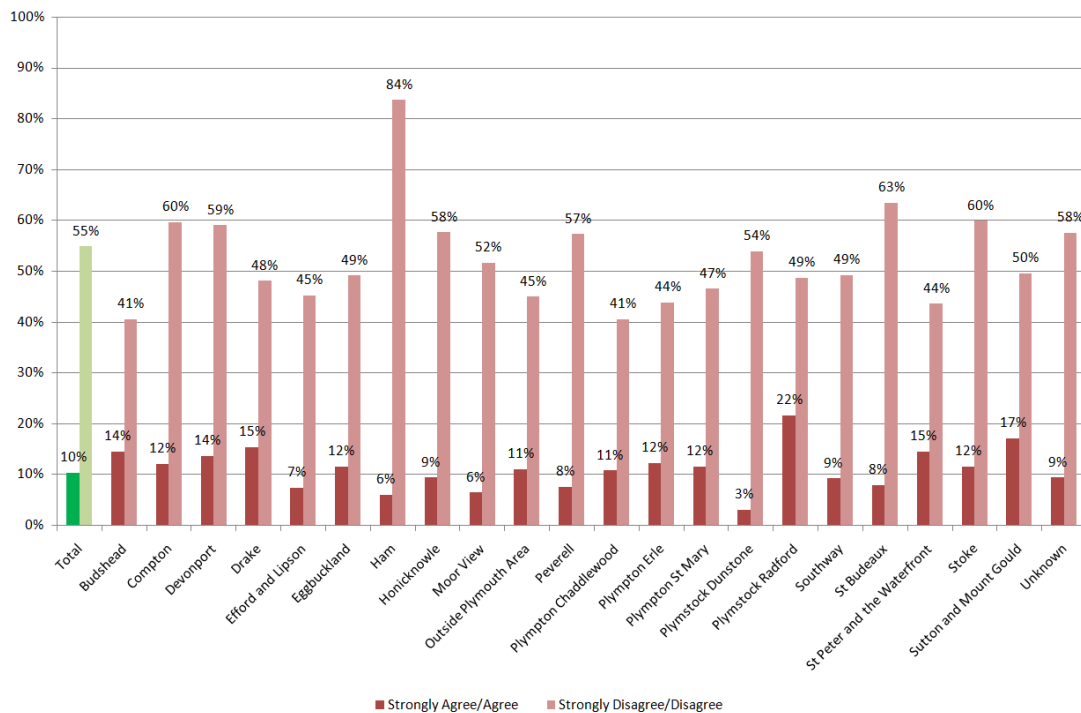
North Prospect - Agree



North Prospect - Disagree



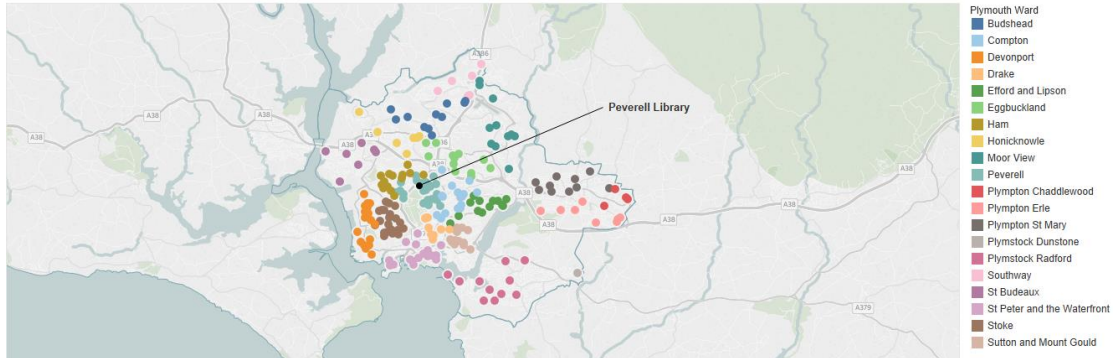
- 84% of respondents living in Ham strongly disagreed/disagreed with the proposal to close North Prospect library. Over 60% in St Budeaux (63%); Stoke (60%) and Compton (60%) strongly disagreed/disagreed.



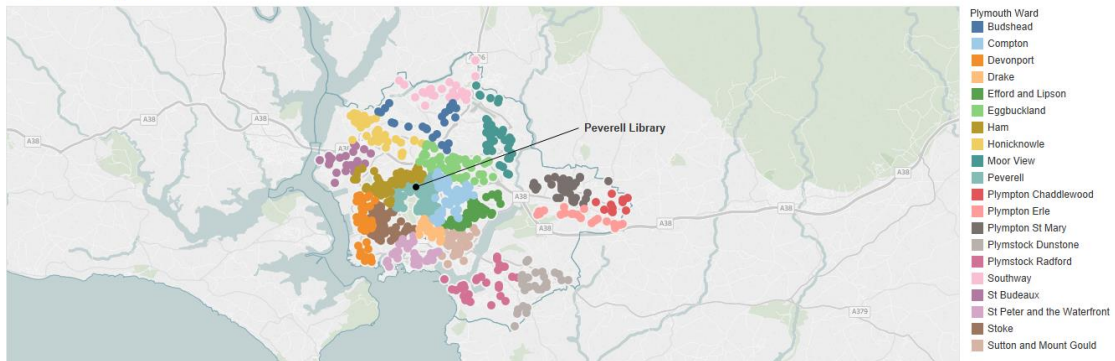
**Peverell Library:**

**Differences based on where the respondent lives:**

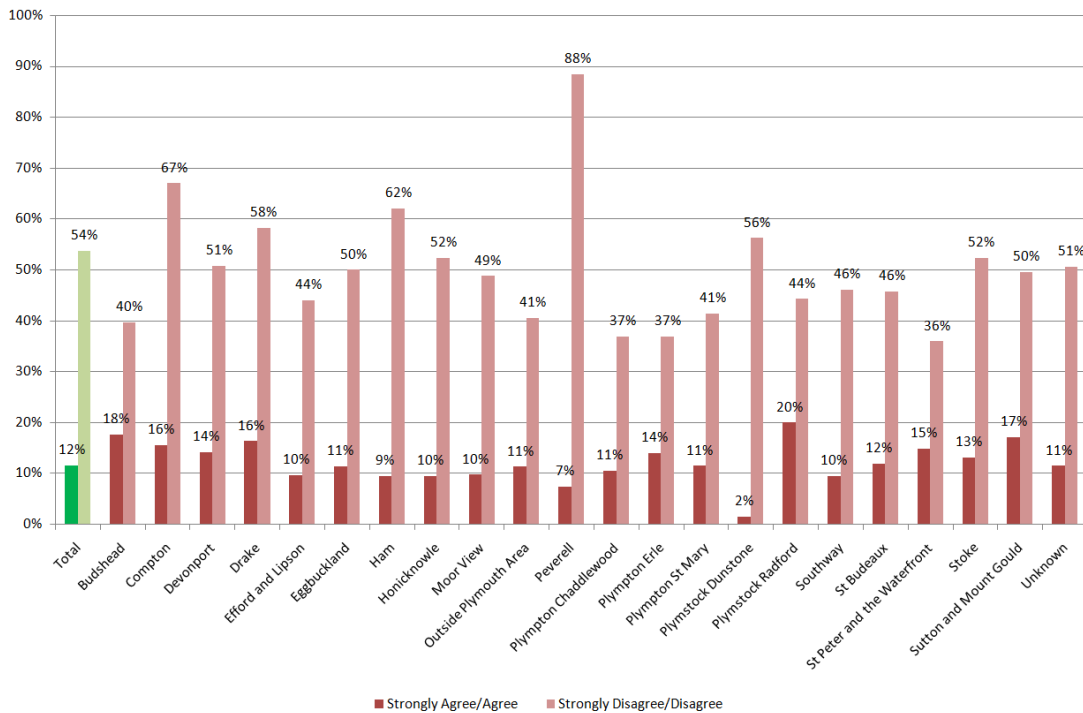
Peverell - Agree



Peverell - Disagree



- 88% of respondents living in Peverell strongly disagreed/disagreed with the proposal to close Peverell library. Over 60% in Compton (67%) and Ham (62%) strongly disagreed/disagreed.

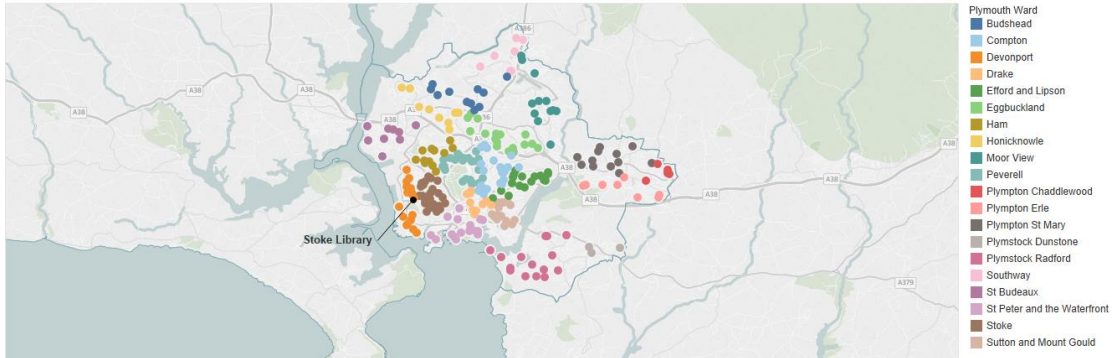




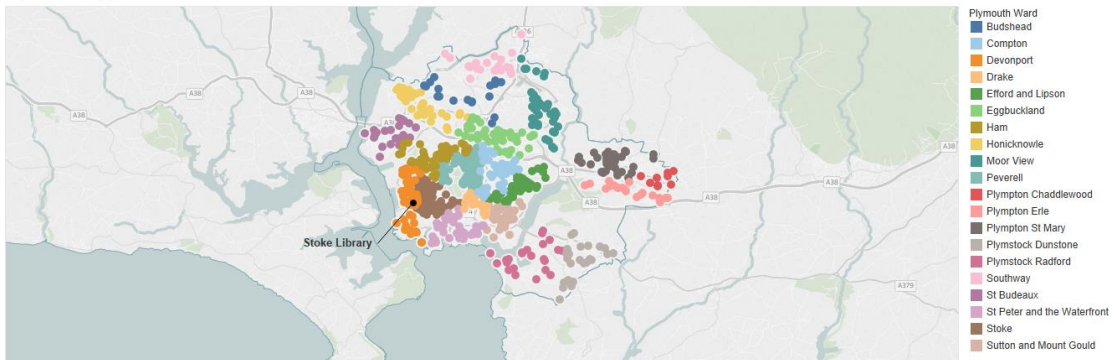
**Stoke Library:**

**Differences based on where the respondent lives:**

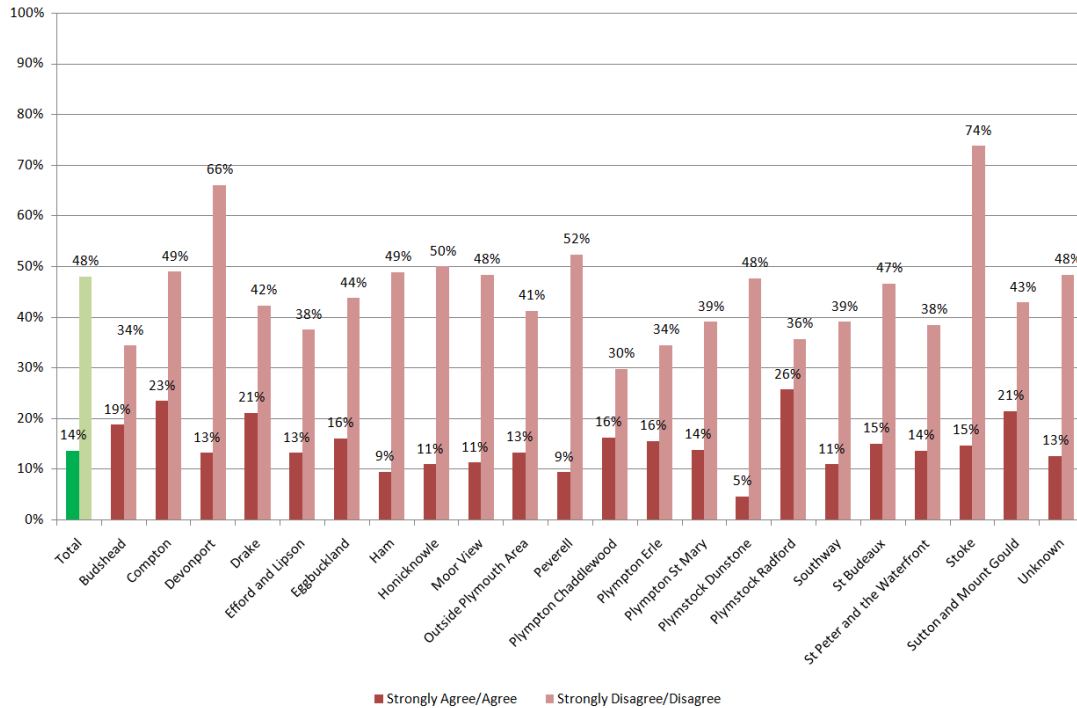
Stoke - Agree



Stoke - Disagree



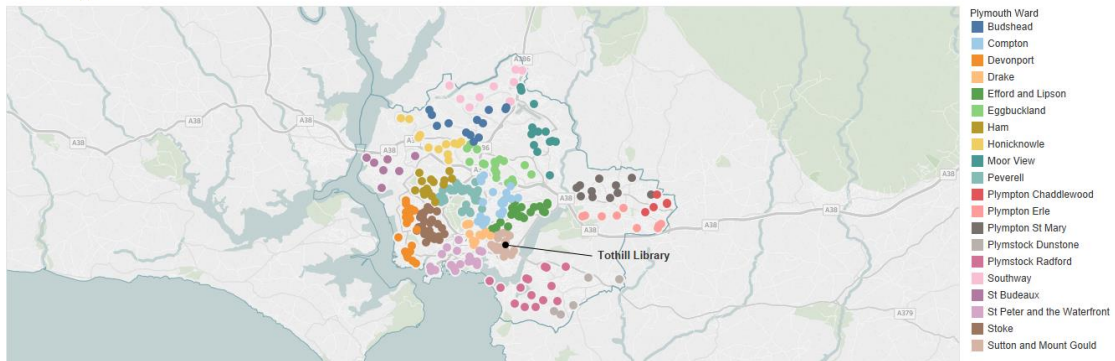
- 74% of respondents living in Stoke strongly disagreed/disagreed with the proposal to close Stoke library. 66% strongly disagreed/disagreed in Devonport.



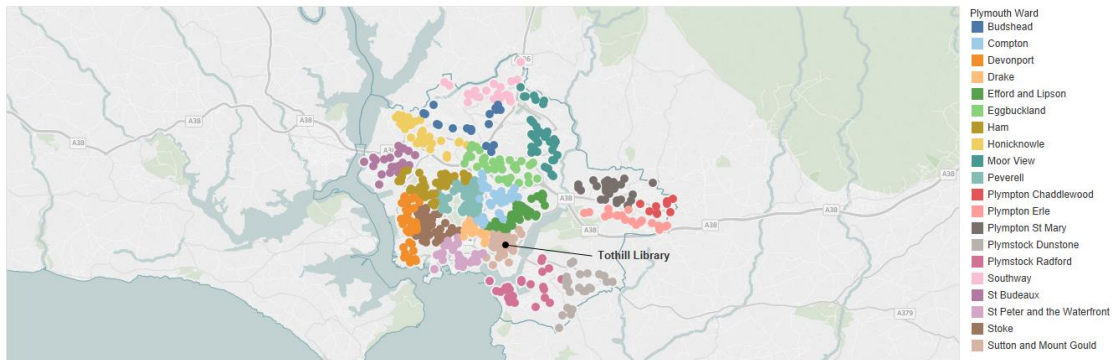
**Tothill Library:**

**Differences based on where the respondent lives:**

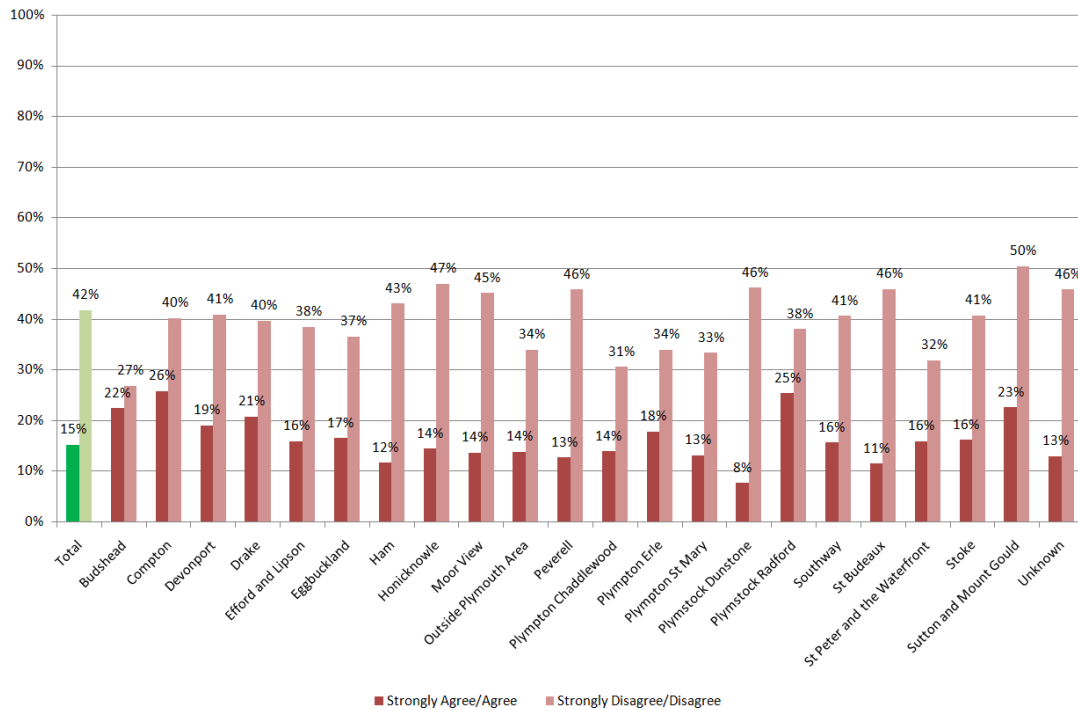
Tothill - Agree



Tothill - Disagree



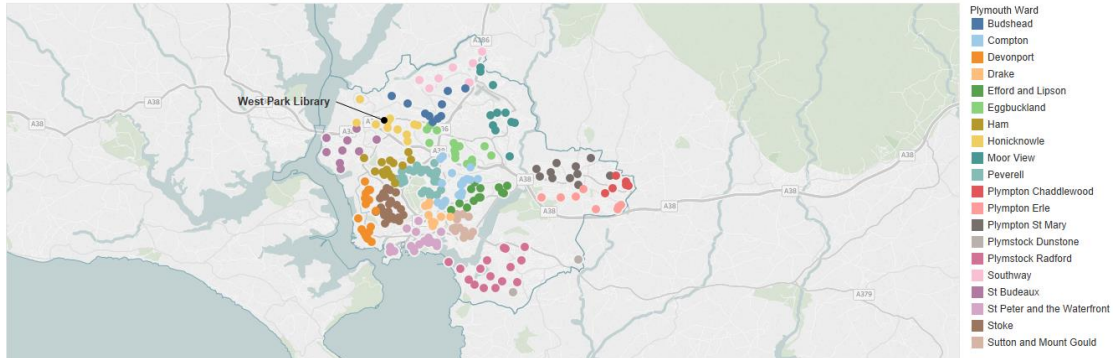
- Half (50%) or fewer respondents living in each ward strongly disagreed/disagreed with the proposal to close Tothill library.



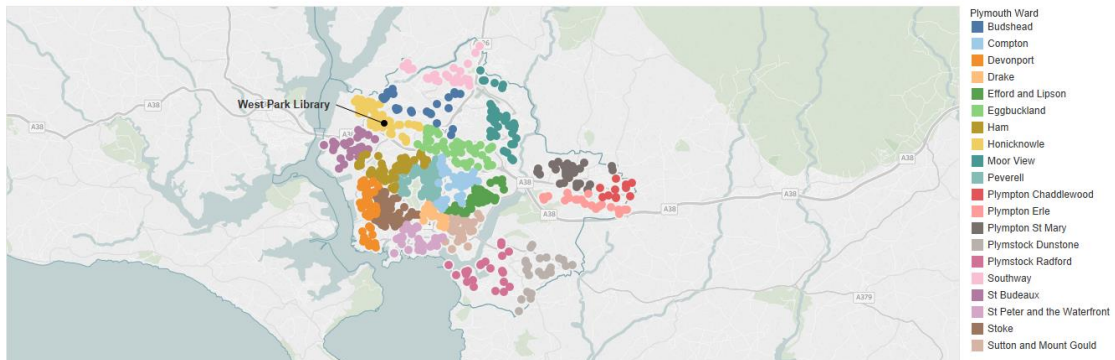
**West Park Library:**

**Differences based on where the respondent lives:**

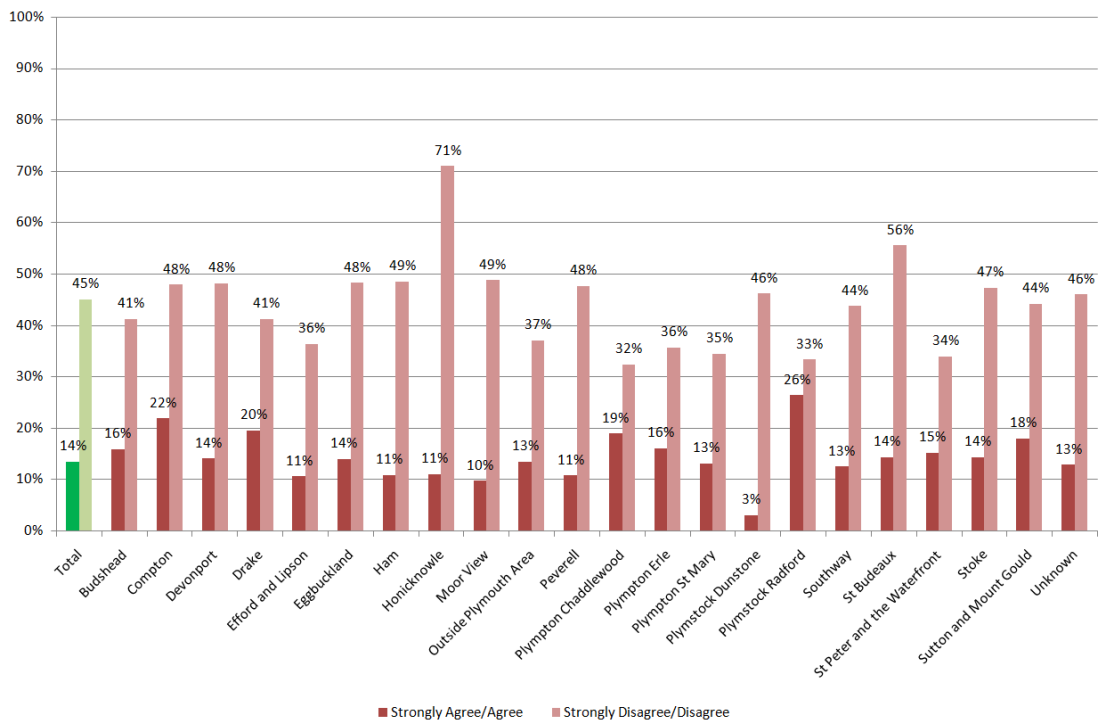
West Park - Agree



West Park - Disagree



- 71% of respondents living in Honicknowle strongly disagreed/disagreed with the proposal to close West Park library. 56% strongly disagreed/disagreed in St Budeaux.



**Please tell us more about why you have either agreed or disagreed with the proposal to close these library buildings:**

Most common responses are outlined in table 5 below:

**Table 5: Agree, disagree with libraries proposed to close**

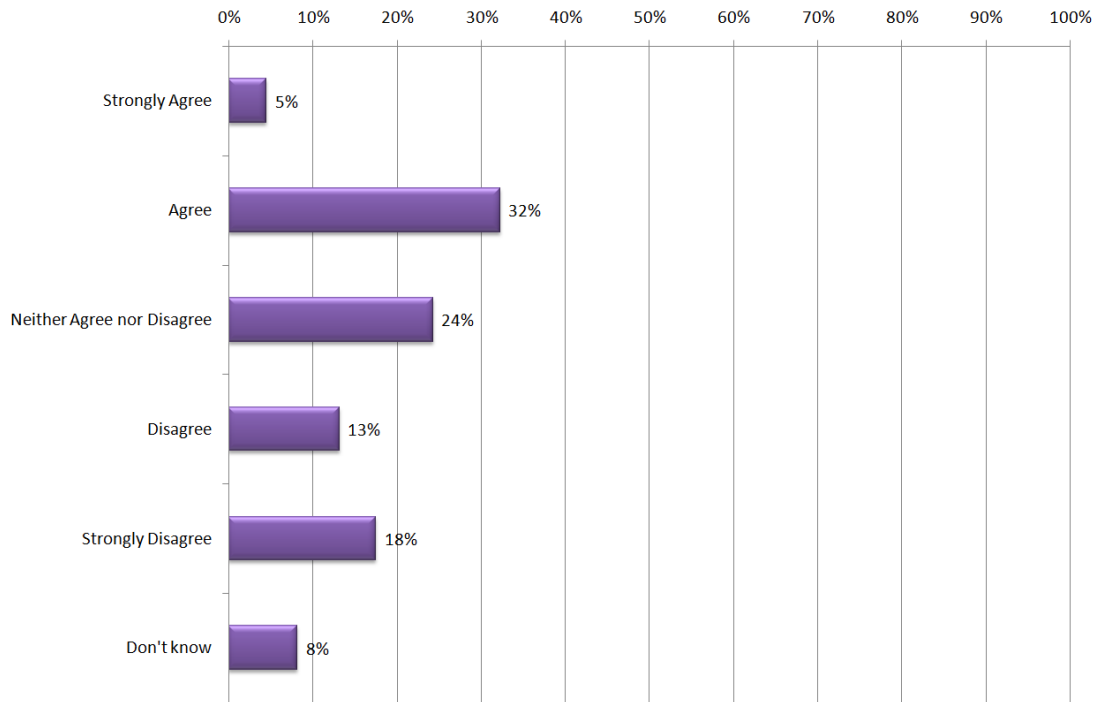
Q9A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Library to close is an important part / local resource of the community	311	8.3%
Don't close any libraries / keep all open	310	8.3%
Specific mention of a library preferred / to keep open or close	295	7.9%
Importance of having a library within walking distance / a local library (can't get to one further afield / transport issues)	279	7.4%
Use one or more of the libraries to be closed	265	7.1%
Library to close is in an area deprivation / need	257	6.9%
Importance of printed books / reading / library experience for children / young families	229	6.1%
Library to close is busy / well used	156	4.2%
Library to close has good facilities / selection of books	148	3.9%
Libraries provide social interaction and getting people out and about / groups / clubs etc	139	3.7%
Important to keep / have full and consistent city coverage	109	2.9%
Library to close has only recently been opened / invested in	108	2.9%
Consider the number of elderly / reliant on physical libraries that use libraries to close	107	2.9%
Less people will use library facilities / won't use another library instead	101	2.7%

**Assessment criteria**

**To what extent do you agree or disagree with the criteria (*please see p29*) used in the assessment which we have used to inform our proposal? (Q10)**

Just over a third (37%) strongly agreed/agreed with the criteria used in the assessment and just under a third (31%) strongly disagreed/disagreed.

**Chart 15: Criteria used in the assessment**



Base: 3,435

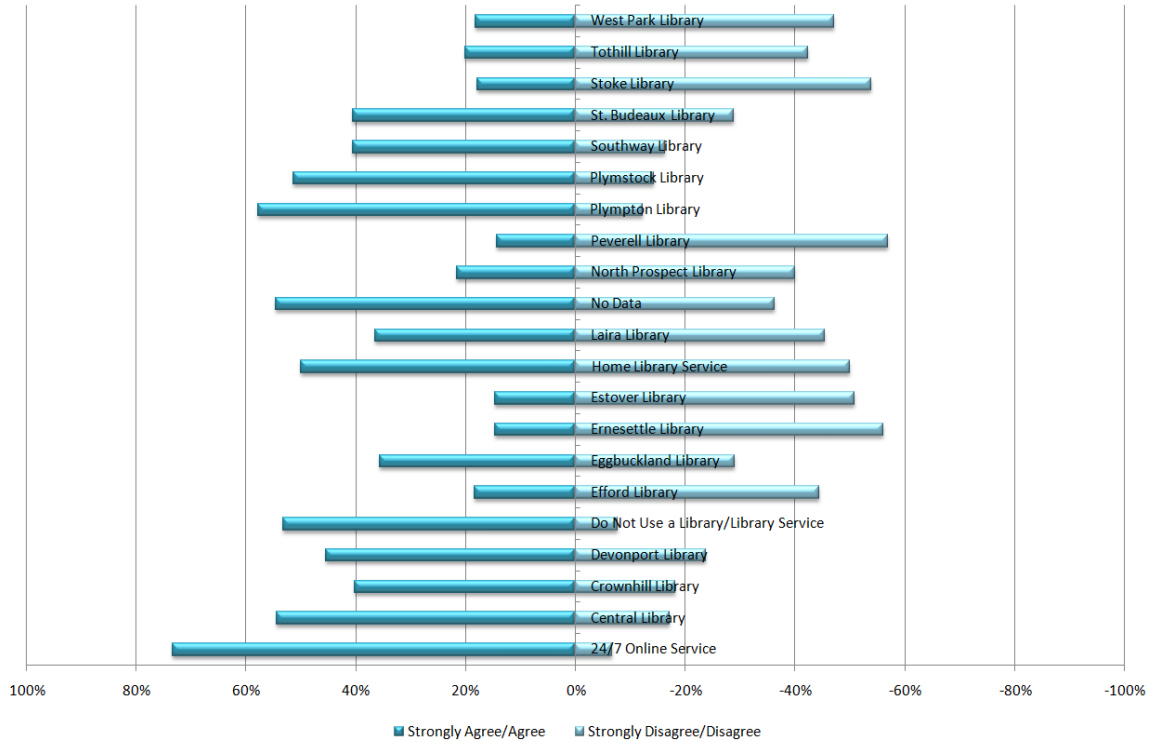
**(Note: 313 non responses not included)**

**Differences**

- Significantly more respondents in the age groups: 25-50yrs (30%); 51-65yrs (32%) and over 65yrs (31%) strongly disagreed/disagreed with the criteria used compared with under 25yrs (21%).
- Significantly more males strongly agreed/agreed with the criteria (44%) compared with females (34%).
- Significantly more females strongly disagreed/disagreed with the criteria (32%) compared with males (26%).
- Significantly more respondents who are not disabled strongly agreed/agreed with the criteria (37%) compared with those who are disabled (29%).
- Significantly more disabled respondents strongly disagreed/disagreed with the criteria (44%) compared with those who were not disabled (31%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the criteria (42%) compared with those who did (29%).

- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the criteria (37%) compared with those who did not (25%).

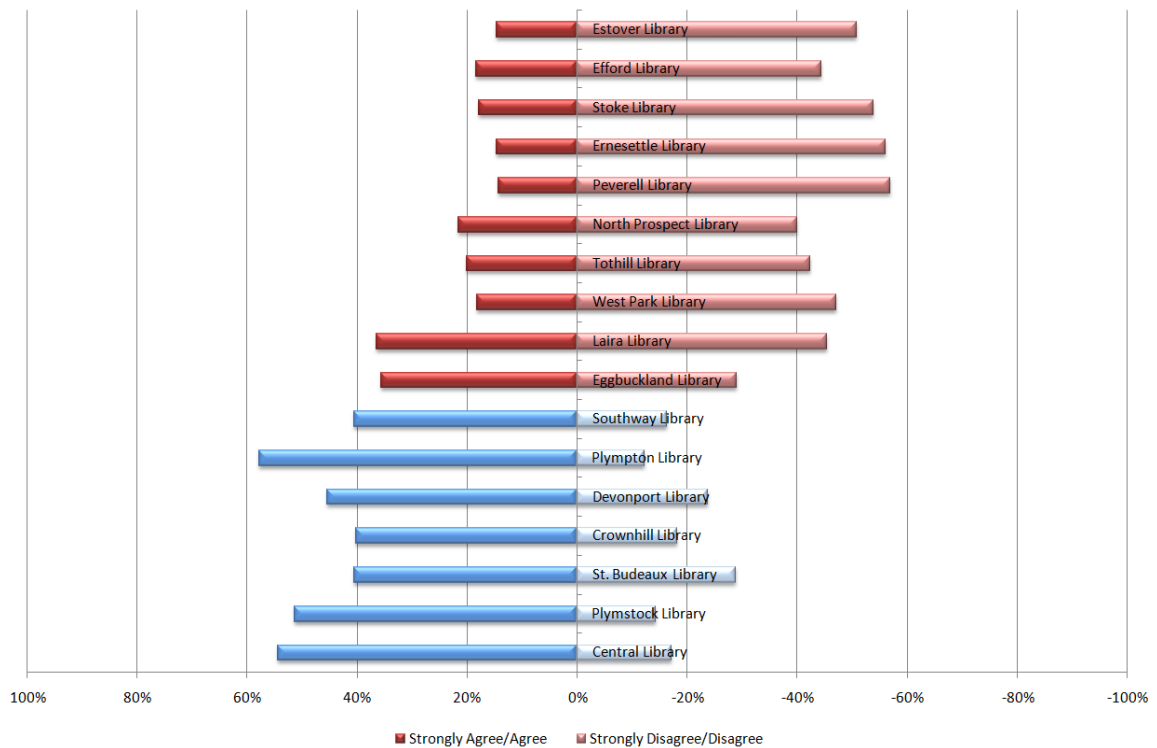
**Chart 16: Library/Library service most used: Agree V Disagree with criteria used**



**\*Note: Home Library Service (2 records) and Laira (11 records). All other libraries/library services used based on more than 30 records.**

Comparing those proposed to remain open and those to close, unsurprisingly a greater proportion of those whose main library is to remain open were more likely to strongly agree/agree with the criteria compared with those proposed for closure.

**Chart 17: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with criteria used**



*\*Note: Laira (11 records). All other libraries used based on more than 30 records.*

**Please tell us more about why you have either agreed or disagreed with the criteria used to inform this proposal:**

Most common responses are outlined in table 6 below:

**Table 6: Agree, disagree with criteria used**

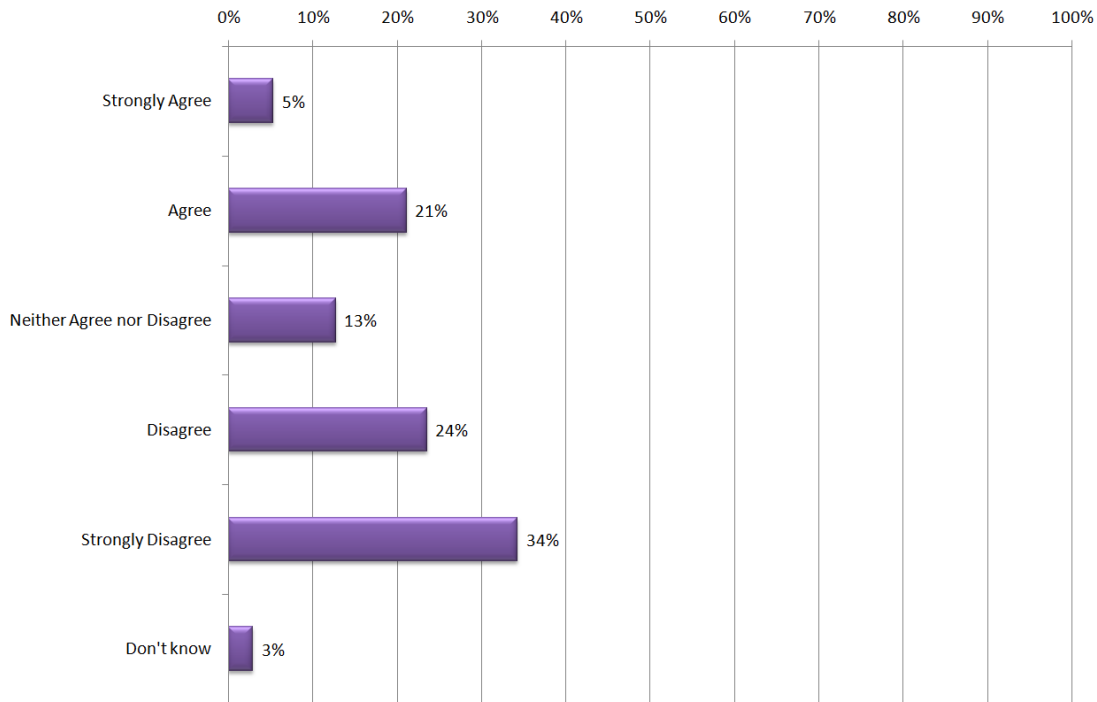
Q10A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Criteria used seem fair / wide range / balanced / clear	158	4.2%
Don't agree with closing libraries or particular library	132	3.5%
Criteria / figures and statistics used create limited understanding / picture e.g. misses other qualitative aspects such as social and community element	123	3.3%
Mention of age gap missing (18-59 year olds)	104	2.8%

**Overall proposal**

**Overall, to what extent do you agree or disagree with the Plan for Libraries proposal? (Q11)**

Just over a quarter (26%) strongly agreed/agreed with the Plan for Libraries and 58% strongly disagreed/disagreed.

**Chart 18: Plan for Libraries proposal**



Base: 3,528

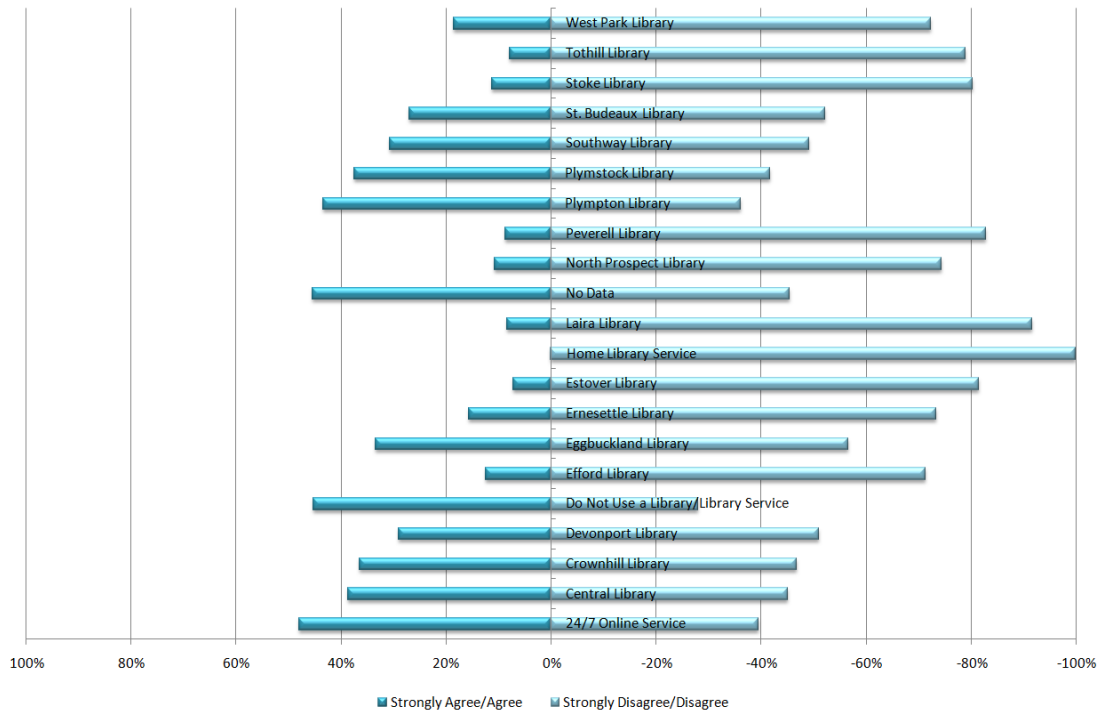
**(Note: 220 non responses not included)**

**Differences**

- Significantly more males strongly agreed/agreed with the Plan for Libraries proposal (35%) compared with females (24%).
- Significantly more females strongly disagreed/disagreed with the Plan for Libraries proposal (61%) compared with males (50%).
- Significantly more respondents not disabled strongly agreed/agreed with the Plan for Libraries proposal (28%) compared with those who were disabled (20%).
- Significantly more disabled respondents strongly disagreed/disagreed with the Plan for Libraries proposal (67%) compared with those who were not disabled (58%).
- Significantly more respondents without children under 16yrs strongly agreed/agreed with the Plan for Libraries proposal (32%) compared with those with children under 16yrs (20%).
- Significantly more respondents with children under 16yrs strongly disagreed/disagreed with the Plan for Libraries proposal (66%) compared with those who did not (52%).



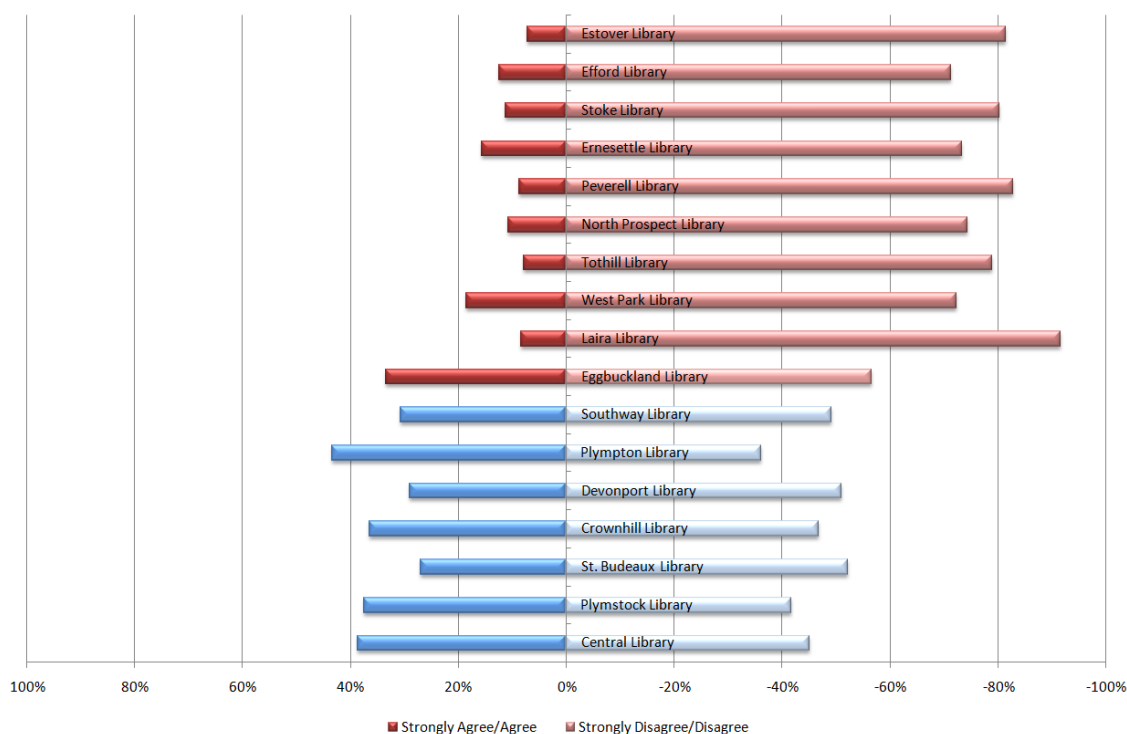
**Chart 19: Library/Library service most used: Agree V Disagree with Plan for Libraries proposal**



***\*Note: Home Library Service (2 records) and Laira (12 records). All other libraries/library services used based on more than 30 records.***

Comparing those proposed to remain open and those proposed to close, a greater proportion of those whose main library is to remain open were more likely to strongly agree/agree with the Plan for Libraries proposal compared with those whose main library is proposed to close with the exception of those whose main library is Eggbuckland.

**Chart 20: Library/Library service most used (proposed to remain open and closed): Agree V Disagree with Plan for Libraries**



**\*Note: Laira (12 records). All other libraries used based on more than 30 records.**

**Please tell us more about why you have either agreed or disagreed with this proposal overall:**

Most common responses are outlined in table 7 below:

**Table 7: Agree, disagree with criteria used**

Q11A	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Important to keep libraries open / not to cut services	248	6.6%
Specific mention of a library to remain open / important to community	171	4.6%
Needs to be compromise or thought in the proposal e.g. close less libraries or x instead of y	132	3.5%
Libraries are important/need for libraries	124	3.3%
Importance of libraries as community hubs / social interaction	121	3.2%
Cost cutting exercise [Negative]/ Should find money from elsewhere e.g. extortionate pay	120	3.2%
Concerns over accessibility of remaining libraries / keeping consistent coverage e.g. 2 miles could be too far for some	114	3.0%
Residents of closures not agreeing/unfair for residents of areas where libraries are closing	113	3.0%
Importance of printed books / reading / library experience for children / young families	106	2.8%
Importance of libraries to provide services for the most vulnerable / deprived areas that need it most e.g. elderly	104	2.8%

## Section 3: Community led libraries/Alternative ideas

### Community led libraries

Q11B asked respondents to indicate if they were willing to consider volunteering, or if they knew of a community group who would be interested in running a library as a community concern.

219 responses were received by individuals who indicated an interest in helping to volunteer within a library, but there were no responses received from community groups interested in running a library.

### Alternative ideas

Please tell us if you have any alternative ideas about how we can protect the future of Plymouth's library service:

Most common responses are outlined in table 8 below:

**Table 8: Alternative ideas**

Q12	#	%
<b>Base</b>	<b>3748</b>	<b>100.0%</b>
Better promotion / advertising of libraries services	206	5.5%
Important to keep libraries open / not to cut services (including specific mention of libraries to remain open)	189	5.0%
Should find money from overspend elsewhere e.g. extortionate pay	141	3.8%
Increase number of groups / activities / events available	134	3.6%
Merge or link with other services / dual purpose of buildings	128	3.4%
Increase revenues e.g. increase printing charges, hiring out rooms	119	3.2%
Spend / Invest in current library buildings and services e.g. pcs, café, space for groups or meeting rooms	116	3.1%
Seek funding / Invest more money e.g. government, sponsor, levies etc	106	2.8%

## Section 4: Other engagement

Over and above the consultation questionnaire, an additional 378 people attended the 20 public sessions, 183 letters were received, 61 emails were received in the official Plan for Libraries mailbox ([planforlibraries@plymouth.gov.uk](mailto:planforlibraries@plymouth.gov.uk)) and 51 comments were received via the Plymouth Libraries Facebook and Twitter pages.

Of the 183 letters received, 168 were written by children who attend High View School (in the vicinity of Efford library). The main themes of these letters centred on the use of the library by children and their families on the weekend, and the importance of the library to the community. 150 of these 168 letters were identical, but signed by different children.

Of the 61 emails, the majority were requests for information over and above that which was supplied in the Plan for Libraries documentation. The content of the remaining emails centred on not closing any libraries and the importance of libraries to the community and varying groups within (elderly and vulnerable, for example). The majority of the 51 social media comments were made via Twitter, mainly from local councillors campaigning to keep libraries open using varying events or promotions.

Alongside this, 6 petitions were run; Estover, Stoke, Efford, North Prospect, and two online petitions. In total, over 2,300 people signed a petition, but it is unknown how many signed more than one petition. Over 1,500 signatures have been recorded on of the online petitions (Change.org; running since 17<sup>th</sup> Jan).

# EQUALITY IMPACT ASSESSMENT

Efford Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **EFFORD LIBRARY**

Efford Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Efford Library has been earmarked for closure.**

**Efford Library has 1016 active users which is 2.1% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home Library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Efford ranked number 10 out of 17 libraries.**

### Opening hours

- Monday: 10am to 5pm
- Tuesday: 10am to 5pm
- Wednesday: 10am to 5pm
- Thursday: 10am to 5pm
- Friday: 10am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

### Services and facilities

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner

- Meeting Room for Hire
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, audiobooks

### Events

- Work Club – ad-hoc, run at the Community Centre
- Rhyme Time – Weekly on Tuesdays (babies and toddlers)
- Seasonal events – e.g. Christmas crafts
- THRIVE – run by THRIVE (Smoking Cessation)

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

### Alternative nearest library: Central Library

Proposed alternative venues for library outreach services in the event of library closure have been explored in the local area:

- Efford Youth & Community Centre
- Sweet Pea Children's Centre
- DELL Children's Centre
- Efford Christian Fellowship
- St Paul's Church & Community Hall
- Douglass House (OPE)

### Services that can assist with consequences of proposed closures - note that there are 1016 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

1. **Community car scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs,

	<p>day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.</p> <p><b>2. Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	31.01.2017. Reviewed and completed on 02.05.2017.



**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="483 363 1010 767"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2655</td> <td>18.6</td> <td>-1.1</td> </tr> <tr> <td>16- 64</td> <td>9803</td> <td>68.6</td> <td>+3.6</td> </tr> <tr> <td>64+</td> <td>1832</td> <td>12.8</td> <td>-4.6</td> </tr> </tbody> </table> <p data-bbox="483 786 994 818">Source annual populations survey 2012.</p> <p data-bbox="483 890 1052 962">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2655	18.6	-1.1	16- 64	9803	68.6	+3.6	64+	1832	12.8	-4.6	<p data-bbox="1117 371 1637 483">Potential impact on younger people and older people are slightly less in the local community than the citywide average.</p> <p data-bbox="1117 499 1682 722">There may some inconvenience for parents of young children accessing Rhymetime sessions with an average attendance of four children per session. In addition to this 113 young readers engaged in the Summer Reading challenge.</p> <p data-bbox="1117 794 1682 1050">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p>	<p data-bbox="1700 371 1906 483">Promote online lending of eBooks</p> <p data-bbox="1700 499 1906 754">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1700 778 1906 994">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1700 1018 1906 1201">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1700 1225 1906 1441">Promote alternative transport arrangements in libraries including Access Plymouth</p>	<p data-bbox="1944 371 2085 443">A Macdonald tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
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			<p>services</p> <p>Promote the Home Library Service</p>													
<p><b>Disability</b></p>	<table border="1" data-bbox="483 472 1097 671"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1,394</td> <td>9.89</td> <td>-0.2</td> </tr> <tr> <td>Limited a little</td> <td>1,368</td> <td>9.70</td> <td>-0.7</td> </tr> </tbody> </table> <p>In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, This is in line with the average number of persons with a disability represented in the city</p> <p>In May 2012 there were 1145 people claiming Disability Living Allowance. Of these 405 were receiving lower rate mobility component and 575 the higher rate. 970 people had claims of five years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>This library is DDA compliant.</p>	Day to day activities	Number	%	% var	Limited a lot	1,394	9.89	-0.2	Limited a little	1,368	9.70	-0.7	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>The nearest library (Central) is within a reasonable travel distance of 2.2 miles</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>To Central library by public transport the service numbers 8, 9, 27 and 27A run at 15 minute intervals from Torridge Way to Mayflower Street. returning via the same route. Journey time is reasonable at 24 minutes and walking time is minimal on boarding and alighting buses.</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1,394	9.89	-0.2													
Limited a little	1,368	9.70	-0.7													

				<p>for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Efford.</p> <p>There are suitable car parks (Mayflower Street West street level &amp; Drakes Circus with lift access) within close proximity to Central library with access to dedicated disabled parking bays.</p>	Promote the Home Library Service							
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Efford library is not a member of the Safe Space Scheme If a person with a Learning Disability with an ‘I need help’ card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact. Nearest Safe Space to Efford Library will continue to be;</p> <p>The Co-operative Food, Torridge way (1 min walk)</p> <p>Opening times: 7:00-22:00 Mon-Sun.</p> <p>50 Shades of Hair and Beauty, Blandford road (8 min walk).</p> <p>Opening times:</p> <p>9:30- 17:00 Tue – Thurs.</p> <p>9:30- 19:00 Fri</p> <p>9:00- 17:00 Sat</p> <p>Closed Sun - Mon</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7242</td> <td>51.4</td> <td>-6.7</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7242	51.4	-6.7	No impact anticipated.	N/A	N/A
Religion	Number	%	% var									
Christian	7242	51.4	-6.7									

	<table border="1"> <tr> <td>Buddhist</td> <td>48</td> <td>0.3</td> <td>+0.04</td> </tr> <tr> <td>Hindu</td> <td>26</td> <td>0.18</td> <td>-0.02</td> </tr> <tr> <td>Jewish</td> <td>10</td> <td>0.7</td> <td>+0.06</td> </tr> <tr> <td>Muslim</td> <td>117</td> <td>0.8</td> <td>-</td> </tr> <tr> <td>Sikh</td> <td>8</td> <td>0.07</td> <td>+0.04</td> </tr> <tr> <td>Other Religion</td> <td>69</td> <td>0.48</td> <td>-0.02</td> </tr> <tr> <td>No religion</td> <td>5555</td> <td>39.4</td> <td>+6.5</td> </tr> <tr> <td>Not stated</td> <td>1017</td> <td>7.2</td> <td>+0.1</td> </tr> </table>	Buddhist	48	0.3	+0.04	Hindu	26	0.18	-0.02	Jewish	10	0.7	+0.06	Muslim	117	0.8	-	Sikh	8	0.07	+0.04	Other Religion	69	0.48	-0.02	No religion	5555	39.4	+6.5	Not stated	1017	7.2	+0.1			
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<p><b>Gender - including marriage, pregnancy and maternity</b></p>	<p>Residents were less likely to profess Christianity more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.</p> <p>Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%.</p> <p>Residents are more likely to be single and never married than the city wide average (+8%), more likely to be divorced (+0.3%) or widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the</p>	<p>A Macdonald tbc</p>																																

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<b>Sexual orientation – including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A																												

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff at the Efford library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where fully trained staff are available to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Efford & Lipson is 76%, this is the same as the citywide average and 13% below the national average. The library makes some contribution to providing an effective community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.	N/A
<b>Human rights Please refer to <u>guidance</u></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of Efford Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social</p>	

	isolation for elderly or vulnerable members of the public.	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Eggbuckland Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **EGGBUCKLAND LIBRARY**

Eggbuckland Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Eggbuckland Library has been earmarked for closure.**

**Eggbuckland Library has 61 active users which is 0.1% of the total active library users**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. Eggbuckland ranked number 15 out of 17 libraries.

#### **Opening hours**

- Monday: 3pm to 6pm
- Tuesday: Closed
- Wednesday: 3pm to 6pm
- Thursday: Closed
- Friday: 3pm to 6pm
- Saturday: Closed
- Sunday: Closed

During school holidays Eggbuckland Library is open Monday, Wednesday and Friday from 2pm to 5pm.

#### **Services and facilities**

- Computers for public use
- Books for loan

- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, audiobooks

### Events

No regular events are held at this library

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

**Proposed alternative venues for library outreach services in the event of library closure have been explored in the local area.**

- St Edwards Church
- Active8

**Alternative nearest library:** Crownhill

**Services that can assist with consequences of proposed closures** - note that there are 61 active users.

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

1. **Community car scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

2. **Dial a Ride** is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.

The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.

	<p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Tim Binding / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="481 363 1005 769"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2453</td> <td>18.4</td> <td>+0.9%</td> </tr> <tr> <td>16- 64</td> <td>8090</td> <td>60.6</td> <td>-4.4%</td> </tr> <tr> <td>64+</td> <td>2798</td> <td>21.0</td> <td>+2.6%</td> </tr> </tbody> </table> <p data-bbox="481 786 824 807">Source: annual populations survey 2012</p> <p data-bbox="481 826 1048 895">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in ward	%	% variance with city wide average	0-15	2453	18.4	+0.9%	16- 64	8090	60.6	-4.4%	64+	2798	21.0	+2.6%	<p data-bbox="1113 373 1467 667">Potential impact on younger residents is higher as there are more young people in the ward than the citywide average however the school will retain the library for school users</p> <p data-bbox="1113 687 1467 1129">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p data-bbox="1113 1150 1467 1374">The impact will be greater for 64+ year olds in the local community as there is a greater proportion of these compared to the citywide average.</p>	<p data-bbox="1485 373 1928 667">Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1485 687 1928 794">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1485 863 1928 970">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1485 1038 1928 1114">Promote the Home Library Service</p>	<p data-bbox="1942 373 2085 443">A Macdonald tbc</p>
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Disability	Day to day activities	Number in ward	%	% variance with city wide average	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>A significant factor may be the availability of wheelchair accessible spaces as there is generally only one on each bus.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open are: Citybus service 28A runs from the nearest bus stop to Eggbuckland library, to Crownhill village; followed by approx. 3 minute walk to reach the library. Services run every 30 minutes, and journeys take 14 mins approximately.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	Limited a lot	1299	9.7	-0.3%			
	Limited a little	1454	10.9	+0.5%			
	<p>In total just over 20% of the community in Eggbuckland ward reported that they had a long term health condition or disability at the last Census, this is slightly lower (-0.4%) than the citywide average.</p> <p>In May 2012, there were 825 claimants of the Disability allowance in Eggbuckland ward ; 215 (-7.9%) people are claiming the lower rate, 485 (+7.8) the higher rate</p> <p>There are nine people who recorded their first language as British Sign Language in the last census in Eggbuckland Ward .</p> <p>The Library is DDA compliant</p>						

		<p>spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Eggbuckland.</p> <p>There is limited parking available at Crownhill, but it is all on-street to the side of the Library, or a large car park a few minutes' walk away</p>		
	<p><b>Safe Space Scheme</b></p> <p>Eggbuckland library is a member of the Safe Space Scheme If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a 'Safe Place.' They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable.</p>	<p>Adverse impact anticipated as there are no safe spaces within short walking distance.</p> <p>Frogmore Stores, Dale Avenue (16 mins walk).</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements</p>	<p>A Macdonald tbc</p>

<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8,889</td> <td>66.6%</td> <td>+8.5%</td> </tr> <tr> <td>Buddhist</td> <td>33</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>67</td> <td>0.5%</td> <td>+0.3%</td> </tr> <tr> <td>Jewish</td> <td>5</td> <td>0.0%</td> <td>-0.1%</td> </tr> <tr> <td>Muslim</td> <td>92</td> <td>0.7%</td> <td>-0.1%</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Other Religion</td> <td>51</td> <td>0.4%</td> <td>+0.1%</td> </tr> <tr> <td>No religion</td> <td>3,380</td> <td>25.3%</td> <td>-7.6%</td> </tr> <tr> <td>Not stated</td> <td>833</td> <td>6.2%</td> <td>-0.9%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	8,889	66.6%	+8.5%	Buddhist	33	0.3%	0.0%	Hindu	67	0.5%	+0.3%	Jewish	5	0.0%	-0.1%	Muslim	92	0.7%	-0.1%	Sikh	1	0.0%	0.0%	Other Religion	51	0.4%	+0.1%	No religion	3,380	25.3%	-7.6%	Not stated	833	6.2%	-0.9%	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and maternity</b>	Residents are slightly more likely to be female than the citywide average (+1.0%). Men 48.4%, Women 51.6%.  Residents are less likely to be single and never married than the city wide average (-11.2%), slightly less likely to be divorced (-1.6%), but	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other	Promote online lending of eBooks  Library staff will provide assistance to anyone who needs help accessing the service on line  Promote click and collect service which will be available at outreach	A Macdonald tbc																																								



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	<p>speak English as their main language. This is 1.6% higher than the citywide average. Polish (64) is the most common alternative main language.</p> <p>Source: Census 2011</p>			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 1 staff member to cover all opening hours at the Eggbuckland library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where trained staff are available to support the reporting of it.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Eggbuckland Ward is 96%; this is 20% above the citywide average and 7% above the national average. The library makes some contribution to providing community space. There are local community alternatives, but there could be a temporary impact on the community between the library closing and alternative community spaces being established. These alternatives may be more attractive to older people who didn't feel comfortable using the library which was located in the school campus. The library will continue to stay open for school users	N/A

<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public (but not the school) of Eggbuckland Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>N/A</p>
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**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer



Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Ernesettle Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **ERNESETTLE LIBRARY**

Ernesettle Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Ernesettle Library has been earmarked for closure.**

**Ernesettle Library has 342 active users which is 0.7% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Ernesettle ranked number 12 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 1pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 1pm
- Thursday: 2pm to 5pm
- Friday: 9am to 1pm
- Saturday: 10am to 1pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use
- Printer (black/white)
- Photocopier (black/white)

- Scanner
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, audiobooks

### **Events**

There are no regularly scheduled events hosted from this library

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

### **Proposed alternative venues for library outreach services in the event of library closure have been explored in the local area:**

- St Aiden Church
- Four Greens community trust Whitleigh
- RiverView assisted living accommodation
- Space Centre

**Alternative nearest library:** St Budeaux

**Services that can assist with consequences of proposed closures –** note that there are 342 active users

Public access PCs: Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

1. **Community car scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20

	<p>per mile.</p> <p>2. <b>Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	02.02.2017. Reviewed and completed on 02.05.2017



**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)				Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1" data-bbox="483 363 1010 767"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2852</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>8640</td> <td>61.6</td> <td>-3.4</td> </tr> <tr> <td>64+</td> <td>2530</td> <td>18.0</td> <td>+0.6</td> </tr> </tbody> </table> <p data-bbox="483 786 994 818">Source annual populations survey 2012.</p> <p data-bbox="483 837 1050 906">Currently people aged 60+ are entitled to a free bus pass</p>				Age	Number in Ward	%	% variance with city wide average	0-15	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<p data-bbox="1117 323 1451 576">Potential impact on younger and older people as there is an increase in representative numbers for these groups in the local community than the citywide average.</p> <p data-bbox="1117 600 1413 740">There are currently no targeted activities operating from this library.</p> <p data-bbox="1117 764 1458 979">During Summer 48 young people engaged in the Summer Reading challenge and may be inconvenienced were this library to close.</p>	<p data-bbox="1480 323 1816 387">Promote online lending of eBooks</p> <p data-bbox="1480 411 1809 552">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1480 576 1861 679">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1480 703 1800 807">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1480 831 1868 971">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1480 1051 1834 1120">Promote the Home Library Service</p>	<p data-bbox="1890 323 2029 392">A Macdonald tbc</p>
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Day to day activities	Number	%	% var																				
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	<p>In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, This is in line with the average number of persons with a disability represented in the city</p> <p>In May 2012 there were 1145 people claiming Disability Living Allowance. Of these 405 were receiving lower rate mobility component and 575 the higher rate. 970 people had claims of five years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>The library building is DDA compliant</p>	<p>The nearest library (St Budeaux) is within a reasonable travel distance of 1.9 miles</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>Regular Buses service St Budeaux library travelling from The Bull &amp; Bush in Ernesettle. Service number 43 runs at 15 minute intervals. This is a two minute walk from Ernesettle Library and a further one minute walk on alighting the bus in St Budeaux</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the</p>	<p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	
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		<p>preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Ernesettle.</p> <p>There is some limited parking available adjacent to the St Budeaux site and further suitable on street parking available.</p>										
	<p><b>Safe Space Scheme</b></p> <p>Ernesettle library is not a member of the Safe Space Scheme If a person with a Learning Disability with an ‘I need help’ card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact</p> <p>Nearest Safe Space to Ernesettle Library will continue to be;</p> <p>The Co-operative Food/Pharmacy, Hornchurch road (2 min walk) Opening times: 7:00-22:00 Mon-Sun</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements</p>	<p>A Macdonald tbc</p>								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7728	55.4	-2.7	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced +2.3%) or widowed (+1.9%)</p> <p>There are currently no activities offered from Ernesettle Library</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	<p>A Macdonald tbc</p>																																
<b>Gender reassignment</b>	Data covering gender reassignment is not	No adverse impact	N/A	N/A																																

	available at ward level.	anticipated																														
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The second most widely spoken language is Polish (48) and South Asian (18). Source: Census 2011																																
The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community.																																
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A																												

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by</b>	The libraries service employs one member of staff at Ernesettle library, no impact is anticipated on current pay levels.	N/A

<b>2020.</b>		
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where fully trained staff are available to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	<p>The headline rate of Community Cohesion in Honicknowle Ward is 57%, this is 19% below the citywide average and 32% below the national average. The library makes some contribution to providing a community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established..</p>	N/A
<b>Human rights Please refer to <u>guidance</u></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of Ernesettle Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Estover Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

What is being assessed - including a brief description of aims and objectives?

### ESTOVER LIBRARY

Estover Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Estover Library has been earmarked for closure.**

**Estover Library has 478 active users which is 1% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### Rationale for proposed closure

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
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- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Estover is ranked number 14 out of 17 libraries.**

#### Opening hours

- Monday: 9.30am to 5pm
- Tuesday: 9.30am to 5pm
- Wednesday: Closed
- Thursday: 9.30am to 5pm
- Friday: 9.30am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

#### Services and facilities

- Computers for public use

- Printer (black/white)
- Photocopier (black/white)
- Scanner
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### **Events**

- Family History Drop In Sessions – Weekly on Saturdays
- Reading Café – Monthly on Saturdays – average 11 people per session
- Half Term Events
- Ward Cllr surgeries every other Saturday

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

### **Proposed alternative venues for library outreach services in the event of library closure are:**

- St Aidans Church
- RiverView assisted living accommodation

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be retained and relocated elsewhere in the community

**Alternative nearest Library:** Crownhill and Southway

**Services that can assist with consequences of proposed closures** - note that there are 478 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services

1. **Community car scheme** – Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pick ups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

2. **Dial a Ride** is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.

The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.

The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.

Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.

The following fares apply to this service:

£4 - Up to 2 miles return (2 miles there and 2 miles back)

£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)

£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)

Any journeys over 8 miles return will be charged at £10.

All fares are for a one way trip with the return free.

These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.

<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="479 363 1008 770"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>1754</td> <td>14.8</td> <td>-2.7%</td> </tr> <tr> <td>16- 64</td> <td>7477</td> <td>63.1</td> <td>-1.9%</td> </tr> <tr> <td>64+</td> <td>2615</td> <td>22.1</td> <td>+4.7%</td> </tr> </tbody> </table> <p data-bbox="479 788 994 820">Source annual populations survey 2012.</p> <p data-bbox="479 842 1048 911">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in ward	%	% variance with city wide average	0-15	1754	14.8	-2.7%	16- 64	7477	63.1	-1.9%	64+	2615	22.1	+4.7%	<p data-bbox="1111 373 1570 517">Potential impact on older people is higher in the local community as there are more older people than the citywide average.</p> <p data-bbox="1111 539 1570 831">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p data-bbox="1111 853 1570 1034">The impact will be greater for 64+ year olds in the local community as there is a greater proportion of these compared to the citywide average.</p>	<p data-bbox="1588 373 1928 442">Promote online lending of ebooks</p> <p data-bbox="1588 464 1917 608">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1588 630 1917 774">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1588 796 1917 901">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1588 978 1917 1121">Promote alternative transport arrangements in libraries including Access Plymouth services.</p> <p data-bbox="1588 1195 1843 1264">Promote the Home Library Service.</p>	<p data-bbox="1939 320 2085 347">A Macdonald</p> <p data-bbox="1939 370 1980 397">tbc</p>
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Disability	Day to day activities				There is potential for a significant impact on disabled library users, especially those with mobility impairments.  According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require two buses from the most direct stop.  To Crownhill library by public transport the service 51 runs hourly from Miller Way to Derriford, then the 42C to Crownhill. The library is a two minute walk from there. The return journey can be made the same way. Journey time is reasonable at 26 minutes.  To Southway Library, service 51 runs to Derriford, then the 42A (every 30 mins) runs to the Southway Shops; a walk is then required to the library. Journey time is 32 minutes. The return journey can be made the same way.  Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may	Promote the outreach service effectively in areas where a library is closing  Ensure that outreach locations that are selected for delivering library services are DDA compliant  Promote alternative transport arrangements in libraries including Access Plymouth services  Promote the Home Library Service	A Macdonald tbc
	Number in ward	%	% variance with city wide average				
	Limited a lot	1372	11.7	+1.7%			
	Limited a little	1434	12.2	+1.8%			
<p>In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+3.5%) than the citywide average.</p> <p>There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.</p> <p>There are four people who recorded their first language as British Sign Language in the last census.</p> <p>The library is DDA compliant</p>							

		<p>be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Estover.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p>		
<p><b>Disability</b></p>	<p><b>Safe Space Scheme</b></p> <p>Estover library is a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>Limited anticipated impact as there are four alternative Safe Space locations in walking distance;</p> <p>The Elm Community Centre (12 min walk)</p> <p>Plymouth Community Homes (10 min walk)</p> <p>ASDA (7 min walk)</p> <p>Opening times: 7:00-22:00 Mon-Fri. 07:00-21:00 Sat. 10:00-16:00 Sun</p> <p>Jaws Chip Shop (10 min walk)</p> <p>Opening times: 11:30- 14:00, 16:30-20:00 Mon-Sat. Closed Sunday.</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements</p>	<p>A Macdonald tbc</p>

<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7,595</td> <td>64.1%</td> <td>+6.0%</td> </tr> <tr> <td>Buddhist</td> <td>35</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>25</td> <td>0.2%</td> <td>0.0%</td> </tr> <tr> <td>Jewish</td> <td>2</td> <td>0.0%</td> <td>-0.1%</td> </tr> <tr> <td>Muslim</td> <td>113</td> <td>0.9%</td> <td>+0.1%</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Other Religion</td> <td>32</td> <td>0.3%</td> <td>-0.2%</td> </tr> <tr> <td>No religion</td> <td>3141</td> <td>26.7%</td> <td>-6.2%</td> </tr> <tr> <td>Not stated</td> <td>824</td> <td>7.0%</td> <td>-0.1%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	64.1%	+6.0%	Buddhist	35	0.3%	0.0%	Hindu	25	0.2%	0.0%	Jewish	2	0.0%	-0.1%	Muslim	113	0.9%	+0.1%	Sikh	1	0.0%	0.0%	Other Religion	32	0.3%	-0.2%	No religion	3141	26.7%	-6.2%	Not stated	824	7.0%	-0.1%	No impact anticipated.	N/A	N/A
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Residents were more likely to profess Christianity and slightly more likely to be Muslim as the citywide population. Residents were more likely to profess to a religion, than profess no religion.																																												
<b>Gender - including marriage, pregnancy and maternity</b>	Residents are slightly more likely to be female than the citywide average (+1.4%). Men 47.9%, Women 52.0%.  Residents are less likely to be single and never married than the city wide average (-9.8%), more likely to be divorced (+10.1%) or	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has	Promote online lending of eBooks.  Library staff will provide assistance to anyone who needs help accessing the service on line.	A Macdonald tbc																																								



	<p>widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote click and collect service which will be available at outreach venues.</p> <p>Promote the outreach locations where library services will be delivered.</p>																													
<b>Gender reassignment</b>	<p>Data covering gender reassignment is not available at ward level.</p>	<p>No adverse impact anticipated</p>	<p>N/A</p>	<p>N/A</p>																												
<b>Race</b>	<table border="1" data-bbox="479 587 1097 1230"> <thead> <tr> <th data-bbox="479 587 725 791">Ethnicity</th> <th data-bbox="725 587 862 791">Number in ward</th> <th data-bbox="862 587 960 791">%</th> <th data-bbox="960 587 1097 791">% variance in city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="479 791 725 842">White British</td> <td data-bbox="725 791 862 842">11,247</td> <td data-bbox="862 791 960 842">95.6</td> <td data-bbox="960 791 1097 842">+2.7%</td> </tr> <tr> <td data-bbox="479 842 725 893">White Other</td> <td data-bbox="725 842 862 893">188</td> <td data-bbox="862 842 960 893">1.6</td> <td data-bbox="960 842 1097 893">- 1.6%</td> </tr> <tr> <td data-bbox="479 893 725 944">Mixed</td> <td data-bbox="725 893 862 944">67</td> <td data-bbox="862 893 960 944">0.6</td> <td data-bbox="960 893 1097 944">- 0.7%</td> </tr> <tr> <td data-bbox="479 944 725 1043">Asian/Asian British</td> <td data-bbox="725 944 862 1043">215</td> <td data-bbox="862 944 960 1043">1.8</td> <td data-bbox="960 944 1097 1043">- 0.3%</td> </tr> <tr> <td data-bbox="479 1043 725 1142">Black/Black British</td> <td data-bbox="725 1043 862 1142">20</td> <td data-bbox="862 1043 960 1142">0.2</td> <td data-bbox="960 1043 1097 1142">- 0.5%</td> </tr> <tr> <td data-bbox="479 1142 725 1230">Other ethnic group</td> <td data-bbox="725 1142 862 1230">31</td> <td data-bbox="862 1142 960 1230">0.3</td> <td data-bbox="960 1142 1097 1230">- 0.1%</td> </tr> </tbody> </table> <p data-bbox="479 1302 1097 1445">Over 98% of residents over 3 years old speak English as their main language. This is 1.8% higher than the citywide average. Malay (65) and Polish (38) are the most common</p>	Ethnicity	Number in ward	%	% variance in city wide average	White British	11,247	95.6	+2.7%	White Other	188	1.6	- 1.6%	Mixed	67	0.6	- 0.7%	Asian/Asian British	215	1.8	- 0.3%	Black/Black British	20	0.2	- 0.5%	Other ethnic group	31	0.3	- 0.1%	<p>No adverse impact anticipated - The local area is less diverse than the citywide average.</p>	<p>Consider making library closure information available in other languages where required / requested.</p>	<p>A Macdonald tbc</p>
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	alternative main languages. Census 2011.			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 2 staff at Estover library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where trained staff are available to support the reporting of it.  Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Moor View Ward is 83%, this is 7% above the citywide average and 6% below the national average. The library makes some contribution to providing an effective community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.  The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.  Due to the closure to the public (but not the school) of Estover Library, members of the	N/A

	<p>public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Laira Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **LAIRA LIBRARY**

Laira Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Laira Library has been earmarked for closure.**

**Laira Library has 240 active users which is 0.5% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

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- Total visits
- Cost per visit
- PC Hours used

- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Laira ranked number 16 out of 17 libraries.**

### **Opening hours**

- Monday: 9am to 1pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 1pm
- Thursday: 2pm to 5pm
- Friday: 9am to 1pm
- Saturday: 10am to 1pm
- Sunday: Closed

### **Services and facilities**

- Computer for public use
- Printer (black/white)
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### **Events**

No regular sessions hosted at Laira Library

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the

Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

**There are no proposed alternative venues for library outreach services in Laira in the event of library closure due to lack of suitable venue**

**Alternative nearest library:** Central Library

**Services that can assist with consequences of proposed closures –** note that there are 240 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

1. **Community Car Scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

2. **Dial a Ride** is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.

The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.

The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.

Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.

The following fares apply to this service:

£4 - Up to 2 miles return (2 miles there and 2 miles back)



	<p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	31.01.2017. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

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	<p>that all statistical data for this community is identical to that detailed in the Efford assessment report as both libraries are located within the Lipson and Efford Ward</p> <p>Source annual populations survey 2012.</p> <p>Currently people aged 60+ are entitled to a free bus pass</p>	<p>which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p>The Summer Reading Challenge is a citywide initiative and 23 young readers accessed Laira Library to participate in the challenge.</p>	<p>Promote the outreach locations where library services will be delivered</p> <p>Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p>Promote the Home Library Service</p>													
<p><b>Disability</b></p>	<table border="1" data-bbox="486 794 1102 1145"> <thead> <tr> <th>Day to day activities</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1,394</td> <td>9.89</td> <td>-0.2</td> </tr> <tr> <td>Limited a little</td> <td>1,368</td> <td>9.70</td> <td>-0.7</td> </tr> </tbody> </table> <p>In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, This is in line with the average number of persons with a disability represented in the city</p> <p>In May 2012 there were 1145 people claiming Disability Living Allowance. Of these 405 were</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1,394	9.89	-0.2	Limited a little	1,368	9.70	-0.7	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including</p>	<p>A Macdonald tbc</p>
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	<p>receiving lower rate mobility component and 575 the higher rate. 970 people had claims of 5 years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>Laira library is not DDA compliant due to accessibility issues (front step into the building).</p> <p>There is a lack of potential DDA compliant outreach venues in the local area which will reduce the choice of suitable outreach venues</p>	<p>require one bus from the most direct stop.</p> <p>To Central library the bus service numbers 9, 20 and 20A run at 20 minute intervals from Old Laira Road to Mayflower Street, returning via the same route. Journey time is reasonable at 13 minutes and walking time is minimal (one min) on boarding and alighting buses.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Efford.</p> <p>There are suitable car</p>	<p>Access Plymouth services</p> <p>Promote the Home Library Service</p>	
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		parks (Mayflower Street West street level & Drakes Circus with lift access) within close proximity to Central library with access to dedicated disabled parking bays.		
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Laira library is not a member of the Safe Space Scheme. If a person with a Learning Disability with an 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>The nearest Safe Spaces in this area continue to be;</p> <p>Spar shop, Old Laira road (2 min walk) Opening times: 7:00-23:00 Mon-Sun.</p> <p>The Co-operative Pharmacy, Old Laira road (2 min walk) Opening times: 8.30-18:00 Mon-Thur. 9:00- 13:00 Fri. 8:30-18:00 Sun.</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald
<b>Faith/religion or belief</b>				N/A

	Religion	Number in ward	%	% variance with city wide average	No impact anticipated.	N/A	
	Christian	7242	51.4	-6.7			
	Buddhist	48	0.3	+0.04			
	Hindu	26	0.18	-0.02			
	Jewish	10	0.7	+0.06			
	Muslim	117	0.8	-			
	Sikh	8	0.07	+0.04			
	Other Religion	69	0.48	-0.02			
	No religion	5555	39.4	+6.5			
	Not stated	1017	7.2	+0.1			
	Residents were less likely to profess Christianity and more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.						
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%.</p> <p>Residents are more likely to be single and never married than the city wide average (+8%), more likely to be divorced (+0.3%) or widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's</p>				There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at</p>	A Macdonald tbc

	predominantly women who accompany children to activities in libraries	activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	outreach venues Promote the outreach locations where library services will be delivered																													
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13102</td> <td>93</td> <td>+0.1</td> </tr> <tr> <td>White Other</td> <td>473</td> <td>3.4</td> <td>+0.2</td> </tr> <tr> <td>Mixed</td> <td>168</td> <td>1.2</td> <td>-0.1</td> </tr> <tr> <td>Asian/Asian British</td> <td>180</td> <td>1.3</td> <td>-0.2</td> </tr> <tr> <td>Black/Black British</td> <td>125</td> <td>0.9</td> <td>-0.2</td> </tr> <tr> <td>Other ethnic group</td> <td>4.4</td> <td>0.3</td> <td>+0.1</td> </tr> </tbody> </table>	Ethnicity	Number in ward	%	% variance with city wide average	White British	13102	93	+0.1	White Other	473	3.4	+0.2	Mixed	168	1.2	-0.1	Asian/Asian British	180	1.3	-0.2	Black/Black British	125	0.9	-0.2	Other ethnic group	4.4	0.3	+0.1	No adverse impact anticipated -The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in ward	%	% variance with city wide average																												
	White British	13102	93	+0.1																												
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Over 95% of residents over 3 years old speak English as their main language. This is 1% lower than the citywide average. Polish (166) is the most common alternative main language followed by East Indian (46)																																

	As data is collated to Ward level please note that all statistical data for this community is identical to that detailed in the Efford assessment report as both libraries are located within the Lipson and Efford Ward Census 2011			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 1 member of staff to cover all opening hours at Laira library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where fully trained staff are available to support the reporting of it  Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Efford & Lipson is 76%, this is the same as the citywide average and 13% below the national average.  There are currently no regular activities scheduled at Laira Library  The library makes some contribution to providing community space. There are limited community alternatives, and there could be a temporary impact on the community between the library closing and	N/A

	<p>alternative community spaces being established.</p>	
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home Library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	

**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer



Assistant Director for Customer Services



# EQUALITY IMPACT ASSESSMENT

North Prospect Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

What is being assessed - including a brief description of aims and objectives?

### **NORTH PROSPECT LIBRARY**

North Prospect Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **North Prospect Library has been earmarked for closure.**

**North Prospect Library has 1270 active users which is 2.7% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home Library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners

**Livewell Southwest.**

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **North Prospect ranked number 8 out of 17 libraries.**

**Opening hours**

- Monday: 9am to 5pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 5pm
- Thursday: 2pm to 5pm
- Friday: 9am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

**Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (black/white)
- Photocopier (black/white)
- Scanner

- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### Events

- Work Club – Weekly on Mondays
- Rhyme Time – Weekly on Tuesdays (babies and toddlers)
- Share a story – Weekly on Wednesday (U5's)
- Feel better with a book – Weekly on Thursday's
- Seasonal events – e.g. Christmas crafts

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

### Proposed alternative venues for library outreach services in the event of library closure are:

- Routeways
- Wolseley Community Resource
- Wolseley Trust, Jan Cutting Healthy Living Centre
- The Beacon

**Alternative nearest Libraries:** Devonport and Central

**Services that can assist with consequences of proposed closures** - note that there are 1270 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

- I. **Community car scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch

	<p>clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.</p> <p>2. <b>Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	01.02.2017. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="488 363 1012 769"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2709</td> <td>20.4</td> <td>+2.9%</td> </tr> <tr> <td>16- 64</td> <td>8243</td> <td>62.3</td> <td>-3.3%</td> </tr> <tr> <td>64+</td> <td>2288</td> <td>17.3</td> <td>+0.5%</td> </tr> </tbody> </table> <p data-bbox="488 785 1003 817">Source annual populations survey 2012.</p> <p data-bbox="488 833 1057 906">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2709	20.4	+2.9%	16- 64	8243	62.3	-3.3%	64+	2288	17.3	+0.5%	<p data-bbox="1115 370 1460 593">The impact will be greater for 0-15 year olds in the local community as there is a greater proportion compared to the city average</p> <p data-bbox="1115 609 1460 1056">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p>	<p data-bbox="1473 370 1706 443">Promote online lending of eBooks</p> <p data-bbox="1473 459 1751 641">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1473 657 1751 810">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1473 826 1774 976">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1473 992 1742 1216">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1473 1279 1742 1359">Promote the Home Library Service.</p>	<p data-bbox="1787 363 1930 443">A Macdonald tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
0-15	2709	20.4	+2.9%																	
16- 64	8243	62.3	-3.3%																	
64+	2288	17.3	+0.5%																	

Disability					<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus to alternative Libraries</p> <p>To Devonport library by public transport the service 14 runs hourly from Cookworthy Road to Chapel Road returning via the same route. Journey time is 18 minutes.</p> <p>To Central Library service 16/35 runs from nearby Morwell Gardens (One minute walk) to Mayflower Street requiring a short walk (One minute) to the library. Journey time is 13 minutes. Inward bound the service runs every 15 minutes. There are numerous options for the</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	Day to day activities	Number in Ward	%	% variance with City wide average			
	Limited a lot	1,680	12.6	+2.6%			
	Limited a little	1,660	12.5	+2.2%			
<p>In total just over 25% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>In May 2012 there were 1350 people claiming Disability Living Allowance. Of these 425 were receiving lower rate mobility component and 720 the higher rate. 970 people had claims of five years or more in duration.</p> <p>There are six people who recorded their first language as British Sign Language in the last census.</p> <p>The library is DDA compliant.</p>							

		<p>return journey within a short walk of the library.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from North Prospect. Devonport library has on street parking within reasonable walking distance and There are suitable car parks (Mayflower Street West street level &amp; Drakes Circus with lift access) within close proximity to Central library with dedicated disabled parking spaces; however, these are public car parks, and spaces are not guaranteed.</p>		
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<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>North Prospect Library is a designated safe place.</p>	<p>No adverse impact is anticipated regarding safe spaces in North Prospect as there are three other Safe Spaces in the local area, one of which is in the Beacon – the same building as the library</p> <p>LARK Children's Centre (1 min walk) Opening times: 8:00-16:00 Mon-Fri.</p> <p>Mini Market (3 min walk) Opening times: 7:30-22:00 Mon- Sat. 9:00-22:00 Sun.</p> <p>Engage South West Church (12 mins) Opening times: 10.30am-12.00 Sun</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements</p>	<p>A Macdonald tbc</p>																				
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7,595</td> <td>57.1%</td> <td>-1.0%</td> </tr> <tr> <td>Buddhist</td> <td>41</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>18</td> <td>0.1%</td> <td>-0.1%</td> </tr> <tr> <td>Jewish</td> <td>5</td> <td>0.0%</td> <td>-0.1%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	57.1%	-1.0%	Buddhist	41	0.3%	0.0%	Hindu	18	0.1%	-0.1%	Jewish	5	0.0%	-0.1%	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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Not stated	928	7.0%	-0.1%																					
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.1%). Men 48.2%, Women 51.8%.</p> <p>Residents are less likely to be single and never married than the city wide average (-4.2%), more likely to be divorced (+1.4%) or widowed (+1.8%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	<p>A Macdonald tbc</p>																				
<b>Gender reassignment</b>	<p>Data covering gender reassignment is not available at ward level.</p>	N/A	N/A	N/A																				

Race	Ethnicity				No adverse impact anticipated -The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in Ward	%	% variance with city wide average			
	White British	12,776	96.1	+3.2%			
	White Other	218	1.6	- 1.6%			
	Mixed	106	0.8	- 0.5%			
	Asian/Asian British	123	0.9	- 0.6%			
	Black/Black British	55	0.4	- 0.2%			
	Other ethnic group	16	0.1	- 0.3%			
	Over 98% of residents over three years old speak English as their main language. This is 1.8% higher than the citywide average. Polish (64) is the most common alternative main language. Census 2011.						
Sexual orientation – including civil partnership	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff per opening hour at North Prospect library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	<p>The headline rate of Community Cohesion in Ham Ward is 71%, this is 5% below the citywide average and 18% below the national average. The key contribution the library plays is in maintaining a safe community space. Since the Beacon will remain open albeit without the library service, the impact on community cohesion is likely to be neutral.</p>	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure of North Prospect Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Peverell Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **PEVERELL LIBRARY**

Peverell Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Peverell Library has been earmarked for closure.**

**Peverell Library has 2039 active users which is 4.3% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Peverell ranked number 11 out of 17 libraries.**

### Opening hours

- Monday: 10am to 5pm
- Tuesday: 10am to 5pm
- Wednesday: 10am to 5pm
- Thursday: 10am to 5pm
- Friday: 10am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

### Services and facilities

- Request service
- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Books for loan

- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### Events

- Craft Group – Weekly on Thursdays
- Rhyme Time – Weekly on Mondays & Fridays (babies and toddlers)
- Share a story – Weekly on Wednesday (U5's)
- Gadget Drop In – Weekly on Thursdays

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

### Proposed alternative venues for library outreach services in the event of library closure are :

- Hope Baptist Church
- LARK Pop-In (in development)

**Alternative nearest Libraries:** Central and Crownhill

**Services that can assist with consequences of proposed closures** - note that there are 2039 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services

1. **Community car scheme** – Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

	<p><b>2. Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.



**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="479 363 1008 767"> <thead> <tr> <th>Age</th> <th>Number</th> <th>% in Ward</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2523</td> <td>18.5</td> <td>+1%</td> </tr> <tr> <td>16- 64</td> <td>8936</td> <td>65.6</td> <td>+0%</td> </tr> <tr> <td>64+</td> <td>2170</td> <td>15.9</td> <td>-1%</td> </tr> </tbody> </table> <p data-bbox="479 786 869 810">Source: annual populations survey 2012.</p> <p data-bbox="479 831 1048 900">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number	% in Ward	% variance with city wide average	0-15	2523	18.5	+1%	16- 64	8936	65.6	+0%	64+	2170	15.9	-1%	<p data-bbox="1111 376 1462 595">Potential impact on younger people is slightly higher in the local community as there are more younger people than the citywide average.</p> <p data-bbox="1111 616 1469 1054">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p data-bbox="1111 1075 1462 1406">Parents with young children do make particularly high use of the library’s Rhyme Time which attracts around 75 children per week. In addition to this 315 young readers engaged in the Summer Reading challenge.</p>	<p data-bbox="1482 376 1825 445">Promote online lending of eBooks</p> <p data-bbox="1482 466 1818 608">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1482 628 1870 735">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1482 756 1809 863">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1482 884 1877 1026">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1482 1102 1841 1171">Promote the Home Library Service</p>	<p data-bbox="1906 368 2051 437">A Macdonald tbc</p>
Age	Number	% in Ward	% variance with city wide average																	
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Disability					<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus from the most direct stop.</p> <p>Transport links to the nearest libraries that we propose to keep open. Central Library services 35, 35A, 61, 62, 100 and nearby XI run regularly to Mayflower Street requiring a short walk (one minute) to the library. Journey time ranges from 15 to 24 minutes. There are numerous options for the return journey within a short walk of the library.</p> <p>To Crownhill library, services 34 and XI run regularly to the St Boniface College stop (nearest to the library), requiring a 5 minute walk. Journey times</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	Day to day activities	Number in Ward	%	% variance with City wide average			
	Limited a lot	952	7	-3%			
	Limited a little	1245	9.2	-1.1%			
<p>In total just over 25% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>Figures were not available covering DLA claimants in Peverell at the time of writing. Disability Living Allowance.</p> <p>There are two people who recorded their first language as British Sign Language in the last census.</p> <p>The library is DDA compliant</p>							

		<p>are around 15 minute's total. There are several options for the return journey within a 2 minute walk of the library.</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013). The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement. There are suitable car parks (Mayflower Street West street level &amp; Drakes Circus with lift access) within close proximity to Central</p>		
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		library with dedicated disabled parking spaces; these are public car parks, therefore spaces are not guaranteed.		
<b>Disability</b>	<p><b>Safe Place Scheme</b></p> <p>Peverell library is a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>No adverse impact anticipated. There are 7 Safe space locations within walking distance.</p> <p>The Co-operative Food/ Pharmacy, Jubilee Building, Peverell Park Road (1 min walk) Opening times: 7:00-22:00 Mon – Sun.</p> <p>The Co-operative Food, 2 Peverell Park Road (12 min walk) Opening times: 7:00-22:00 Mon- Sun.</p> <p>Morrisons, Outland road (8 min walk) Opening times: 7:00-22:00 Mon-Sat. 10:00-16:00 Sun.</p> <p>Spar, 59 Thornbury Park Avenue (8 min walk) Opening times: 7:00-23:00 Mon-Sun.</p> <p>Celebration Balloons, 63 Weston Park Road (9 min walk) Opening times: 9:00-17:00 Mon- Fri. 9:00-16:00 Sat. Closed Sun.</p> <p>Trelawney Stores, 55</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald

		<p>Trelawney Road (13 min walk) Opening times: 6:00-21:00 Mon- Sat. 8:00-21:00 Sun.</p> <p>Bella's Pet Supplies, 54a Bickham Park Road ( 4 min walk) Opening times: 10:00-17:00 Mon- Sat. Closed Sun.</p>																																										
<p><b>Faith/religion or belief</b></p>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8116</td> <td>59.9%</td> <td>+1.8</td> </tr> <tr> <td>Buddhist</td> <td>55</td> <td>0.41%</td> <td>+0.11</td> </tr> <tr> <td>Hindu</td> <td>28</td> <td>0.21%</td> <td>+0.01</td> </tr> <tr> <td>Jewish</td> <td>13</td> <td>0.10%</td> <td>+0.0</td> </tr> <tr> <td>Muslim</td> <td>89</td> <td>0.66%</td> <td>-0.14</td> </tr> <tr> <td>Sikh</td> <td>4</td> <td>0.03%</td> <td>+0.03</td> </tr> <tr> <td>Other Religion</td> <td>57</td> <td>0.42%</td> <td>-0.08</td> </tr> <tr> <td>No religion</td> <td>4170</td> <td>30.8%</td> <td>-2.9</td> </tr> <tr> <td>Not stated</td> <td>1021</td> <td>7.5%</td> <td>+0.4</td> </tr> </tbody> </table> <p>Residents were slightly more likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were less</p>	Religion	Number in Ward	%	% variance with City wide average	Christian	8116	59.9%	+1.8	Buddhist	55	0.41%	+0.11	Hindu	28	0.21%	+0.01	Jewish	13	0.10%	+0.0	Muslim	89	0.66%	-0.14	Sikh	4	0.03%	+0.03	Other Religion	57	0.42%	-0.08	No religion	4170	30.8%	-2.9	Not stated	1021	7.5%	+0.4	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+0.7%). Men 48.6%, Women 51.4%.</p> <p>Residents are less likely to be single and never married than the city wide average (-4.4%), less likely to be divorced (-1.1%) or widowed (-0.4%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	A Macdonald tbc																				
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																				
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12549</td> <td>92.6%</td> <td>-0.3%</td> </tr> <tr> <td>White Other</td> <td>476</td> <td>3.5%</td> <td>+0%</td> </tr> <tr> <td>Mixed</td> <td>173</td> <td>1.3%</td> <td>+0%</td> </tr> <tr> <td>Asian/Asian</td> <td>253</td> <td>1.9%</td> <td>+0.4</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with City wide average	White British	12549	92.6%	-0.3%	White Other	476	3.5%	+0%	Mixed	173	1.3%	+0%	Asian/Asian	253	1.9%	+0.4	No adverse impact anticipated -The local area similar in terms of diversity to the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
Ethnicity	Number in Ward	%	% variance with City wide average																					
White British	12549	92.6%	-0.3%																					
White Other	476	3.5%	+0%																					
Mixed	173	1.3%	+0%																					
Asian/Asian	253	1.9%	+0.4																					

	British						
	Black/Black British	67	0.5%	-0.1%			
	Other ethnic group	35	0.3%	-0.1%			
	<p>Over 97% of residents over 3 years old speak English as their main language. This is 0.8% higher than the citywide average. Polish (64) and Chinese (33) are the most common alternative main languages.</p> <p>Census 2011.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff per opening hour at Peverell library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central library where fully trained staff are on hand to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A

<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in Peverell Ward is 81%; this is 5% above the citywide average and 8% below the national average. The library makes a contribution to providing a community space. There are limited community spaces in Peverell and there could be a temporary impact between the library closing and alternative community spaces being established.</p>	<p>N/A</p>
<p><b>Human rights</b> <b>Please refer to <u>guidance</u></b></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of Peverell Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	

**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer



Assistant Director for Customer Services



# EQUALITY IMPACT ASSESSMENT

Stoke Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **STOKE LIBRARY**

Stoke Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Stoke Library has been earmarked for closure.**

**Stoke Library has 1176 active users which is 2.5% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)
- All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Stoke ranked number 13 out of 17 libraries.**

#### Opening hours

- Monday: 9am to 5pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 5pm
- Thursday: 2pm to 5pm
- Friday: 9am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

**Services and facilities**

- Computers for public use
- Free WiFi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Meeting room for hire
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

**Events**

- Councillor Surgeries – Last Friday of the month
- Book Groups – Monthly on Saturdays
- Rhymetime – Weekly on Wednesdays

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

**Proposed alternative venues for library outreach services in the event of library closure are :**

- LARK Morice Town
- Salvation Army Morice town
- Stoke Christian Centre

**Alternative nearest library:** Devonport Library

**Services that can assist with consequences of proposed closures** - note that there are 1176 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services

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- **2. Dial a Ride** is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.
- The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.
- The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.
- Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.
- The following fares apply to this service:
  - £4 - Up to 2 miles return (2 miles there and 2 miles back)
  - £6 - 2-4 miles return (2-4 miles there and 2-4 miles back)
  - £9 - 4-8 miles return (4-8 miles there and 4-8 miles back)
  - Any journeys over 8 miles return will be charged at £10.
  - All fares are for a one way trip with the return free.

These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.

**Author**

Tim Binding / Karen Renshaw / Jack Harrison

**Department and service**

TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)

**Date of assessment** 14.12.2016. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
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<p>In total just over 18% of the community reported that they had a long term health condition or disability at the last Census, this is lower (-1.1%) than the citywide average.</p> <p>There is one person who recorded their first language as British Sign Language in the last census.</p>																			

		<p>a short walk to St Budeaux from the nearest bus stop of around two to four minutes. Journey time of 18 minutes.</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Devonport library does have on street parking within a reasonable walking distance and There are suitable car parks (Mayflower Street West street level &amp; Drakes Circus with lift access) within close proximity to Central library with dedicated disabled parking spaces.</p> <p>Private transport is the</p>		
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		<p>preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Stoke; there is limited parking available at St Budeaux, but no allocated parking at Devonport (on street is available nearby).</p>		
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Stoke library is not a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus</p>	<p>No adverse impact is anticipated regarding safe spaces in Stoke as there are 6 other Safe Spaces in the local area.</p> <p>The Psychic Shop, 124 Albert Road (2 Min walk) Opening times: 9:00-17:00 Mon-Sun</p> <p>The Co-operative Food, Albert Road (3 min walk) Opening times: 6:00- 22:00 Mon-Sun.</p> <p>The Co-operative Food, Devonport Road (7 min walk) Opening times: 7:00-22:00 Mon-Sun</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc



	and are feeling overwhelmed.				<p>Trafalgar Stores, Devonport road (6 min walk) Opening times: 10:00-13:30, 15:00-20:30 Mon – Fri. 10:00- 13:30, 16:00-20:30 Sat- Sun</p> <p>Brimbles Bakery, South Hill (9 min walk) Opening times: 7.30-16.30 Mon- Fri. 4.30- 15.30 Sat. Closed Sun.</p> <p>St Levan Valley Stores, Ryder road (9 min walk) Opening times: 8:00-20:00 Mon-Thurs. 8:00-21:00 Fri-Sat. 8:00-18:00 Sun.</p>																																		
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th data-bbox="481 834 719 1078">Religion</th> <th data-bbox="719 834 857 1078">Number in Ward</th> <th data-bbox="857 834 965 1078">%</th> <th data-bbox="965 834 1104 1078">% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="481 1078 719 1129">Christian</td> <td data-bbox="719 1078 857 1129">7,279</td> <td data-bbox="857 1078 965 1129">52.5%</td> <td data-bbox="965 1078 1104 1129">-5.6%</td> </tr> <tr> <td data-bbox="481 1129 719 1181">Buddhist</td> <td data-bbox="719 1129 857 1181">59</td> <td data-bbox="857 1129 965 1181">0.4%</td> <td data-bbox="965 1129 1104 1181">+0.1%</td> </tr> <tr> <td data-bbox="481 1181 719 1232">Hindu</td> <td data-bbox="719 1181 857 1232">47</td> <td data-bbox="857 1181 965 1232">0.3%</td> <td data-bbox="965 1181 1104 1232">+0.1%</td> </tr> <tr> <td data-bbox="481 1232 719 1283">Jewish</td> <td data-bbox="719 1232 857 1283">21</td> <td data-bbox="857 1232 965 1283">0.2%</td> <td data-bbox="965 1232 1104 1283">0.0%</td> </tr> <tr> <td data-bbox="481 1283 719 1334">Muslim</td> <td data-bbox="719 1283 857 1334">183</td> <td data-bbox="857 1283 965 1334">1.3%</td> <td data-bbox="965 1283 1104 1334">+0.4%</td> </tr> <tr> <td data-bbox="481 1334 719 1385">Sikh</td> <td data-bbox="719 1334 857 1385">12</td> <td data-bbox="857 1334 965 1385">0.1%</td> <td data-bbox="965 1334 1104 1385">+0.1%</td> </tr> <tr> <td data-bbox="481 1385 719 1457">Other Religion</td> <td data-bbox="719 1385 857 1457">90</td> <td data-bbox="857 1385 965 1457">0.7%</td> <td data-bbox="965 1385 1104 1457">+0.2%</td> </tr> </tbody> </table>				Religion	Number in Ward	%	% variance with City wide average	Christian	7,279	52.5%	-5.6%	Buddhist	59	0.4%	+0.1%	Hindu	47	0.3%	+0.1%	Jewish	21	0.2%	0.0%	Muslim	183	1.3%	+0.4%	Sikh	12	0.1%	+0.1%	Other Religion	90	0.7%	+0.2%	No impact anticipated.	N/A	N/A
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No religion	5073	36.6%	+3.7%									
Not stated	1097	7.9%	+0.8%									
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be male than the citywide average (+1.5%). Men 50.9%, Women 49.1%.</p> <p>Residents are more likely to be single and never married than the city wide average (-6.2%), slightly more likely to be divorced (+2.3%), but less likely to be widowed (-0.9%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	A Macdonald tbc								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A								

Race	Ethnicity				No adverse impact anticipated -The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in Ward	%	% variance with City wide average			
	White British	12,396	89.4	-3.5%			
	White Other	663	4.8	+1.6%			
	Mixed	265	1.9	+0.6%			
	Asian/Asian British	287	2.1	+0.6%			
	Black/Black British	149	1.1	+0.4%			
	Other ethnic group	101	0.7	+0.3%			
	<p>Over 95% of residents over three years old speak English as their main language. This is 1.4% lower than the citywide average. Kurdish (57) and Polish (165) are the most common alternative main languages.</p> <p>Source: Census 2011.</p>						
Sexual orientation - including civil partnership	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff per opening hour at the Stoke library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where fully trained staff are available to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	<p>The headline rate of Community Cohesion in Stoke Ward is 64%, this is 8% below the citywide average and 25% below the national average.</p> <p>The library makes a key contribution to providing an effective community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.</p> <p>Events being held currently in the library will form part of an ongoing outreach service.</p> <p>The use of outreach will help involve Morice Town with the library service; traditionally less engaged with the library.</p>	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of Stoke Library, members of the public will not be able to make use of this facility. However, due to the</p>	

	<p>provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Tothill Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **TOTHILL LIBRARY**

Tothill Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Tothill Library has been earmarked for closure.**

**Tothill Library has 333 active users which is 0.7% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources.
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff.
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Tothill ranked number 17 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 1pm
- Tuesday: 9am to 12 noon
- Wednesday: 9am to 1pm
- Thursday: 9am to 12 noon
- Friday: 9am to 1pm
- Saturday: 10am to 1pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use



- Printer (black/white)
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### Events

- Book Group – 3<sup>rd</sup> Tuesday of every month

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

**Nearest alternative library:** Central Library

**Proposed alternative venue for library outreach services in the event of library closure is Tothill Community Centre.**

**Services that can assist with consequences of proposed closures** - note that there are 333 active users

Public access PC's - Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services

1. **Community car scheme** - - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

2. **Dial a Ride** is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.

The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service -

	<p>this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
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64+	1541	10.7	-6.7																	

**Disability**

Day to day activities	Number in Ward	%	% variance with City wide average
Limited a lot	1238	8.7	-1.3
Limited a little	1287	9.0	-1.4

In total just over 25% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+5%) than the citywide average.

There are two people who recorded their first language as British Sign Language in the last census.

There is potential for a significant impact on disabled library users, especially those with mobility impairments.

Tothill library is not serviced by a nearby bus route. The nearest bus stop is 9 mins walk away.

Transport links to the nearest libraries that we propose to keep open

According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus to alternative

Central Library services 2, 2A, 5A, 21A run regularly from Elliot Road, Prince Rock which is a short seven minute walk from the library. Passengers can alight in the City Centre at either Royal parade or Mayflower Street

Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant

Promote alternative transport arrangements in libraries prior to closure

A Macdonald  
tbc

		<p>factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013). The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement. Central library is well serviced by public Car Parks in both Mayflower Street West (Street Level) and Drakes Circus. Both have dedicated disabled parking bays; these are public car parks therefore spaces are not guaranteed.</p>		
<p><b>Disability</b></p>	<p><b>Safe Space Scheme</b></p> <p>Tothill library is not a member of the Safe Space Scheme If a person with a Learning Disability with an 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact - Nearest Safe Space to Tothill Library will continue to be;</p> <p>Co-operative Food, Beaumont road (8 min walk) Opening times: 7:00- 22:00 Mon-Sun</p>	<p>N/A</p>	<p>N/A</p>

<b>Faith/religion or belief</b>	Religion	Number in Ward	%	% variance with City wide average	No impact anticipated.	N/A	N/A
	Christian	7178	50.2	-8.1			
	Buddhist	80	0.56	+0.02			
	Hindu	40	0.28	-			
	Jewish	11	0.08	-0.02			
	Muslim	231	1.6	+0.8			
	Sikh	11	0.08	+0.05			
	Other Religion	110	0.77	+0.2			
	No religion	5620	39.3	+6.4			
	Not stated	1013	7.1	-			
Residents were slightly more likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were less likely to profess no religion.				There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and	Promote online lending of eBooks  Library staff will provide assistance to anyone who needs help accessing the service on line.  Promote click and	A Macdonald tbc	
<b>Gender - including marriage, pregnancy and maternity</b>	Residents are slightly more likely to be males than the citywide average (+2.4%). Men 51.8%, Women 48.2%.  Residents are more likely to be single and never married than the city wide average (+17%) marginally less likely to be divorced (-0.4%) or widowed (-2%)  Anecdotal evidence suggests that it's predominantly						

	women who accompany children to activities in libraries.	services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	collect service which will be available at outreach venues  Promote the outreach locations where library services will be delivered.																													
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City Wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12466</td> <td>87.2</td> <td>-5.7</td> </tr> <tr> <td>White Other</td> <td>864</td> <td>6.0</td> <td>+2.8</td> </tr> <tr> <td>Mixed</td> <td>67</td> <td>2.2</td> <td>+0.9</td> </tr> <tr> <td>Asian/Asian British</td> <td>215</td> <td>2.8</td> <td>+1.3</td> </tr> <tr> <td>Black/Black British</td> <td>160</td> <td>1.1</td> <td>-0.4</td> </tr> <tr> <td>Other ethnic group</td> <td>81</td> <td>0.6</td> <td>-0.3</td> </tr> </tbody> </table> <p>Over 87% of residents over three years old speak English as their main language. This is 5.7% less than the citywide average. Polish (258 individuals) and</p>	Ethnicity	Number in Ward	%	% variance with City Wide average	White British	12466	87.2	-5.7	White Other	864	6.0	+2.8	Mixed	67	2.2	+0.9	Asian/Asian British	215	2.8	+1.3	Black/Black British	160	1.1	-0.4	Other ethnic group	81	0.6	-0.3	No adverse impact anticipated - The local area similar in terms of diversity to the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
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	Chinese (75) are the most common alternative main languages. Census 2011.			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs one member of staff at Tothill library per opening hour, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not carry information about reporting hate crime; however this will continue to be available from alternative community locations including Central Library where fully trained staff are available to support.  Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Sutton & Mount Gould Ward is 76%; this is the same as the citywide average and 13% below the national average. The library makes some contribution to community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.  The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use	



	<p>thereof.</p> <p>Due to the closure to the public of Tothill Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

West Park Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **WEST PARK LIBRARY**

West Park Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **West Park Library has been earmarked for closure.**

**West Park Library has 1110 active users which is 2.3% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **West Park ranked number 9 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 5pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 5pm
- Thursday: 2pm to 5pm
- Friday: 9am to 5pm
- Saturday: 10am to 1pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (black/white)
- Photocopier (black/white)

- Scanner
- Meeting room for hire
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks
- Public access PC's

Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

#### **Events**

- Job Club – Every Wednesday
- Monthly Book Group –Thursday PM
- Training Events –Ad hoc & on demand

#### **Proposed alternative venues for library outreach services in the event of library closure are:**

- Four Woods CC
- Speech and Language School
- Honicknowle Youth Centre
- St Francis church Honicknowle

**Services that can assist with consequences of proposed closures –** note that there are 1110 active users.

Public access PCs: Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

1. **Community Car Scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no

	<p>later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.</p> <p><b>2. Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p> <p>Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.</p> <p><b>Alternative nearest libraries:</b> Crownhill and St Budeaux</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)

<b>Date of assessment</b>	01.02.2017. Reviewed and completed on 02.05.2017.
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**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2852</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>8640</td> <td>61.6</td> <td>-3.4</td> </tr> <tr> <td>64+</td> <td>2530</td> <td>18.0</td> <td>+0.6</td> </tr> </tbody> </table> <p>Source annual populations survey 2012. Currently people aged 60+ are entitled to a free bus pass.</p>	Age	Number in Ward	%	% variance with City wide average	0-15	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<p>Potential impact on younger people is higher in the local community as there are older people than the citywide average.</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with City wide average																	
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<b>Disability</b>	<table border="1"> <thead> <tr> <th>Day to day activities</th> <th>Number in Ward</th> <th>%</th> <th>% variance with</th> </tr> </thead> <tbody> </tbody> </table>	Day to day activities	Number in Ward	%	% variance with	There is potential for a significant impact on disabled library users, especially those with mobility	Promote alternative transport arrangements in	A Macdonald tbc												
Day to day activities	Number in Ward	%	% variance with																	

				City wide average	<p>impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require taking one bus from the most direct stop.</p> <p>Transport links to the nearest libraries that we propose to keep open:</p> <p>St Budeaux library is 1.4 miles from West Park library. Bus routes 43 and 51 operate at regular intervals and a disabled access bus operates on both routes. The bus stop is a short two minute walk from West Park library and a one minute walk on alighting in St Budeaux</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013). The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the</p>	libraries prior to closure
	Limited a lot	1985	14.2	+4.2		
	Limited a little	1703	12.2	+1.8		
	<p>In total just over 26% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+6%) than the citywide average.</p> <p>9% of the community were in receipt of Disability Living Allowance in Honicknowle ward at the time of writing.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>West Park Library is DDA compliant.</p>					



		displacement. The current site at St Budeaux has some limited adjacent parking and there is on street parking nearby.																		
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>West Park library is a member of the Safe Space Scheme If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>Minimal adverse impact as there are two alternative safe space locations in West park within easy walking distance of the library;</p> <p>McColl's, Crownhill Road (2 min walk) Opening times: 6:00-22:00 Mon-Sat. 7:00-22:00 Sun.</p> <p>Freemans, Crownhill road (8 min walk) Opening times: 10:00-17:00 Mon- Sat. Closed Sun.</p>																		
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th data-bbox="483 962 779 1166">Religion</th> <th data-bbox="779 962 920 1166">Number in Ward</th> <th data-bbox="920 962 994 1166">%</th> <th data-bbox="994 962 1151 1166">% variance with city wide strategy</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 1166 779 1257">Christian</td> <td data-bbox="779 1166 920 1257">7728</td> <td data-bbox="920 1166 994 1257">55.4</td> <td data-bbox="994 1166 1151 1257">-2.7</td> </tr> <tr> <td data-bbox="483 1257 779 1348">Buddhist</td> <td data-bbox="779 1257 920 1348">26</td> <td data-bbox="920 1257 994 1348">0.19</td> <td data-bbox="994 1257 1151 1348">-0.11</td> </tr> <tr> <td data-bbox="483 1348 779 1437">Hindu</td> <td data-bbox="779 1348 920 1437">20</td> <td data-bbox="920 1348 994 1437">0.14</td> <td data-bbox="994 1348 1151 1437">-0.06</td> </tr> </tbody> </table>	Religion	Number in Ward	%	% variance with city wide strategy	Christian	7728	55.4	-2.7	Buddhist	26	0.19	-0.11	Hindu	20	0.14	-0.06	No impact anticipated.	N/A	N/A
Religion	Number in Ward	%	% variance with city wide strategy																	
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced +2.3%) or widowed (+1.9%)</p> <p>Parents with young children do make use of the library's Rhyme Time which attracts around 6 children per session. In addition monthly book groups which attract an average of seven users is one of the more popular activities,</p>	The activities and events are attended by all genders	Promote the alternative outreach locations for the delivery of events and activities	A Macdonald tbc																								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.																											

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**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 2 staff per opening hour at West Park library, no impact is anticipated on current pay levels.	N/A

<p><b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b></p>	<p>The library does not carry information about reporting hate crime, however this will continue to be available from Central library where fully trained staff are on hand to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in Honicknowle Ward is 57%, this is 19% below the citywide average and 32% below the national average. The library makes a key contribution to providing an effective community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.</p>	<p>N/A</p>
<p><b>Human rights Please refer to guidance</b></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of West Park library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community. This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>Consult Legal Services.</p>

#### STAGE 4: PUBLICATION

Date 02.05.2017

Responsible Officer

Assistant Director for Customer Services

# EQUALITY IMPACT ASSESSMENT

Central Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **CENTRAL LIBRARY**

Central Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Central Library has been earmarked for staying open.**

**Central Library has 17774 active users which is 37.4% of the total active library users**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Central Library ranked number 2 out of 17 libraries.**

### Opening hours

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

### Services and facilities

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners

- Meeting rooms for hire
- Local and family history collection
- Microfilm scanners
- Roof terrace
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### **Events at Central Library**

#### Children & Young People

- Storytimes for under 5s –Wednesdays weekly
- Rhymetimes – Monday, Wednesday and Thursday weekly
- Hello World – Coding & Making 8-13 years – Thursday weekly
- Half Term activities

#### Health & Wellbeing

- Supertone Fitness Classes – Wednesdays – Weekly
- Walk/ Run Fitness Group – Wednesday –Weekly
- Yoga & Mindfulness – Tuesday –Weekly
- Panic Workshops with Plymouth Options – Monthly

#### Community and Leisure

- Board Game Evening – Thursday Weekly
- Family History Helpdesk –Monday –Weekly
- Film Show Saturday – Ad hoc

#### Training, Skills & Employability

- Work Clubs – Tuesday, Wednesday and Friday – Weekly
- Google Digital Garage Workshop – Thursdays –Weekly
- Gadget Drop In –Tuesday –Weekly
- IT for Beginners – Friday –Weekly

In the event that libraries identified for proposed closure in the Plan for Libraries do close, Central Library is an

	<p>alternative venue for displaced library users from the following branches within two miles.</p> <ul style="list-style-type: none"> <li>▪ Peverell Library</li> <li>▪ Tothill Library</li> <li>▪ Laira Library</li> <li>▪ Efford Library</li> <li>▪ North Prospect</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. In particular Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)				Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible												
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>1835</td> <td>11.6</td> <td>-5.9</td> </tr> <tr> <td>16- 64</td> <td>11768</td> <td>74</td> <td>+9.0</td> </tr> </tbody> </table>				Age	Number in Ward	%	% variance with City wide average	0-15	1835	11.6	-5.9	16- 64	11768	74	+9.0	The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest	Promote online lending of eBooks  Library staff will provide assistance to anyone who needs help accessing the service on line	A Macdonald tbc
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64+	2182	13.8	-3.6
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Above data based is based on Office of National Statistics demographic indicator data for Central Library ward. (St Peter and Waterfront)

Figures illustrated below takes Central location ward level data (St Peter and Waterfront) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites.

Age	Central	Peverell	Tothill	Laira	Efford	Tot	Variance with displaced users
0-15	1835	2523	2219	2655	2655	11887	10,052
16-64	11768	8936	10694	9803	9803	51004	39236
64+	2182	2170	1541	1832	1832	9557	7375

Parents with young children do make particularly high use of the library's Rhyme Time which, due to popularity is scheduled three times a week to accommodate demand. Indicative figures below demonstrate the impact of potentially displaced persons accessing Rhymetime

	Central	Peverell	Tothill	Laira	Efford	Total	Impact variance
Rhymetime Max PW attendees	85	75	NA	NA	15	175	+90

Currently people aged 60+ are entitled to a free bus pass

university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected

Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.

There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on

Promote click and collect service which will be available at outreach venues  
Promote the outreach locations where library services will be delivered

Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.

					<p>services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<b>Disability</b>	<table border="1"> <thead> <tr> <th data-bbox="405 1109 712 1316">Day to day activities</th> <th data-bbox="712 1109 864 1316">Number in Ward</th> <th data-bbox="864 1109 965 1316">%</th> <th data-bbox="965 1109 1120 1316">% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="405 1316 712 1369">Limited a lot</td> <td data-bbox="712 1316 864 1369">1862</td> <td data-bbox="864 1316 965 1369">11.79</td> <td data-bbox="965 1316 1120 1369">+1.79</td> </tr> <tr> <td data-bbox="405 1369 712 1422">Limited a little</td> <td data-bbox="712 1369 864 1422">1758</td> <td data-bbox="864 1369 965 1422">11.3</td> <td data-bbox="965 1369 1120 1422">+0.9</td> </tr> </tbody> </table>				Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1862	11.79	+1.79	Limited a little	1758	11.3	+0.9	<p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average																
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	<p>Figures above relate to Central Library Ward (St Peter and the Waterfront) In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+4%) than the citywide average.</p> <p>There are five people who recorded their first language as British Sign Language in the last census.</p> <p>Figures illustrated below takes Central location ward level data (St Peter and Waterfront) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p> <table border="1" data-bbox="416 687 1373 1038"> <thead> <tr> <th>Day to Day Activities</th> <th>Central</th> <th>Peverell</th> <th>Tothill</th> <th>Laira</th> <th>Efford</th> <th>Tot</th> <th>Variance with displaced users</th> </tr> </thead> <tbody> <tr> <td>Limited a Lot</td> <td>1862</td> <td>952</td> <td>1238</td> <td>1394</td> <td>1394</td> <td>6840</td> <td>4978</td> </tr> <tr> <td>Limited a Little</td> <td>1758</td> <td>1245</td> <td>1287</td> <td>1368</td> <td>1368</td> <td>7026</td> <td>5268</td> </tr> </tbody> </table> <p>There are some health related activities and provision available at Central Library. These are aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p>	Day to Day Activities	Central	Peverell	Tothill	Laira	Efford	Tot	Variance with displaced users	Limited a Lot	1862	952	1238	1394	1394	6840	4978	Limited a Little	1758	1245	1287	1368	1368	7026	5268	<p>demand on disabled spaces for parking. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>that are selected are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	
Day to Day Activities	Central	Peverell	Tothill	Laira	Efford	Tot	Variance with displaced users																					
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<p><b>Disability</b></p>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an ‘I need help’ card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo</p>	<p>No adverse impact as this Safe Space will be retained.</p>	<p>N/A</p>	<p>N/A</p>																								

	<p>displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Central Library is a designated safe place along with 20 other City Centre locations.</p>																																											
<p><b>Faith/religion or belief</b></p>	<table border="1" data-bbox="414 512 1032 1246"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide strategy</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7713</td> <td>48.9</td> <td>-9.2</td> </tr> <tr> <td>Buddhist</td> <td>119</td> <td>0.8</td> <td>+0.5</td> </tr> <tr> <td>Hindu</td> <td>78</td> <td>0.5</td> <td>+0.3</td> </tr> <tr> <td>Jewish</td> <td>28</td> <td>0.2</td> <td>+0.1</td> </tr> <tr> <td>Muslim</td> <td>395</td> <td>2.5</td> <td>+1.7</td> </tr> <tr> <td>Sikh</td> <td>9</td> <td>0.1</td> <td>+0.07</td> </tr> <tr> <td>Other Religion</td> <td>152</td> <td>1.0</td> <td>+0.5</td> </tr> <tr> <td>No religion</td> <td>6073</td> <td>38.5</td> <td>+5.6</td> </tr> <tr> <td>Not stated</td> <td>1218</td> <td>7.7</td> <td>+0.6</td> </tr> </tbody> </table> <p>Residents in St Peter and the Waterfront were less likely to profess Christianity and more likely to be Muslim than the citywide population. Other minority faiths also showed a minor increase in indicative figures measured against the average across the city.</p>	Religion	Number in Ward	%	% variance with City wide strategy	Christian	7713	48.9	-9.2	Buddhist	119	0.8	+0.5	Hindu	78	0.5	+0.3	Jewish	28	0.2	+0.1	Muslim	395	2.5	+1.7	Sikh	9	0.1	+0.07	Other Religion	152	1.0	+0.5	No religion	6073	38.5	+5.6	Not stated	1218	7.7	+0.6	<p>No adverse impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be male than the citywide average (+4.9%). Men 53%, Women 47%. Residents are more likely to be single and never married than the city wide average (+17%), more likely to be divorced +4.1%) and less likely to be widowed (-1.0%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to Rhymetime in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	A Macdonald
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A

<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide strategy</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12646</td> <td>80%</td> <td>-12.9</td> </tr> <tr> <td>White Other</td> <td>1553</td> <td>9.8</td> <td>+6.1</td> </tr> <tr> <td>Mixed</td> <td>457</td> <td>2.8</td> <td>+1.5</td> </tr> <tr> <td>Asian/Asian British</td> <td>654</td> <td>4.1</td> <td>+2.6</td> </tr> <tr> <td>Black/Black British</td> <td>260</td> <td>1.6</td> <td>+0.9</td> </tr> <tr> <td>Other ethnic group</td> <td>215</td> <td>1.3</td> <td>+0.9</td> </tr> </tbody> </table>				Ethnicity	Number in Ward	%	% variance with city wide strategy	White British	12646	80%	-12.9	White Other	1553	9.8	+6.1	Mixed	457	2.8	+1.5	Asian/Asian British	654	4.1	+2.6	Black/Black British	260	1.6	+0.9	Other ethnic group	215	1.3	+0.9	No adverse impact is anticipated.	Consider making library closure information available in other languages where required / requested.	A Macdonald tbc
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<p>Over 87% of residents over 3 years old speak English as their main language. This is -9.2% lower than the citywide average. Polish (508) and Chinese (159) are the most common alternative main languages. Census 2011.</p> <p>Residents are less likely to be White British (-12.9%) than the average across the city. All other minority and BME groups are more substantially represented in this ward.</p>																																			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A																															

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 6 staff per opening hour at Central library; no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does carry information about reporting hate crime; In addition fully trained staff are on hand to support the reporting of it at Central Library. No impact anticipated.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in St Peter and the Waterfront is 86%, this is 10% above the citywide average and 3% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Crownhill Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **CROWNHILL LIBRARY**

Crownhill Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Crownhill Library has been earmarked for staying open.**

**Crownhill Library has 2791 active users which is 6% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Crownhill ranked number 4 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: 9am to 6pm
- Friday: 9am to 6pm
- Saturday: 9am to 1pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (black/white)
- Photocopier (black/white)
- Scanner
- Books for loan
- Audiobooks

	<ul style="list-style-type: none"> <li>▪ Request a library item – books, periodicals, plays, DVD’s, Audiobooks</li> </ul> <p><b>Events at Crownhill Library</b></p> <ul style="list-style-type: none"> <li>▪ Quilting Group – Wednesdays –Weekly</li> <li>▪ Book Group – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Chatterbooks – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Feel better with a book – Mondays- Weekly</li> <li>▪ Rhymetime – Tuesdays – Weekly</li> <li>▪ Half Term Activities – Scheduled to co-ordinate with local school terms</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Crownhill Library is an alternative venue for displaced library users from the following branches within two miles. .</p> <ul style="list-style-type: none"> <li>▪ Estover</li> <li>▪ Eggbuckland</li> <li>▪ West Park</li> <li>▪ Peverell</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. In particular Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	08.02.2017. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

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Age	Crownhill	Estover	Eggbuckland (same ward data so nil data submitted)	North Prospect	West Park (same ward no date added)	Efford	Peverell	Variance with displaced users
0-15	2453	1754	0	2709	0	2655	2523	+9641
16-64	8090	7477	0	8243	0	9803	8936	+34459
64+	2798	2615	0	2288	0	1832	2170	+8905

Parents with young children do make use of the library’s Rhyme Time and sessions are well subscribed. Considerable impact could be felt by users of Peverell library Rhymetime sessions using Crownhill as an alternative as these sessions are heavily subscribed averaging 75 users per week. With a maximum of 104 attending. The figures below are based on maximum attendees at Rhymetime sessions.

	Crownhill	Estover	Eggbuckland	West Park	North Prospect	Efford	Peverell	Variance
Rhymetime Max PW attendees	29	NA	NA	18	32	15	104	+169

Events at this library cater for a wide age range and the only demographic targeted with any exclusivity via events are parents and children via Rhymetimes and Storytimes. Other events cater for all ranges and are largely social in nature such as book groups and quilting groups.

Currently people aged 60+ are entitled to a free bus pass

library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children’s activities e.g. rhyme time etc.

However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to

Promote the outreach locations where library services will be delivered

Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.

		<p>be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="360 496 996 662"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1985</td> <td>14.2</td> <td>-0.3%</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>-0.5%</td> </tr> </tbody> </table> <p>In total just over 26% of the community in Eggbuckland Ward reported that they had a long term health condition or disability at the last Census, this is marginally 6% higher than the citywide average.</p> <p>DLA claimants in Honicknowle Ward made up 8.4 % of the total DLA claimant count for the city with 54% of these claiming the higher mobility rate of the benefit. This may be partially attributed to a slightly higher representation of 64+ residents.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>Figures illustrated below takes Crownhill location ward level data (Honicknowle Ward) and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites.. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%	<p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on disabled spaces for parking.</p> <p>However this impact will be reduced due to the commitment</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	-0.3%													
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Day to Day Activities	Crownhill	Estover	Eggbuckland	North Prospect	Efford	Peverell	Variance with displaced users
Limited a Lot	1985	1372	1299	1680	1394	952	6697
Limited a Little	1703	1434	1454	1660	1368	1245	7161

Events at this library cover a wider subject matter than those hosted at smaller branches. All activities are aimed at all demographic groups with the exception of those solely aimed at children and their carers.

There are some health related activities and provision available at Crownhill Library such as feels better with a book. There may be opportunities to increase this offer at Crownhill Library.

t that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.

additional capacity for in-library and outreach offers.

<b>Disability</b>	<p data-bbox="360 868 667 900"><b>Safe Place Locations</b></p> <p data-bbox="360 927 1563 1032">If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on the circumstances may be.</p> <p data-bbox="360 1059 1585 1123">Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p data-bbox="360 1150 1554 1256">Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p data-bbox="360 1283 1498 1347">Crownhill Library is a designated safe place along with seven other locations within easy walking distance.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A
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<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7728	55.4	-2.7	Buddhist	26	0.19	-0.11	Hindu	20	0.14	-0.06	Jewish	3	0.02	-0.08	Muslim	39	0.28	-0.52	Sikh	1	0.007	0.004	Other Religion	42	0.30	-0.2	No religion	5092	36.5	+3.6	Not stated	988	7.1	-	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and maternity</b>	Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access	Promote the outreach service effectively in areas where a Library is closing Reassess staffing levels as a result of closure of library to	A Macdonald tbc																																								
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			<p>Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>provide additional capacity for in-library and outreach offers.</p>															
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.																		
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Ethnicity	Number	%	% var																
White British	13465	96.6	+3.7																
White Other	196	1.4	-1.8																

	Mixed	151	1.1	-0.2		n available in other languages where required / requested.		
	Asian/Asian British	77	0.6	-0.9				
	Black/Black British	41	0.3	-0.4				
	Other ethnic group	9	0.1	-0.3				
	The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community. The second most widely spoken language is Polish (48) and South Asian (18) Census 2011.							
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.					No impact anticipated.	N/A	N/A

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff per opening hour at Crownhill library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents</b>	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

by 2020.		
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Eggbuckland is 96%, this is 20% above the citywide average and 7% above the national average. . The library will continue to make a key contribution to providing an effective community space. No impact anticipated	N/A
<b>Human rights</b> Please refer to <a href="#">guidance</a>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	

**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer



Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Devonport Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **DEVONPORT LIBRARY**

Devonport Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Devonport Library has been earmarked for staying open.**

**Devonport Library has 1461 active users which is 3.1% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Devonport ranked number 5 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: Closed
- Friday: 9am to 6pm
- Saturday: 9.30am to 4pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)

- Scanner
- Naval history collection
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks
- Performance space (booking must involve vicar or clerk who can be contacted through the library)

#### **Events at Devonport Library**

- Younger Readers
- Share a story – weekly
- Rhymetime –weekly
- Chatterbooks – weekly

#### Health & Fitness

- Smoking cessation – weekly
- Active Steps- Movement and fitness for over 50s – weekly

#### General

- Work Club - weekly
- Book group -monthly

In the event that libraries identified for proposed closure in the Plan for Libraries do close, Devonport Library is an alternative venue for displaced library users from the following branches within two miles.

- Stoke
- North Prospect

Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. For example: Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures

<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	24.02.2017. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

<b>Protected characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact See guidance on how to make judgement</b>	<b>Actions</b>	<b>Timescale and who is responsible</b>																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>3170</td> <td>19.9</td> <td>+2.4</td> </tr> <tr> <td>16- 64</td> <td>11181</td> <td>70.1</td> <td>+5.1</td> </tr> <tr> <td>64+</td> <td>1605</td> <td>10.1</td> <td>-7.3</td> </tr> </tbody> </table> <p>Above data based is based on Office of National Statistics demographic indicator data for Devonport Library ward. (Devonport)</p> <p>Figures illustrated below takes Devonport location ward level data and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population. Under 15s are more represented in this area than the citywide average. In addition to this 16-64</p>	Age	Number in Ward	%	% variance with city wide average	0-15	3170	19.9	+2.4	16- 64	11181	70.1	+5.1	64+	1605	10.1	-7.3	<p>Events at this library cater for a wide age range and do target demographic groups with events such as Over 5s Active Steps and parents and children with Rhymetimes and Chatterbooks.</p> <p>Other events cater for all ranges and are largely social in nature such as book groups and work clubs.</p> <p>There may be an adverse impact to users if there is significant displacement to this</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect</p>	<p>A Macdonald tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
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year old residents are more widely represented in Devonport compared to the city wide average.

There is a lower representation of older residents in Devonport compared to city wide average.

Age	Devo nport	Stoke	North Prospect	Peverell	Varianc e with displac ed users
0-15	3170	2178	2709	2523	+7410
16- 64	11181	9666	8243	8936	+26,845
64+	1605	1975	2288	2170	+6,433

Parents with young children do make particularly high use of the library’s Rhyme Time which, due to popularity is scheduled three times a week to accommodate demand. Indicative figures below demonstrate the impact of potentially displaced persons accessing Rhymetime.

	Crown hill	Estover	Eggbuckland	West Park	North Prospect	Efford	Peverel l	Varianc e
Rhymetime Max PW attendees	29	NA	NA	18	32	15	104	+169

library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children’s activities e.g. rhyme time etc. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers

service which will be available at outreach venues  
 Promote the outreach locations where library services will be delivered  
 Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.

	<p>Currently people aged 60+ are entitled to a free bus pass.</p>															
<p><b>Disability</b></p>	<table border="1" data-bbox="360 252 999 416"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1595</td> <td>10.8</td> <td>+0.8</td> </tr> <tr> <td>Limited a little</td> <td>1558</td> <td>10.5</td> <td>-0.1%</td> </tr> </tbody> </table> <p>In total just over 21% of the community Devonport Ward reported that they had a long term health condition or disability at the last Census, this is indicative of the typical representation across the city.</p> <p>There are 14 people who recorded their first language as British Sign Language in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There is limited on street car parking in the vicinity</p> <p>Figures illustrated below takes Devonport location ward level data and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p>	Day to day activities	Number	%	% var	Limited a lot	1595	10.8	+0.8	Limited a little	1558	10.5	-0.1%	<p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on disabled spaces for parking. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p> <p>An adverse impact may be the availability of wheelchair accessible spaces on public transport, generally only one on each bus.</p> <p>The limited availability of parking spaces for blue badge holders in the</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity</p>	<p>A Macdonald tbc</p>
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	<p>Day to Day Activities</p>	<p>Devonport</p>	<p>North Prospect</p>	<p>Stoke</p>	<p>Peverell</p>	<p>Variance with displaced users</p>	<p>vicinity of the alternative libraries may have an impact on users.</p>	<p>for in-library and outreach offers.</p>			
<p>Limited a Lot</p>	<p>1595</p>	<p>1680</p>	<p>1309</p>	<p>952</p>	<p>+3941</p>						
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<p><b>Disability</b></p>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Devonport Library is currently not a designated safe place although there are 13 locations nearby. It may be beneficial to nominate the library as the listed participants are not in the immediate proximity of the library.</p>						<p>No adverse impact as this Safe Space will be retained.</p>				

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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced (+2.3%) or widowed (+1.9%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels as a result of closure of</p>	A Macdonald																																								

		activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.	library to provide additional capacity for in-library and outreach offers.																														
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<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13465</td> <td>96.6</td> <td>+3.7</td> </tr> <tr> <td>White Other</td> <td>196</td> <td>1.4</td> <td>-1.8</td> </tr> <tr> <td>Mixed</td> <td>151</td> <td>1.1</td> <td>-0.2</td> </tr> <tr> <td>Asian/Asian British</td> <td>77</td> <td>0.6</td> <td>-0.9</td> </tr> <tr> <td>Black/Black British</td> <td>41</td> <td>0.3</td> <td>-0.4</td> </tr> <tr> <td>Other ethnic group</td> <td>9</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <p>The second most widely spoken language is Polish (48) and South Asian (18). Source: Census 2011.</p> <p>There is a higher than average representation of White British citizens in this community.</p>		Ethnicity	Number	%	% var	White British	13465	96.6	+3.7	White Other	196	1.4	-1.8	Mixed	151	1.1	-0.2	Asian/Asian British	77	0.6	-0.9	Black/Black British	41	0.3	-0.4	Other ethnic group	9	0.1	-0.3	No adverse impact anticipated -The local area similar in terms of diversity to the citywide average.	Consider making library closure information available in alternative languages.	A Macdonald
Ethnicity	Number	%	% var																														
White British	13465	96.6	+3.7																														
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Other ethnic group	9	0.1	-0.3																														

<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A
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### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs two staff per opening hour at Devonport Library; no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Devonport is 44%; this is 32% below the citywide average and 57% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.  The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.	N/A

	This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

Plympton Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **PLYMPTON LIBRARY**

Plympton Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Plympton Library has been earmarked for staying open.**

**Plympton Library has 6048 active users which is 12.7% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources.
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff.
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Plympton is ranked number 3 out of 17 libraries.**

#### **Opening hours**

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

**Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners
- Meeting rooms for hire
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks
- Out of Hours returns bin

**Events at Plympton Library**Children & Young People

- Rhymetimes – Tuesday, Thursday, and Saturday weekly
- Half Term activities
- Share a Story – Wednesdays weekly
- Chatterbooks – Thursday monthly

Health & Wellbeing

- Active Steps – Thursdays weekly
- Stop Smoking – Mondays weekly
- Sleep Well, Feel Well – ad hoc; run by Plymouth Options
- Feel better with a book – Wednesday weekly

	<p><u>Community and Leisure</u></p> <ul style="list-style-type: none"> <li>▪ Film Show – Ad hoc</li> <li>▪ Craft Group – Friday monthly</li> <li>▪ Book Group – Friday monthly</li> </ul> <p><u>Training, Skills &amp; Employability</u></p> <ul style="list-style-type: none"> <li>▪ Gadget Drop In –Wednesday monthly</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Plympton Library is an alternative venue for displaced library users.</p> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. For example: Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</p>
<b>Author</b>	Tim Binding / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	23.02.2017. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="465 363 987 767"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2310</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>7554</td> <td>58.6</td> <td>-6.4</td> </tr> <tr> <td>64+</td> <td>3035</td> <td>23.5</td> <td>+5.1</td> </tr> </tbody> </table> <p data-bbox="461 839 1120 946">Above data based is based on Office of National Statistics demographic indicator data for Plympton Library ward. (Plympton St Mary)</p> <p data-bbox="461 967 1182 1110">The representation of the 64+ age group is significantly greater than the city average. This area traditionally houses retired couples looking to move to the suburbs, away from the city centre.</p> <p data-bbox="461 1134 1178 1426">Figures illustrated below takes Plympton location ward level data (Plympton St Mary) and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2310	20.3	+2.8	16- 64	7554	58.6	-6.4	64+	3035	23.5	+5.1	<p data-bbox="1202 376 1509 852">Events at this library cater for a wide age range and the only demographic targeted with any exclusivity via events are parents and children via Rhymetimes and Storytimes, and Active Steps events aimed at the Over 50s. Other events cater for all ranges.</p> <p data-bbox="1202 876 1509 1426">There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted childrens activities e.g rhyme time etc .</p>	<p data-bbox="1518 376 1861 440">Promote online lending of eBooks</p> <p data-bbox="1518 464 1854 608">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1518 632 1906 738">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1518 762 1845 869">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1518 893 1912 1032">Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
0-15	2310	20.3	+2.8																	
16- 64	7554	58.6	-6.4																	
64+	3035	23.5	+5.1																	

Age	Plympton	Laira	Efford	Variance with displaced users
0-15	<b>2310</b>		2655	+345
16- 64	<b>7554</b>		9803	+2,249
64+	<b>3035</b>		1832	-1,203

Parents with young children do make particularly high use of the library’s Rhyme Time which, due to popularity is scheduled twice weekly to accommodate demand. Indicative figures below demonstrate the impact of displaced persons accessing Rhymetime on Plympton Library resources

	Plympton	Laira	Efford	Impact variance
Rhymetime Max PW attendees	50	NA	15	-45

Currently people aged 60+ are entitled to a free bus pass.

However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers

Disability	Day to day activities				There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on disabled spaces for parking.  However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers  An adverse impact may be the availability of wheelchair accessible spaces on public transport, generally only one on each bus.  The limited availability of parking spaces for	Promote the outreach service effectively in areas where a library is closing  Ensure that outreach locations that are selected for delivering library services are DDA compliant  Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.	A Macdonald tbc
	Number in ward	%	% variance with city wide average				
	Limited a lot	1159	9.0	-1.0			
	Limited a little	1381	10.7	-0.3			
<p>Figures above relate to Plympton Library Ward (Plympton St Mary) In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, this is lower (-0.6%) than the citywide average.</p> <p>There are 4 people who recorded their first language as BSL in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There are suitable car parks (The Ridgeway) within close proximity to Plympton library with dedicated disabled parking spaces, in addition to limited car parking outside the facility (this is shared with Harewood House and the tennis courts nearby).</p> <p>Figures illustrated below takes Plympton location ward level data (Plympton St Mary) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could</p>							

	<p>impact existing sites. At present we are able to provide a breakdown of active users by age group as MI is unavailable. These figures are indicative of the potential impact that could be caused by displacing users from the general population. (To note; as above, Laira and Efford fall under the same ward, therefore have the same number of potentially displaced users</p> <table border="1" data-bbox="463 454 1084 804"> <thead> <tr> <th>Day to Day Activities</th> <th>Central</th> <th>Laira</th> <th>Efford</th> <th>Variance with displaced users</th> </tr> </thead> <tbody> <tr> <td>Limited a Lot</td> <td>1159</td> <td colspan="2">1394</td> <td>+235</td> </tr> <tr> <td>Limited a Little</td> <td>1381</td> <td colspan="2">1368</td> <td>-13</td> </tr> </tbody> </table> <p>There are some health related activities and provision available at Plympton Library. This aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p> <p>The library is DDA compliant.</p>	Day to Day Activities	Central	Laira	Efford	Variance with displaced users	Limited a Lot	1159	1394		+235	Limited a Little	1381	1368		-13	<p>blue badge holders in the vicinity of the alternative libraries may have an impact on users.</p>		
Day to Day Activities	Central	Laira	Efford	Variance with displaced users															
Limited a Lot	1159	1394		+235															
Limited a Little	1381	1368		-13															
<p><b>Disability</b></p>	<p><b>Safe Place Locations</b></p> <p>Plympton library is a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by</p>	<p>No adverse impact as this Safe Space will be retained.</p>																	



	<p>the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Plympton Library is a designated safe place along with 11 other Plympton locations</p>																																											
<p><b>Faith/religion or belief</b></p>	<table border="1" data-bbox="463 547 1081 1281"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide strategy</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8745</td> <td>68.0</td> <td>+10.1</td> </tr> <tr> <td>Buddhist</td> <td>19</td> <td>0.1</td> <td>-0.2</td> </tr> <tr> <td>Hindu</td> <td>11</td> <td>0.1</td> <td>-0.1</td> </tr> <tr> <td>Jewish</td> <td>2</td> <td>0.0</td> <td>-0.1</td> </tr> <tr> <td>Muslim</td> <td>8</td> <td>0.1</td> <td>-0.7</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Other Religion</td> <td>33</td> <td>0.2</td> <td>-0.3</td> </tr> <tr> <td>No religion</td> <td>3184</td> <td>24.8</td> <td>-8.1</td> </tr> <tr> <td>Not stated</td> <td>860</td> <td>6.7</td> <td>-0.4</td> </tr> </tbody> </table> <p>Residents in Plympton St Mary were far more likely to profess Christianity and less likely to be any other religion than the citywide population.</p>	Religion	Number in Ward	%	% variance with city wide strategy	Christian	8745	68.0	+10.1	Buddhist	19	0.1	-0.2	Hindu	11	0.1	-0.1	Jewish	2	0.0	-0.1	Muslim	8	0.1	-0.7	Sikh	1	0.0	0.0	Other Religion	33	0.2	-0.3	No religion	3184	24.8	-8.1	Not stated	860	6.7	-0.4	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number in Ward	%	% variance with city wide strategy																																									
Christian	8745	68.0	+10.1																																									
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<p><b>Gender - including marriage, pregnancy and maternity</b></p>	<p>Residents are more likely to be female than the citywide average (+1.2%). Men 48%, Women 52%.</p> <p>Residents are less likely to be single and never married than the city wide average (-14.7%), less likely to be divorced (-2.0%) and more likely to be widowed (+2.3%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	<p>N/A</p>												
<p><b>Gender reassignment</b></p>	<p>Data covering gender reassignment is not available at ward level.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>												
<p><b>Race</b></p>	<table border="1"> <thead> <tr> <th data-bbox="465 1150 728 1353">Ethnicity</th> <th data-bbox="728 1150 882 1353">Number in Ward</th> <th data-bbox="882 1150 994 1353">%</th> <th data-bbox="994 1150 1144 1353">% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 1353 728 1410">White British</td> <td data-bbox="728 1353 882 1410">12,534</td> <td data-bbox="882 1353 994 1410">97.5</td> <td data-bbox="994 1353 1144 1410">+5.4</td> </tr> <tr> <td data-bbox="465 1410 728 1460">White Other</td> <td data-bbox="728 1410 882 1460">153</td> <td data-bbox="882 1410 994 1460">1.2</td> <td data-bbox="994 1410 1144 1460">-2.0</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with city wide average	White British	12,534	97.5	+5.4	White Other	153	1.2	-2.0	<p>No adverse impact anticipated</p>	<p>N/A</p>	<p>N/A</p>
Ethnicity	Number in Ward	%	% variance with city wide average													
White British	12,534	97.5	+5.4													
White Other	153	1.2	-2.0													

	Mixed	90	0.7	-0.6			
	Asian/Asian British	50	0.4	-1.1			
	Black/Black British	21	0.2	-0.5			
	Other ethnic group	8	0.1	-0.3			
	<p>Residents are more likely to be White British (+5.4%) than the average across the city. All other minority and BME groups are substantially less represented in this ward.</p> <p>Over 99% of residents over three years old speak English as their main language. This is 3.4% higher than the citywide average. Polish (24) is the most common alternative main language.</p> <p>Census 2011.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No adverse impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs four staff per opening hour at Plympton library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in</b>	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support.	N/A

<b>dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Plympton St Mary is 84%, this is 8% above the citywide average and 5% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights</b> <b>Please refer to <u>guidance</u></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer



Assistant Director for Customer Services

# EQUALITY IMPACT ASSESSMENT

Plymstock Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **PLYMSTOCK LIBRARY**

Plymstock Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Plymstock Library has been earmarked for staying open.**

**Plymstock Library has 6242 active users which is 13.1% of the total active library users**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources.

Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff.

Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. . The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Plymstock ranked number 1 out of 17 libraries.**

#### **Opening hours**

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

#### **Services and facilities**

- Computers for public use

- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners
- Meeting rooms for hire
- Café
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### **Events at Plymstock Library**

#### Children & Young People

- Rhymetimes – Thursdays and Saturdays weekly
- Half Term activities
- Share a Story – Wednesdays weekly
- Chatterbooks – Mondays monthly

#### Health & Wellbeing

- Active Steps – Wednesday weekly
- Stop Smoking – Mondays weekly
- Feel better with a book – Tuesday weekly
- Mindfulness workshop – ad hoc; run by Plymouth Options

#### Community and Leisure

- History presentations – ad hoc
- Film Shows – Mondays monthly

	<ul style="list-style-type: none"> <li>▪ Classic Movie shows – Tuesday monthly</li> <li>▪ Craft Group – Friday monthly</li> <li>▪ Book Group – Friday monthly</li> </ul> <p><u>Training, Skills &amp; Employability</u></p> <ul style="list-style-type: none"> <li>▪ Gadget Drop In –Tuesdays monthly</li> <li>▪ Hello Word – Coding and Making – Tuesdays fortnightly</li> <li>▪ IT for Beginners – Tuesday monthly</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Plympton Library is an alternative venue for displaced library users.</p> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. For example, Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Tim Binding / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	23.02.2017. Reviewed and completed on 02.05.2017.



## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
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	<p>that they had a long term health condition or disability at the last Census, this is slightly higher (+0.2%) than the citywide average.</p> <p>There are six people who recorded their first language as British Sign Language. in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There are some health related activities and provision available at Plymstock Library. This aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p> <p>There are suitable car parks (The Broadway) within close proximity to Plymstock library with dedicated disabled parking spaces.</p> <p>Figures illustrated below takes Plymstock location ward level data (Plymstock Radford) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. At present we are able to provide a breakdown of active users by age group as Management Information is unavailable. These figures are indicative of the potential impact that could be caused by displacing users from the general population. (To note; as above, Laira and Efford fall under the same ward, therefore have the same number of potentially displaced users</p>	<p>libraries that are closing. For example more demand on disabled spaces for parking.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p> <p>An adverse impact may be the availability of wheelchair accessible spaces on public transport, generally only one on each bus.</p> <p>The limited availability of parking spaces for blue badge holders in the vicinity of the alternative libraries may have an impact on users.</p>	<p>locations that are selected for delivering library services are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	
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	Day to Day Activities	Central	Laira	Efford	Tothill	Variance with displaced users			
	Limited a Lot	1159	1394		1238	+1473			
	Limited a Little	1381	1368		1287	+1274			
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an ‘I need help’ card, needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Plymstock Library is a designated safe place along with 8 other Plymstock locations.</p>					No adverse impact as this Safe Space will be retained.	N/A	N/A	

<b>Faith/religion or belief</b>	<table border="1" data-bbox="450 188 1064 735"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8322</td> <td>66.7</td> <td>+8.6</td> </tr> <tr> <td>Buddhist</td> <td>30</td> <td>0.2</td> <td>-0.1</td> </tr> <tr> <td>Hindu</td> <td>4</td> <td>0.0</td> <td>-0.2</td> </tr> <tr> <td>Jewish</td> <td>4</td> <td>0.0</td> <td>-0.1</td> </tr> <tr> <td>Muslim</td> <td>19</td> <td>0.2</td> <td>-0.6</td> </tr> <tr> <td>Sikh</td> <td>2</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Other Religion</td> <td>33</td> <td>0.3</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>3184</td> <td>25.5</td> <td>-7.4</td> </tr> <tr> <td>Not stated</td> <td>882</td> <td>7.1</td> <td>0.0</td> </tr> </tbody> </table> <p data-bbox="443 754 1200 858">Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population.</p>	Religion	Number	%	% var	Christian	8322	66.7	+8.6	Buddhist	30	0.2	-0.1	Hindu	4	0.0	-0.2	Jewish	4	0.0	-0.1	Muslim	19	0.2	-0.6	Sikh	2	0.0	0.0	Other Religion	33	0.3	-0.2	No religion	3184	25.5	-7.4	Not stated	882	7.1	0.0	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and maternity</b>	<p data-bbox="443 946 1178 1015">Residents are more likely to be female than the citywide average (+1%). Men 48%, Women 52%.</p> <p data-bbox="443 1034 1223 1142">Residents are less likely to be single and never married than the city wide average (-14.7%), less likely to be divorced (-1.8%) and more likely to be widowed (+2.5%)</p> <p data-bbox="443 1214 1223 1283">Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p data-bbox="1272 946 1536 1347">There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p data-bbox="1272 1366 1536 1434">However this impact will be reduced due</p>	<p data-bbox="1559 946 1908 1251">Promote the outreach service effectively in areas where a Library is closing</p> <p data-bbox="1559 1070 1908 1251">Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	A Macdonald tbc																																								

		to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.																														
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12107</td> <td>97.0</td> <td>+4.9</td> </tr> <tr> <td>White Other</td> <td>157</td> <td>1.3</td> <td>-1.9</td> </tr> <tr> <td>Mixed</td> <td>99</td> <td>0.8</td> <td>-0.5</td> </tr> <tr> <td>Asian/Asian British</td> <td>59</td> <td>0.5</td> <td>-1.0</td> </tr> <tr> <td>Black/Black British</td> <td>42</td> <td>0.3</td> <td>-0.4</td> </tr> <tr> <td>Other ethnic group</td> <td>16</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <p>Over 99% of residents over three years old speak English as their main language. This is 3.4% higher than the citywide average. Portuguese (9) is the most common alternative main language.</p>	Ethnicity	Number	%	% var	White British	12107	97.0	+4.9	White Other	157	1.3	-1.9	Mixed	99	0.8	-0.5	Asian/Asian British	59	0.5	-1.0	Black/Black British	42	0.3	-0.4	Other ethnic group	16	0.1	-0.3	No adverse impact is anticipated.	Consider making closure information available in other languages where required / requested.	A Macdonald tbc
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	Census 2011. Residents are more likely to be White British (+5.4%) than the average across the city. All other minority and BME groups are substantially less represented in this ward.			
<b>Sexual orientation -including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs four staff per opening hour at Plymstock library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Plymstock Radford is 85%, this is 9% above the citywide average and 4% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use	N/A

	thereof. This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services



# EQUALITY IMPACT ASSESSMENT

Southway Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **SOUTHWAY LIBRARY**

Southway Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **Southway Library has been earmarked for staying open.**

**Southway Library has 2281 active users which is 4.8% of the total active library users**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources.
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff.
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key

partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Southway ranked number 6 out of 17 libraries.**

### Opening hours

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: 9am to 6pm
- Friday: 9am to 6pm
- Saturday: 9am to 1pm
- Sunday: Closed

### Services and facilities

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)

	<ul style="list-style-type: none"> <li>▪ Photocopier (colour and black/white)</li> <li>▪ Scanner</li> <li>▪ Books for loan</li> <li>▪ Request a library item – books, periodicals, plays, DVD's, Audiobooks</li> </ul> <p><b>Events at Southway Library</b></p> <ul style="list-style-type: none"> <li>▪ <b>Job Club</b> – Mondays –Weekly</li> <li>▪ <b>Book Group</b> – Tuesday monthly</li> <li>▪ <b>Feel better with a book</b> – Mondays- Weekly</li> <li>▪ <b>Rhymetime</b> – Wednesday – Weekly</li> <li>▪ <b>Feel Better with a Book</b> – Tuesdays weekly</li> <li>▪ <b>Stop Smoking Service</b> – Thursdays weekly</li> <li>▪ <b>Lego Club</b> – Thursdays weekly</li> <li>▪ <b>Half Term Activities</b> – Scheduled to co-ordinate with local school terms</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close. Southway Library is an alternative venue for displaced library users from branches within two miles.</p> <ul style="list-style-type: none"> <li>▪ Estover Library</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. For example: Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Tim Binding / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	23.02.2017. Reviewed and completed on 02.05.2017.

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<p><b>Disability</b></p>	<table border="1"> <thead> <tr> <th>Day to day activities</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1425</td> <td>10.8</td> <td>+0.8</td> </tr> <tr> <td>Limited a little</td> <td>1374</td> <td>10.4</td> <td>0.0</td> </tr> </tbody> </table> <p>In total just over 21% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+0.4%) than the citywide average.</p> <p>There are six people who recorded their first language as British Sign Language in the last</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1425	10.8	+0.8	Limited a little	1374	10.4	0.0	<p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on disabled spaces for parking.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	<p>A Macdonald tbc</p>				
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	<p>census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There is a suitable car park to the rear of Southway Library with dedicated disabled parking spaces.</p> <p>There are some health related activities and provision available at Southway Library. This aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p> <p>The library is accessible from the entrance by the bus stop rather than the main entrance at the shopping precinct. It is DDA compliant.</p> <p>Figures illustrated below takes Southway location ward level data (Southway) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p>	<p>An adverse impact may be the availability of wheelchair accessible spaces on public transport, generally only one on each bus.</p> <p>The limited availability of parking spaces for blue badge holders in the vicinity of the alternative libraries may have an impact on users.</p>		
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Residents were more likely to profess Christianity and less likely to be Muslim than the citywide population. Other minority faiths also showed a minor decrease in indicative figures measured against the average across the city.																																												
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be female than the citywide average (+1.5%). Men 48%, Women 52%.</p> <p>Residents are less likely to be single and never married than the city wide average (-10.4%), more likely to be divorced (+0.4%) and more likely to be widowed (+0.5%).</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	<p>A Macdonald tbc</p>																																								



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	<p>alternative main languages.</p> <p>Census 2011.</p> <p>Residents are more likely to be White British (+2.9%) than the average across the city. All other minority and BME groups are more substantially represented in this ward.</p>			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No adverse impact anticipated.	N/A	

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs 2 staff per opening hour at Southway library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Southway is 69%, this is 7% below the citywide average and 20% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act</p>	N/A.

	<p>1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services

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# EQUALITY IMPACT ASSESSMENT

St Budeaux Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **ST BUDEAUX LIBRARY**

St Budeaux Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **St Budeaux Library has been earmarked for staying open.**

**St Budeaux Library has 2730 active users which is 6% of the total active library users.**

The aims of the PfL proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners

**Livewell Southwest.**

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **St Budeaux ranked number 7 out of 17 libraries.**

**Opening hours**

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

**Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)

	<ul style="list-style-type: none"> <li>▪ Scanner</li> <li>▪ Meeting room for hire</li> <li>▪ Books for loan</li> <li>▪ Request a library item – books, periodicals, plays, DVD’s, Audiobooks</li> </ul> <p><b>Events at St Budeaux Library</b></p> <ul style="list-style-type: none"> <li>▪ Rhymetime – Twice Weekly - Monday &amp; Thursday</li> <li>▪ Share a Story for Under 5s – Weekly</li> <li>▪ Active Steps – For over 50s – Twice Weekly Monday &amp; Wednesdays</li> <li>▪ Stop Smoking Advice – Weekly – 1-2-1 sessions</li> <li>▪ Work Club – Weekly Fridays</li> <li>▪ Memory Café – Weekly</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close,. St Budeaux Library is an alternative venue for displaced library users from the following branches within two miles.</p> <ul style="list-style-type: none"> <li>▪ Ernesettle</li> <li>▪ West Park</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. For example Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	08.02.2017. Reviewed and completed on 02.05.2017.

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="427 437 954 842"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>3039</td> <td>22.4</td> <td>+4.9%</td> </tr> <tr> <td>16- 64</td> <td>8554</td> <td>63.0</td> <td>-2.0%</td> </tr> <tr> <td>64+</td> <td>1993</td> <td>14.7</td> <td>-2.7%</td> </tr> </tbody> </table> <p data-bbox="427 858 1330 1023">Above data based is based on Office of National Statistics demographic indicator data for St Budeaux Library at ward level 16-64 age groups is higher than the city average. There is evidence of a slight decrease in representation of citizens that are 64 +</p> <p data-bbox="427 1094 1330 1390">Figures illustrated below takes St Budeaux location ward level data and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. At present we are able to provide a breakdown of active users by age group as Management Information is unavailable. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p>	Age	Number in Ward	%	% variance with city wide average	0-15	3039	22.4	+4.9%	16- 64	8554	63.0	-2.0%	64+	1993	14.7	-2.7%	<p data-bbox="1339 448 1599 1007">Events at this library cater for a wide age range and the only demographic targeted with any exclusivity via events are parents and children via Rhymetimes and Storytimes, and Active Steps events aimed at the Over 50s. Other events cater for all ranges.</p> <p data-bbox="1339 1023 1599 1430">There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access</p>	<p data-bbox="1617 448 1926 520">Promote online lending of ebooks</p> <p data-bbox="1617 536 1926 719">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1617 735 1926 887">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1617 903 1926 1054">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1617 1070 1926 1286">Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers</p>	A Macdonald
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	Age	St Budeaux	North Prospect	West Park (same ward as Ernesettle)	Ernesettle	Variance with displaced users	<p>PC's for young or older people, or demand for targeted childrens activities e.g rhyme time etc .</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>		
	0-15	3039	2709	0	2852	+5561			
	16-64	8554	8243	0	8640	+16883			
	64+	1993	2288	0	2530	+6811			
<p>Parents with young children do make particularly high use of the library's Rhyme Time which, due to popularity is scheduled twice weekly to accommodate demand. Indicative figures below demonstrate the impact of displaced persons</p>									
	St Budeaux	West Park	Ernesettle	North Prospect	Variance				
Rhymetime Max PW attendees	18	18	0	32	+50				
<p>Currently people aged 60+ are entitled to a free bus pass</p>									
<b>Disability</b>	Day to day activities	Number	%	% var					
	Limited a lot	1556	11.6%	+1.6					
	Limited a little	1457	10.9%	+0.5					
<p>In total just over 22.5% of the community in St Budeaux Ward reported that they had a long term health condition or disability at</p>							There may be an adverse impact to users if there is significant displacement to this library from	Promote the outreach service effectively in areas where a library is closing	A Macdonald tbc

the last Census, this is marginally higher (1.5%) than the citywide average.

DLA claimants in St Budeaux made up 7.0 % of the total DLA claimant count for the city with 50% of these claiming the higher mobility rate of the benefit.

There are seven people who recorded their first language as British Sign Language in the last census.

Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).

Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.

There are some health related activities and provision available at St Budeaux Library such as Active Steps and Smoking Cessation.

There is a small car park at the rear of the library. There is limited on-street parking in the neighbouring streets

Figures illustrated below takes St Budeaux ward level data and add the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.

Day to Day Activities	St Budeaux	North Prospect	West Park (Same indicative figures as Ernesettle so zero entered)	Ernesettle	Variance with displaced users
Limited a	1556	1680	0	1985	+3665

the libraries that are closing. For example more demand on disabled spaces for parking.

However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers

An adverse impact may be the availability of wheelchair accessible spaces on public transport, generally only one on each bus.

The limited availability of parking spaces for blue badge holders in the vicinity of the alternative libraries

Ensure that outreach locations that are selected for delivering library services are DDA compliant

Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers

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<p><b>Faith/religion or belief</b></p>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7545</td> <td>56.4</td> <td>-1.7</td> </tr> <tr> <td>Buddhist</td> <td>31</td> <td>0.23</td> <td>-0.07</td> </tr> <tr> <td>Hindu</td> <td>1</td> <td>0.007</td> <td>-0.1</td> </tr> <tr> <td>Jewish</td> <td>4</td> <td>0.03</td> <td>-0.03</td> </tr> <tr> <td>Muslim</td> <td>48</td> <td>0.36</td> <td>-0.4</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7545	56.4	-1.7	Buddhist	31	0.23	-0.07	Hindu	1	0.007	-0.1	Jewish	4	0.03	-0.03	Muslim	48	0.36	-0.4	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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No religion	4774	35.7	+2.8																		
Not stated	927	6.9	-0.2																		
<p><b>Gender - including marriage, pregnancy and maternity</b></p>	<p>Residents were less likely to profess Christianity and more likely to be profess no religion than the citywide population. Other minority faiths also showed a minor decrease in indicative figures measured against the average across the city.</p> <p>Residents are slightly more likely to be female than the citywide average (+0.7%). Men 48.7%, Women 51.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-2.8%), more likely to married (+1.3%) or divorced (+1.3%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library,</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Reassess staffing levels as a result of closure of libraries to provide additional capacity for in-library and outreach offers</p>	<p>A Macdonald</p>																	

		or through the online and outreach offers																														
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12905</td> <td>96.5</td> <td>+3.6</td> </tr> <tr> <td>White Other</td> <td>244</td> <td>1.7</td> <td>-1.5</td> </tr> <tr> <td>Mixed</td> <td>105</td> <td>0.8</td> <td>-0.5</td> </tr> <tr> <td>Asian/Asian British</td> <td>84</td> <td>0.6</td> <td>-0.9</td> </tr> <tr> <td>Black/Black British</td> <td>27</td> <td>0.2</td> <td>-0.5</td> </tr> <tr> <td>Other ethnic group</td> <td>14</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <p>The second most widely spoken language is Polish (44) and East Asian (32) Census 2011.</p> <p>The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community.</p>	Ethnicity	Number	%	% var	White British	12905	96.5	+3.6	White Other	244	1.7	-1.5	Mixed	105	0.8	-0.5	Asian/Asian British	84	0.6	-0.9	Black/Black British	27	0.2	-0.5	Other ethnic group	14	0.1	-0.3	No adverse impact anticipated -	Consider library closure information made available in alternative languages.	A Macdonald
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<b>Sexual orientation -including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A																												

**STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN**

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	The libraries service employs three staff per opening hour at St Budeaux library, no impact is anticipated on current pay levels.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support.  Reporting can be carried out online through PCC website	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in St Budeaux Ward is 76%, this is the same as the citywide average and 13% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights</b> <b>Please refer to <a href="#">guidance</a></b>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.  The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.  This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.	N/A

**STAGE 4: PUBLICATION**

Date 02.05.2017

Responsible Officer

Assistant Director for Customer Services