



#plymcabinet



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Cabinet

Plan For Libraries - Supplement Pack

Tuesday 20 June 2017
4 pm
Council House, Plymouth

Members:

Councillor Bowyer, Chair
Councillor Nicholson, Vice Chair
Councillors Mrs Beer, Mrs Bowyer, Darcy, Downie, Jordan, Michael Leaves, Ricketts and Riley.

Please find enclosed additional information for your consideration under agenda item number 5.

Tracey Lee
Chief Executive

Cabinet

Agenda

Part I (Public Meeting)

5. Plan for Libraries (to follow) (Pages 1 - 266)

Cabinet will consider the final proposals for the Plan for Libraries for recommendation to the Council meeting on the 3 July 2017.

PLYMOUTH CITY COUNCIL

Subject: Plan for Libraries 2017-2020
Committee: Cabinet
Date: 20th June 2017
Cabinet Member: Councillor Jordan
CMT Member: Andrew Hardingham (Interim Joint Strategic Director Transformation and Change)
Author: Faye Batchelor-Hambleton (Assistant Director Customer Services)
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Ref: PFL 2017-2020
Key Decision: No
Part: I

Purpose of the report:

Plymouth City Council has a statutory obligation under the Public Libraries and Museums Act of 1964 to provide a 'comprehensive and efficient library service for all persons' in the area that want to make use of it. Each local authority is responsible for determining how best to deliver this, based around the needs of local communities within available resources.

Plymouth needs a library service fit for the 21st century. The proposals set out here aim to show how we can transform the service to extend the reach of our offering across the city and provide value for money

This report details how we have developed the Plan for Libraries 2017-2020. This started with carrying out the initial "Library Conversation" that took place in 2016. This informed our Plan for Libraries proposal that went out for formal public consultation between January and April this year.

The Plan for Libraries proposal and the results of this consultation were taken to the Council's Scrutiny Select Committee which made recommendations. These recommendations have been considered alongside the consultation analysis, other public responses through petitions, emails, letters etc. and feedback from public meetings.

We have developed an amended Plan for Libraries which we feel still meets our aspirations for the future of the Library Service but takes into account the concerns and issues raised through the consultation process.

The Corporate Plan 2016 - 19:

This report demonstrates how the Plan for Libraries aligns closely to the objectives in the Corporate Plan, most directly Growing Plymouth, Caring Plymouth and Pioneering Plymouth. This project meets our objectives by providing free access to books and literature for all. Through initiatives like Summer Reading Challenge , Bookstart and Reading Ahead, the library service aspires to raising

literacy levels throughout the city. The library service provides space, resources and opportunities to support lifelong learning for all including free access to PC's assists in achieving this objective.

The Library Service offer of information and history ensures that everyone has access to information and services to help them make informed decisions plus providing access to public health information including signposting and referrals contributes to happy, healthy and well connected communities.

Our digital offer is a strategic aim which contributes to corporate objectives by providing free wi-fi and computers with skilled staff on hand to help people make the most of the internet and digital world. An active digital inclusion programme will contribute to ensuring that no-one is left behind.

Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land:

A summary of the capital investment over the three years of the Plan is set out in Section 6 of the attached Plan. All costs associated with the modernised reconfiguration of the service are contained within the council's MTFS as agreed as part of the 2017/18 budget. As a consequence of the modernisation programme, the council will also be able to realise savings in the running costs of the service. These are also summarised in Section 6 of the Plan for Libraries.

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:

These are addressed within the Equality Impact Assessment

Equality and Diversity

The Council has a duty to have due regard to the need to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equality Act 2010 and those who do not.

Equality impact assessments have been produced to provide information on how the proposals will affect people with different protected characteristics to assist the Council in considering this matter.

Has an Equality Impact Assessment been undertaken? Yes

A high level summary of the equalities impact of our Plan for Libraries is included as Appendix A to our Plan for Libraries. It responds to the recommendations made by the Select Committee held on the 15th May 2017 and incorporates the key findings from our detailed Equalities Impact Assessments, which were carried out:-

- On the public consultation in relation to the Plan for Libraries
- On each of our 17 libraries
- On the proposals contained within the Plan for Libraries

It concludes that there are no disproportionate equality impacts from the proposals in our Plan for Libraries, which are not adequately mitigated, and in relation to our wider Public Sector Equality Duty, that the proposals will help to eliminate discrimination, advance equality of opportunity and foster good relations.

The high level (whole service) Equality Impact Assessment is included in the revised Plan for Libraries document in Appendix A, a hyperlink is provided in Background Papers F

The individual Library EIAs can be found in Background Papers G through a hyperlink

Recommendations and Reasons for recommended action:

Cabinet recommends that –

1. Council notes that the statutory 12-week consultation process for the Plan for Libraries has been carried out in line with the Council’s duties under the Equalities Act 2010 and guidance in relation to the Public Libraries and Museums Act 1964;
 2. Council notes the recommendations of the Scrutiny Select Committee of 15 May 2017 and the Cabinet’s response to them
 3. Council adopts the ‘Plan for Libraries’ as its annual plan for libraries fulfilling the Council’s duties under the Public Libraries and Museums Act 1964 which requires Local Authorities to deliver a comprehensive and efficient public library service;
 4. Council approves the outline delivery plan for the new library service, performance measures and outline communication, engagement and marketing plan for the new service.
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Alternative options considered and rejected:

Alternative options considered are detailed within the original proposals for the Plan for Libraries (see below) consulted on between 25 January and 19 April 2017. Following extensive consultation and scrutiny these proposals have been rejected.

Published work / information:

- [Plan for Libraries - original proposal](#)
- [The Library Conversation analysis](#)
- [EIA on Consultation process](#)
- [Consultation Analysis](#) (Pages 1-58)
- [Original EIAs on individual Libraries](#) (Pages 59 – 260)
- [Guidance on Libraries as a Statutory Service](#)
- [Local Inquiry into the Public Library Service Provided by the Wirral Metropolitan Borough council](#)
- [Independent Library Report for England](#)
- [Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021](#)

Background papers:

Sign off:

Fin	pl171 8.38	Leg	It/28 297/ 0706	Mon Off	It/ mo /28 29 7	HR	DA- HR 01.06 .2017	Assets	n/a	IT	n/a	Strat Proc	n/a
Originating SMT Member - Andrew Hardingham													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

I. INTRODUCTION

- 1.1 In March 2014 Cabinet approved the recommendations within the report “Creating a Sustainable Library Service”, which included the specific reference to “This purpose is achieved through a mix of services and buildings but it is not dependent on those buildings for its success”.
- 1.2 Between June and September 2016 the Council held the “Library Conversation” to gather views on what people wanted from the library service (see background papers B). We received 3,327 responses through a highly successful engagement programme. The Council’s Scrutiny Select Committee reviewed the outcomes from the conversation and gave positive feedback on the way it had been carried out. These outcomes were then used to develop the Plan for Libraries that was presented for 12 weeks of formal public consultation between January and April 2017 (see background papers A).
- 1.3 This comprehensive and highly successful consultation received 3,748 responses (1.4% of general population and 7.8% of active library users (defined as having taken out a book or used a PC in a library in the last 12 months)). Paper copies of the consultation (including large print versions) were available on displays in all 17 libraries and at the Council’s First Stop shop, 157 stakeholders were contacted by e mail and invited to take part at both the start and at the midway point of the consultation. Over 50,000 e mails were sent out to people subscribed to the library service.
- 1.4 A mailing was sent 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. A mailing was also sent out to all primary and secondary schools and other educational service providers across the city, inviting them to take part in the consultation.
- 1.5 After week four and again after week eight of the consultation period a review of 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.
- 1.6 Three canvassers were recruited for a five week period to seek responses to the questionnaire, mainly in the City Centre targeting underrepresented groups.
- 1.7 In addition 378 people attended 20 public sessions, we received 183 letters, 61 emails, 51 comments (through Plymouth Library Facebook and Twitter accounts) and 2,317 signatures on six petitions.
- 1.8 Regular Plymouth City Council communications were undertaken which promoted the consultation. There was also extensive coverage of the proposal in the local newspaper.
- 1.9 The results of the consultation were analysed and reported on independently (by Marketing Means- see background papers D) and these were considered by the Council’s Scrutiny Select Committee on the 15th May 2017.
- 1.10 This Committee then made its recommendations from that analysis and the witnesses who gave evidence. Section 5 of this document details how those recommendations have informed our revised plan.
- 1.11 Having carefully considered the feedback from the public consultation, recommendations from the Council’s Scrutiny Select Committee and having listened to the views of the people of

Plymouth the Plan for Libraries has been amended. The revised Plan for Libraries is contained within this document (background papers F).

- 1.12 This revised plan reduces the impact on our current visitors to 6.07% (down from the original proposal of 20%) with the closures we have detailed and those who cannot use an alternative library will still benefit from our online or outreach offer (including our Home Delivery Service).

2. WHAT DO PEOPLE WANT FROM A LIBRARY SERVICE? THE “LIBRARY CONVERSATION”

- 2.1 During the summer of 2016, we held an open conversation with the people of Plymouth to find out what they wanted from libraries, now and in the future. We received 3,327 responses and you can see the complete response in background papers B.

2.2 Key findings

- 66% of respondents visit the library at least once a month. 35% visited infrequently or never.
- 88% of respondents used Central, Plympton and Plymstock Libraries.
- Most respondents walked to their library (62%) or travelled by car (44%)
- The most used services currently are books (92%), computers (78%), the 24/7 library (76%) and Wi-Fi (68%).
- Digital skills training (71%), help with job seeking (72%), access to council services (63%) and finding health information (62%) were the services respondents could see themselves using in the future.
- 90% said the current library opening hours were convenient.
- Of those who identified as non-users 76% had used library services in the past.
- 86% of non-users last visited between one and ten years ago.
- 57% of non-users think that they don't have need to visit the library
- Free membership (85%) and free books to borrow (84%) were the most recognisable of the library offers. Awareness was low of online resources.

3. OUR DRIVERS FOR CHANGE

3.1 To reinvest in the library service estate to ensure sustainability for the future

Commitment to providing attractive and modern buildings in key areas across the city including the redevelopment of the St Budeaux site to ensure people in the west of the city have a facility that they can be proud of.

3.2 To reflect the changing needs of our users

Traditional book lending has reduced significantly over the last decade. The public expect library buildings to be *more* - a flexible community space with a wide range of services including digital, advice and information, health and wellbeing.

3.3 To improve the reach of our services

We need to engage with communities to raise awareness of our offer (*more* than just books). Reaching out and understanding each community's needs will help us to define an offer specific to their needs (not a one-size fits all approach).

3.4 To make the most of evolving technology and the digital world

Enhance our online offer appreciating that users don't need to visit a physical building to make the most of library services.

3.5 To support the Council in streamlining the delivery of services and to work with partner agencies to support health and wellbeing, advice and information

Accessing a range of Council services and partner agencies within a community setting.

3.6 To ensure sustainability in light of unprecedented budgetary challenges

Consolidating our estate where possible to reduce building and resource costs while investing in key areas to enhance our offer.

3.7 To align the library service to the Plymouth Plan and Health and Wellbeing Strategy

Delivering a new approach for providing essential and accessible community facilities, hosting a range of modern services that inspire learning and improve health and wellbeing.

The health and wellbeing of individuals is influenced by the communities in which they live and people's health can be affected by the nature of their physical environment. Improving access to good quality facilities such as libraries or places of worship, strengthening community relations, promoting a sense of pride and improving access to green spaces all impact positively on an individual's physical and mental health and overall feelings of safety.

Plymouth City Council is leading on the development and implementation of a single strategic vision for Health & Wellbeing Hubs¹. Libraries are a crucial part of the network of services that will deliver this vision, working together with the VCSE and statutory sectors to make the best use of community assets. Libraries will provide high quality and effective information and signposting, as well as support partners to deliver targeted interventions in their venues.

¹ Strategic Commissioning Framework 2016 – 2020. Health and wellbeing hubs
Revised June 2016

4. PUBLIC CONSULTATION AND ANALYSIS

4.1 Method

The public were invited to put forward their views regarding the Plan for Libraries (see background papers A) between 25 January 2017 and 29 April 2017 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 our First Stop Shop.
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.

4.2 Response

- 3748 responses – 1.4% of general population of Plymouth and 7.8% of the Active User (borrowed or renewed a book or used a library PC in the last 12 months)
- 378 people attended 20 public sessions
- 183 letters and 61 emails received
- 51 comments received
- There were also a number of petitions at Efford, Estover, North Prospect and Stoke plus two online petitions (2317 signatures in total)
- This section of the paper focuses on the 3,748 Plan for Libraries questionnaires received during the consultation period. Questionnaires were either completed online or as paper copies. Other information received from the public can be found in Appendix D.
- Marketing Means, an independent market research company, collated all questionnaire responses and created a report of the findings (see background papers D).
- Equality Impact Assessment for the consultation can be found in background papers C.

4.3 Key Findings of Report supplied by Marketing Means

4.3.1 SPECIFIC LIBRARIES

Proposed open libraries

Respondents agreed that the proposed 7 libraries (Central, Crownhill, Devonport, Plympton, Plymstock, Southway, and St Budeaux) should remain open (agree percentages over 50%), with an average figure of 66% agreement.

Agreement figures were among the highest in the Wards where the library was located; at least 75% of respondents from the Ward agreed with keeping that library open. Interestingly, respondents from Peverell and Moor View (location of Estover library) Wards were mostly likely to disagree with the proposal to keep the 7 open (19% and 17% of respondents respectively disagreed with the proposals).

Proposed closed libraries

For the proposed 10 libraries to close (Efford, Eggbuckland, Ernesettle, Estover, Laira, Peverell, North Prospect, Stoke, Tothill, and West Park), over half of respondents disagreed with the proposal to close North Prospect and Peverell (55% and 54% respectively). Efford (50%) and Estover (49%) were close behind.

Over 80% of respondents from Wards directly affected (Ham, Peverell, Efford and Lipson, and Moor View), disagreed with the proposal to close their particular library; feeling was strongest in Moor View (91%) and Peverell (88%). Only 8% of respondents identified that the library is an important local resource to the community (311 respondents), while only 7% stressed the importance of having a local library due to transport issues (279 respondents; more likely to affect respondents from Moor View due to the relative isolation of the area in regards to public transport).

It is important to note that over 50% of respondents use 5 libraries (Central: 19%, Peverell: 14%, Plympton: 8%, Estover: 7%, and Stoke: 6%) while 8% do not use a library or the library service. 10% of respondents came from Peverell Ward, 6% from Stoke Ward, and 5% from Moor View Ward.

4.3.2 SPECIFIC PROPOSALS:

Enhancing the Online service was backed by 43% of respondents, particularly amongst men (48%) and those under the age of 25 (57% agreed with the proposal). Respondents who identified themselves as disabled (46%) or have children under the age of 16 (41%) were more likely to disagree with this part of the proposal. Respondents who use libraries proposed for closure were more likely to disagree with the proposal (excepting West Park, Laira and Eggbuckland).

19% of respondents were concerned that the online service was not accessible by all (in particular the elderly), and 14% preferred physical books or online services.

Enhancing the In-Library service was backed by 75% of respondents, particularly among the under 25yrs (75%) and men (79%). Respondents who identified themselves as disabled (17%) or have children under 16 (13%) were more likely to disagree with the proposal. The majority of respondents who use libraries proposed for closure agreed with the proposal, registering agreement percentages over 50%. However those who use Ernesettle Library had the highest number of respondents disagreeing with the proposal: approximately 30%.

Enhancing the Outreach service was backed by 55% of respondents, particularly among the over 65yrs (58%). Respondents with children under 16 were more likely to disagree with the proposal (29%). The majority of respondents using libraries proposed for closure were more likely to agree with an enhanced outreach service (bar Efford and Peverell); circa 60% of respondents who used Eggbuckland or Tothill libraries agreed with the proposal.

12% of respondents thought that the Outreach proposals would be good for improving access to the library service, particularly for disabled, elderly, and vulnerable residents. Churches, community centres, and schools were most considered by respondents for Outreach locations.

The assessment criteria 31% of respondents strongly disagreed or disagreed with the criteria used in the assessment whilst 37% of respondents strongly agreed or agreed). Respondents over 50 were more likely to agree with the criteria (25%) as were men (44%). 44% of disabled

respondents disagreed with the criteria, as did 37% of respondents with children under 16. The majority of respondents using libraries proposed for closure were more likely to disagree with the criteria.

The overall Plan for Libraries proposal was backed by 26% of respondents, particularly men (35%). Respondents who identified themselves as disabled were more likely to disagree with the proposal (67%) and those with children under 16 (66%). Unsurprisingly, the majority of respondents who use libraries proposed for closure disagreed with the proposal.

7% of respondents wanted all libraries to stay open, while 5% mentioned a specific library that they wished to stay open. It should be noted that although respondents might have agreed with the other service proposals, due to either a particular library or just a library being proposed to close, they have disagreed with the Plan.

4.3.3 DEMOGRAPHICS

- The majority of respondents were between 31 and 65 (52%), female (62%), white (97%), married (57%) and have children over 16 (55%).
- Disabled respondents form 13% of the total, and 25% of respondents have children under 16.
- 93% of respondents are residents of Plymouth, and 58% used a library in the last week (at the time of completing the questionnaire).

4.3.4 ENGAGEMENT AND COMMUNICATION

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

- Library staff promoting the consultation to all library users.
- 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 not convenient, to make contact so that visits to the organisations could be arranged.
- A large print version of the full Plan for Libraries information was available on request and in all libraries.
- An easy read version of the Plan for Libraries was produced and was available on request and in all libraries.
- A mailing went to organisations supporting those with learning or physical disabilities and also organisations representing specific faith groups and religions. They were offered 1:1 support or more targeted information sessions if they experienced any difficulties in accessing the information and completing the questionnaire.
- Three canvassers were recruited for approximately five weeks who sought public responses to the questionnaire. They were mainly located around the City Centre.
- A four week and eight week review of the people responding to the questionnaire took place in order to make further efforts to contact underrepresented groups of people.
- Regular Plymouth City Council communications were undertaken which promoted the consultation.

- There was extensive coverage of the proposal in the local newspaper.

5. COUNCIL'S SCRUTINY SELECT COMMITTEE RECOMMENDATIONS

The Committee convened on Monday 15 May 2017 and heard from witnesses, Councillors and officers. There was the opportunity to ask questions on the consultation process. Recommendations were made as below:

It was agreed that:

The Committee notes the statutory 12-week consultation and independent analysis of the results and that it has been carried out in line with, and has satisfied, the Public Sector Equalities Duty and guidance in relation to the Libraries Act 1964;

The Committee recommended to Cabinet that:

1. In future consultation exercises, the Council aspires to greatly enhanced consultation activity, with simplified engagement with young people through schools and groups with protected characteristics;

Cabinet Response: Noted and will be incorporated in future consultations

2. Needs assessment criteria should be reassessed to reflect context in which the current library estate operates (e.g. opening times, number of computers available should be a consideration in ranking);

Cabinet Response: The assessment criteria used for the Plan for Libraries Public Consultation was consistent, wide ranging (10 criteria covering a range of differing data sets), and was based on best practice currently used in many other public consultations in relation to library services. The assessment criteria were defined to clearly show the context of the existing service and we therefore do not believe a reassessment of these criteria is required.

3. Needs assessment criteria should be weighted, with the greater weighting applied to criteria that reflect the aspiration for improved outcomes as a result of the Plan for Libraries;

Cabinet Response: As at 2 above and in addition the needs assessment was not weighted to ensure that the unbiased data set was put into the public domain to give the public the true picture for them to make an informed decision. Any weighting could be seen as trying to influence a particular outcome and for this reason we therefore do not believe any changes to the weighting should be applied.

4. All libraries currently subject to closure should be ranked to additional criteria which could include:
 - i. an assessment of accessibility for each building, paying regard to areas of growth within the city;
 - ii. information from partner organisations gathered through the consultation;
 - iii. the use of libraries by educational institutions and the impact of any closures on the education of Children and Young People and protected groups;
 - iv. Sustainability and cost of building leaseholds, and previous investment committed to the estate;

Cabinet Response: Completed with details below:

Using five additional criteria (Educational Impact on Children and Young People, Aspiration for Improved Outcomes as a Result of the Plan, the Impact of City Growth on the Wards affected, the Ward Population below the age of 17, and the Running Costs of the proposed closures), all the libraries have been ranked, taking into account other factors available (from the Needs Assessment from Appendix J). This additional ranking adheres to Scrutiny recommendation 5.

The fourth recommendation from Scrutiny has been taken into account, with a weighting of 35% attached to the Aspiration for Improved Outcomes criteria. Other criteria have also been ranked, taking into account the evidence presented to Scrutiny; this includes a 25% weighting allocated to the Impact on the Education of Children and Young People, and a 20% weighting to potential City Growth in that area.

As per Table overleaf, there are 4 libraries that could be looked at again; North Prospect, Estover, Efford, and Peverell. Each scores highly in the additional criteria, and each take into account the responses through the consultation and additional information gathered.

Using information gathered from the consultation and in line with the findings borne out through the Scrutiny session, additional information can be allocated to the libraries proposed for closure around the Aspiration for Improved Outcomes; for example, Peverell can have a meeting room allocated in Hope Baptist church, and North Prospect can have an additional room allocated within the Beacon. This improves the rating for those libraries within the Aspiration criteria.

In addition, due to the use of Efford library by Timebank and other health partners (Livewell and Thrive), and an expansion in their use of the facility, scores in this area can be updated to reflect changes in information. It should also be noted that no suitable outreach location has been identified for Laira library and as such Efford library would have to provide that function.

With regard to the City Growth criteria, consideration here has been given to areas that have previously had investment (leading to either purpose built library facilities, or better facilities), and areas that have been identified through the Joint Local Plan (in particular the Plymouth Plan) as being areas for local housing growth. The largest areas of growth in housing will be the North Prospect and Seaton areas (affecting North Prospect and Estover respectively). These areas will then have a knock on effect on the potential impact on Education (although the impact is clearly unknown, assuming a ratio of one child per house built, this could lead to an additional 2,330 children).

Previously libraries have been used as vanguards for Regeneration Schemes (notably Devonport, North Prospect, and Efford), and this should be taken in consideration for further schemes (unknown at present, apart from of the continuation of the scheme at North Prospect).

Consideration has also been given to the viable sustainability of the buildings, looking at the running costs of the facilities, and a more general impact on children and young people within each Ward affected by library closures.

As such, the recommendation is to keep these four libraries at Estover, Efford, Peverell and North Prospect open.

Library	Ward	Impact on Education of Children and Young People Rank	Weighting (25%)	Adherence to aspirations of Improved Outcomes Rank	Weighting (35%)	City Growth Rank	Weighting (20%)	Ward Population 0-17	Weighting (10%)	Running Costs	Weighting (10%)	Positive response from Partner Organisations	Combined Rank	Overall Rank
North Prospect Library	Ham	6	1.50	1	0.35	1	0.20	2	0.20	4	0.40	Yes	3.65	1
Estover Library	Moor View	3	0.75	2	0.70	2	0.40	6	0.60	8	0.80	Yes	4.25	2
Peverell Library	Peverell	1	0.25	4	1.40	4	0.80	5	0.50	6	0.60	Yes	4.55	3
Efford Library	Efford and Lipson	8	2.00	1	0.35	6	1.20	1	0.10	7	0.70	Yes	5.35	4
Stoke Library	Stoke	2	0.50	3	1.05	7	1.40	7	0.70	5	0.50	No	6.15	5
West Park Library	Honicknowle	7	1.75	1	0.35	6	1.20	3	0.30	9	0.90	No	6.50	6
Tothill Library	Sutton and Mount Gould	5	1.25	5	1.75	5	1.00	8	0.80	1	0.10	No	6.90	7
Emesettle Library	Honicknowle	10	2.50	5	1.75	3	0.60	3	0.30	2	0.20	No	7.35	8
Egguckland Library	Egguckland	4	1.00	5	1.75	7	1.40	4	0.40	10	1.00	No	7.55	9
Laira Library	Efford and Lipson	9	2.25	5	1.75	7	1.40	1	0.10	3	0.30	No	7.80	10

See background papers E for the revised needs assessment on libraries proposed for closure

5. When final proposals for changes to Library Services are presented to council they should be accompanied by:

- a high level Equalities Impact Assessment for the entire Plan for Libraries;
- draft performance measures for the new library service;
- delivery plan, to include any transitional measures for customers impacted by proposed closures;
- draft capital budget requirements for improvements to the library estate;
- impact assessment for all staff, including temporary staff;
- draft communications and marketing plan for the future of services.

Cabinet Response: This has been completed and is contained within the revised plan.

In addition: The Council provides a diverse range of services to the community. To operate these services, the Council must be able to efficiently and effectively resource its workforce, including the ability to flex its staffing needs to meet demands using a contingent labour force. Temporary workers are often used to cover vacancies during transitional periods to protect permanent employment for existing workforce, and to mitigate the costs of pensions and redundancy if those posts are no longer needed.

Agency workers are not employees of the Council, but are contracted to work for the Council by our Master Vendor Agency contractor. There is therefore no requirement for Plymouth City Council to undertake an Equalities Impact Assessment for those workers.

Together with the existing information this should provide the necessary information to allow the Council to consider the proposed Library Plan in light of its statutory duties to provide a comprehensive and efficient library service for all persons and to have regard to the need to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

6. The Plan for Libraries, subject to agreement by council, is scrutinised on an annual basis by the relevant committee.

Cabinet Response: This will be added to the Council's Scrutiny Select Committee forward plan

6. OVERVIEW OF THE HIGH LEVEL REPORT EQUALITIES IMPACT STATEMENT (BACKGROUND PAPERS F)

This is a summary of the high level report that provides the equalities impact for our revised Plan for Libraries. The report has drawn on the evidence from the Libraries Conversation and public consultation, as well as the wider evidence in our summary equality profile. It incorporates the high level findings from our detailed Equalities Impact Assessments produced:-

- On the public consultation in relation to the Plan for Libraries
- On each of our 17 libraries
- On the proposals contained within the Plan for Libraries

It also responds to the recommendations made by the Select Committee held on the 15th May 2017 which considered the draft Plan for Libraries.

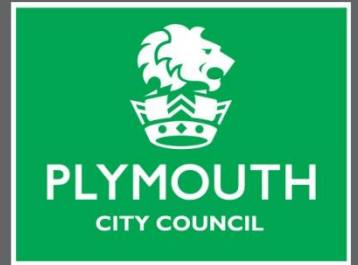
Cumulative Impact Assessment finds:

- The adverse impacts on older and younger people are mitigated by the enhanced provision of online and outreach library services.
- The adverse impacts on disabled people are mitigated by our investment in upgrading tier 1 libraries, the majority of which are well served by public transport and which have good parking facilities, and by the closure or downgrading to tier 2, of libraries where access is poor. Also our proposal to offer a 'click and collect' service in outreach locations, and the availability of community transport schemes provide further mitigation.
- The adverse effects on men and women are mitigated by the enhanced provision of online and outreach library services. The proposal to offer a 'click and collect' service at 'pop up' libraries mitigates the increased cost of public transport. The adverse effects on women with young children are mitigated through the provision of 'pop up' libraries.
- As none of the proposals have identified adverse impact for gender reassignment, race, sexual orientation or religion/faith there is no cumulative impact.

The conclusion of the report finds that there are no disproportionate equality impacts from the proposals in our Plan for Libraries which are not adequately mitigated. In relation to our wider Public Sector Equality Duty the proposals in the Plan for Libraries will;-

- Help to eliminate discrimination, harassment, victimisation – through maintaining and extending our 'safe places' network for people with learning disabilities and by establishing tier 1 libraries as Hate Crime Reporting Centres.

- Advance equality of opportunity by ensuring all our citizens are able to access a modern library service based around the Society of Chief Librarians' universal offers of Reading, Digital, Health, Information and Learning.
- Foster good relations – by ensuring that all our communities continue to be able to access library services in community outreach venues in their local area.



Plan for Libraries

2017 - 2020



CONTENTS

- 1. Introduction**
- 2. Our delivery model**
- 3. Our vision**
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- 6. Budget**

Appendices

- A. Equalities Impact Assessment (High level whole service based on revised plan)
- B. Draft performance measures for new library service
- C. Delivery plan for the new library service
- D. Draft communication, engagement and marketing plan
- E. Draft generic outreach risk assessment

I. INTRODUCTION

Our new plan for libraries in summary provides:

- An estate of seven Tier 1 libraries at Central, Crownhill (developed with meeting space), Devonport (developed with meeting space), Plympton, Plymstock, Southway (developed with meeting space) and St Budeaux (proposed new development). Increasing overall opening hours by 26.5hrs per week.
- An estate of four Tier 2 libraries at Efford, Estover, North Prospect and Peverell. Opening hours for these libraries will remain “as is” but the community will be involved in how we can best utilise these hours across the week.
- This plan reduces the impact on our current visitors to 6.07%.
- Investment in Tier 1 buildings to ensure they are ‘fit for purpose’ enabling us to deliver our defined ‘In-library Tier 1’ offer (e.g. bespoke meeting room space at Crownhill, Devonport and Southway).
- An enhanced online offer (additional online stock provision).
- An outreach offer in the community targeted at areas where a library is closing and also covering areas where there has previously been no library provision e.g. Whiteleigh.
- We will commit to 25hrs of outreach activity across the city (rising to 30hrs when West Park closes in 2019), targeting areas where a library is closing or where there is currently no library provision. Outreach activities will include rhymetimes, storytimes, book borrowing, signposting for advice and information, gadget sessions and online demos and provision of locations for a “click and collect” service. Activities and timetables will be developed with the communities to ensure their needs are met.
- We will explore alternative delivery models for the library service and exploit commercial opportunities that support the sustainability of the service.
- Closure of libraries at Egguckland, Ernesettle, Laira, Tothill and Stoke (16th September 2017).
- Closure of West Park library - estimated June 2019 (allowing for the redevelopment of St. Budeaux to be explored and implemented).

This plan delivers our vision:

“Plymouth libraries will deliver modern services that inspire learning and creativity, improve health and wellbeing, and support digital inclusion.”

This plan gives the most effective use of our existing estate and delivers all the outputs and activities in the key areas of the city.

This plan provides a ‘comprehensive and efficient library service for all persons’ as defined on the Public Libraries and Museums Act of 1964.

See Appendix A for Equalities Impact Assessment (High level whole service based on revised plan).

PLAN FOR LIBRARIES 2017 - 2020

What we are proposing?



Enhanced Online Offer to include

- Click and collect service
- Wider selection of eBooks and eMagazines
- Streaming films and music

Outreach Offer - Where we are closing a library

Pop-up libraries across the city to include:

- Rhymetimes
- Storytimes
- Book borrowing
- Signposting for advice and information
- Gadget sessions and online demos

Seven Tier 1 and Four Tier 2 Libraries
Outreach offer, delivering services for the community in the community.

Enhanced online offer 24/7
365 days a year

In-Library Offer

- Consistent and enhanced offer across the city
- Modern, well maintained buildings with meeting spaces
- Full complement of fully trained staff (no lone working)
- More than books... respondents to our recent questionnaire told us that they would use the following services in the future:
 - Help with job seeking (72%)
 - Digital skills training (71%)
 - Access to council services (63%)
 - Finding health information (62%)



Staff FTE 74.6



Reduced cost per visit

2. OUR DELIVERY MODEL

Our ambition is to maximise use of the library service across the city – this doesn't necessarily have to mean visiting a library building.

Whilst we need to consider our network of static library buildings we should not be constrained by them. We need to consider the best way to improve accessibility to our services to as wide an audience as possible.

Therefore, our revised delivery model will now consist of the following three key areas:

- **In-library offer - Tier 1 and Tier 2 libraries**
- **Outreach offer** including the Home Library Service
- **Online offer**

In-Library offer - A 'Tiered' Service

We have listened to the feedback from communities about how much they value their library buildings as community hubs and also their desire to better support us in promoting, marketing and delivering an effective service. Through the public consultation we have seen communities wanting to take a more active role in libraries, and we are committed to ensuring these opportunities are explored and implemented to support the library service and create capacity going forward.

We now propose a two-tiered network of 11 library buildings across the city.

Tier 1 Libraries

Our intent is to have a network of 7 library buildings that offer a full range of services as defined in the original plan remains unchanged. In order to deliver this the libraries will receive investment (where required) for modernisation, including adequate meeting spaces, at least 12 public access PCs and public access Wi-Fi, and a full complement of trained staff. The libraries will have standard extended opening hours of 57.5 per week¹. We will continue to explore all options for further modernisation including automation, enhancements to access and the deployment of our trained and skilled workforce. All improvements will be subject to a rigorous appraisal to ensure service enhancements also provide a positive payback to council tax payers.

TIER 1 IN-LIBRARY OFFER

These library buildings will include meetings 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.

¹ Devonport library will open for 52 hours to account for church services on a Thursday morning

- **Reading and literacy**

Each library will be large enough to house a wide and varied selection of books and other printed material. There'll be room and meetings spaces to deliver activities for both children and adults to encourage cultural engagement and a joy of reading. Activities will include rhymetimes/storytimes, book groups for all ages, writing groups, Summer Reading Challenge activities, author visits and more.

- **Information and history**

The library will have enough space and PCs to run regular job clubs, helping people into employment. Support for small businesses and entrepreneurs will be available through our PatLib and Google Digital Garage initiatives. We're looking to grow our offer to include other online resources to support local business.

The libraries will have meeting spaces to allow us to work with partner agencies and local businesses to promote job seeking and economic development.

Knowledgeable staff and volunteers will offer family and local history sessions to support research through our in-library online resources.

- **Digital**

Through free public access Wi-Fi and a minimum of 12 public access PCs we'll ensure anyone visiting our buildings is able to embrace the digital world and access online services e.g. Universal Credit. We will support those who may otherwise be excluded from digital interaction by providing equipment, training and support.

We will explore creative opportunities to expand our digital offer, building on our coding and digital making clubs. We want to introduce FabLabs² or Maker Spaces (spaces where people are encouraged to build things collaboratively and share knowledge using technology such as 3D printers, scanners and laser cutters) into the library.

- **Health and wellbeing**

Libraries will support health and wellbeing in the community. We will utilise our meeting spaces to work with partners to offer health information, advice and signposting. Initiatives will include Books on Prescription and Dementia Friends sessions.

Libraries have always been and will continue to be a place of safety and support that will aid health and wellbeing within communities, combating loneliness and social isolation.

- **Learning**

Each library will have resources to support study and learning, including books and online resources. They will provide study and learning spaces for adults, children and young people, where communities and individuals can develop, share ideas and learn together.

There will be opportunities for exploration and creativity, offering workshops, groups and special events for children, young people and adults.

² <http://www.fablabdevon.org/>

The following will be Tier 1 libraries:

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

Tier 2 Libraries

In addition to seven 'Tier 1' libraries there are buildings that whilst they do not meet our original 'fit for purpose' model can be used effectively in the future. These libraries will offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in these buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways in which they can help and support their local library.

TIER 2 IN-LIBRARY OFFER

In working with key stakeholders and the community these buildings will offer an effective service based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern (where possible) and welcoming and run by friendly and trained staff.

The following will be Tier 2 libraries:

- Efford
- Estover
- North Prospect
- Peverell

- **Reading and literacy**

Each library will house a selection of books and other printed material. Existing rhymetimes/storytimes, book groups and the Summer Reading Challenge activities will continue. Additional activities linked to reading and literacy could be offered when community resources are available to enable this.

- **Information and history**

Regular job clubs will not be available at these libraries but ad-hoc assistance to help people into employment will be provided where practicable.

Volunteer led family and local history sessions using our in-library online resources will continue and will be extended when volunteers make themselves available.

- **Digital**

Free Wi-Fi is available at those libraries where it is already installed (there are no plans to install additional Wi-Fi). The number of public access PCs will remain as is and ad-hoc assistance to help people with digital skills will be provided where practicable.

We will explore coding and digital making clubs at these libraries when community resources are available to enable this.

- **Health and wellbeing**

Libraries have always been and will continue to be a place of safety and support that will aid health and wellbeing within communities, combating loneliness and social isolation.

- **Learning**

Each library will have resources to support study and learning, including books and online resources.

- **Opening hours**

The existing opening for these libraries will remain unchanged, however these could be extended when community resources are available to enable this. We will also continue to explore other options that subject to affordability may enable us to improve opening hours.

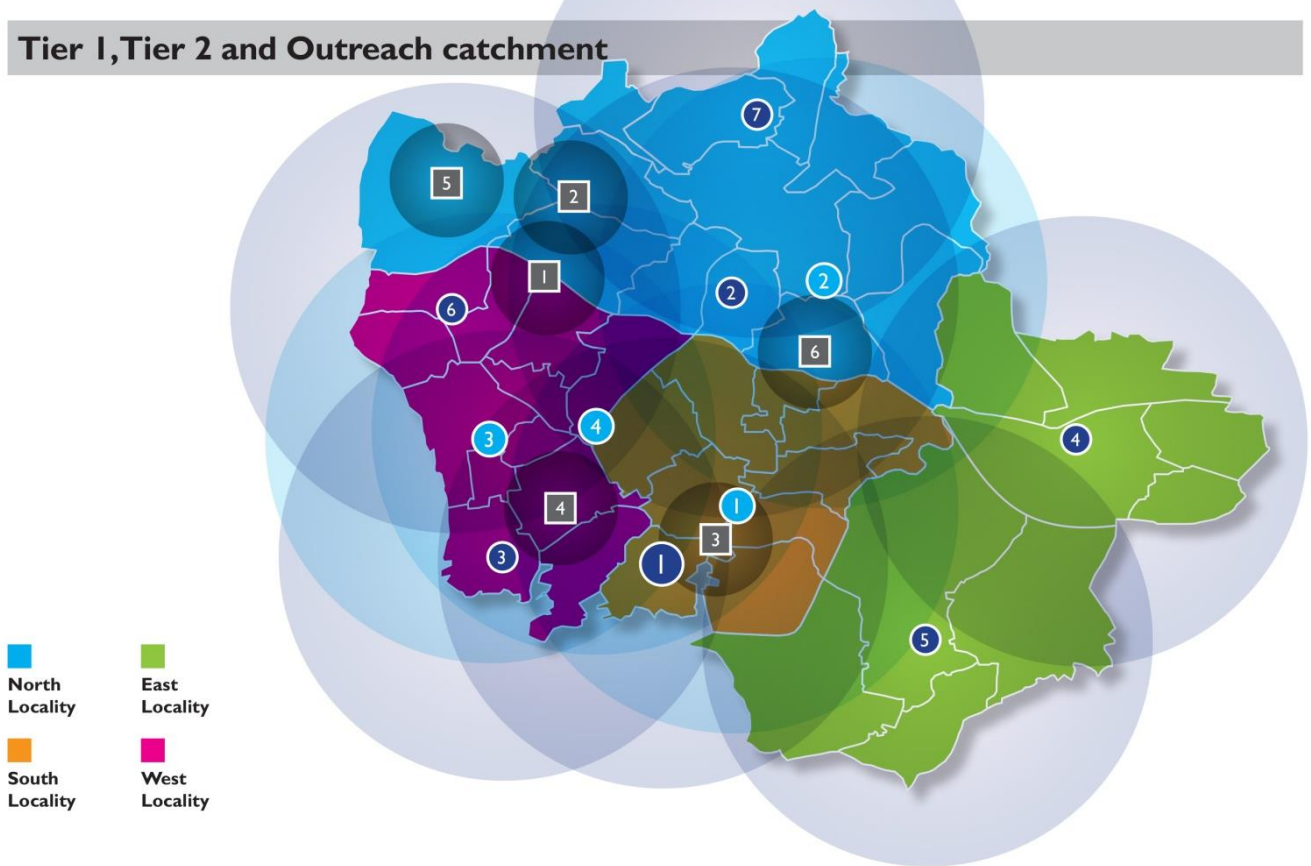
Library Closures

The library buildings now proposed for closure are:

- Egguckland
- Ernesettle
- Laira
- Stoke
- Tothill
- West Park³

³ West Park library will not close until June 2019 (to allow for the proposed redevelopment of the St. Budeaux to be explored and implemented)

Tier 1, Tier 2 and Outreach catchment



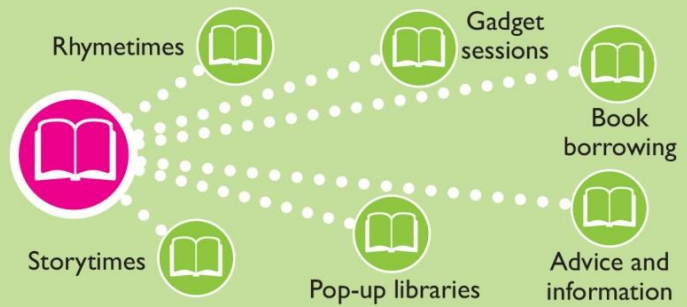
Tier 1 libraries	Tier 2 libraries	Outreach
1 Central Library	1 Efford Library	1 Four Greens Community Trust (Whitleigh)
2 Crownhill Library	2 Estover Library	2 Honicknowle Youth Centre (West Park)*
3 Devonport Library	3 North Prospect Library	3 Tothill Community Centre (Tothill)
4 Plympton Library	4 Peverell Library	4 Stoke Christian Centre (Stoke)
5 Plymstock Library		5 River View Care Home (Ernesettle)
6 St Budeaux Library		6 St Edwards Church (Eggbuckland)
7 Southway Library		



***Note:**
West Park library will not close until June 2019 (to allow for the proposed redevelopment of the St. Budeaux to be explored and implemented)

Outreach Offer

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.



Our outreach offer will be tailored to suit customer need and demand. With investment in a new web based library management system we can provide a pop-up library wherever and whenever is appropriate to individual communities and need not be constrained by buildings and opening hours.

Users will be able to join the library, borrow books, receive demos of our online offers including eBooks and downloadable magazines, families can take part in reading and Rhymetime activities and receive health and wellbeing information.

As part of our public consultation where we are proposing to close a library we have identified suitable locations within the community setting that will act as the new locations for our outreach service.

We will work within the community to ensure activities are carried out, meet the community need and provide a pop-up library which increases the reach of the library service and is inclusive for those who do not consider visiting a library building. We will work with communities and partner agencies to ensure resources are appropriate to the community need.

These fun and informative pop-up library sessions could be regular events or happen on an ad-hoc basis to flex and change enhancing activities already provided in the area.

Pop-up libraries will also give us the opportunity to market and promote our online offer and our enhanced in-library offer raising awareness with non and lapsed users about what a modern library service delivers.

Our Home Library Service is delivered through a network of volunteers to support the housebound. This includes deliveries of books and audiobooks to individuals at home.





During the consultation we engaged with a wide range of community partners and identified suitable outreach locations for each area where we are closing a library. We also identified that Laira did not have any suitable outreach locations and this contributed to the supporting evidence that Efford should remain open and provide services for users of Laira library. We will also be providing new and additional outreach activity in Whitleigh from Four Greens Community Trust (currently there is no library provision in this area).

It should be noted that no partners or community groups expressed any interest in running a library or libraries as part of the consultation responses. However, we are continuing to explore opportunities for communities to run their own outreach activities supported by resources from the library service. There was support for outreach activities from within their existing network of buildings to reduce any financial impact on their organisations.

The new outreach locations are:

Name	Postcode	Address
St Edwards Church (Eggbuckland)	PL6 5RN	100 Church Hill, Plymouth
River View Care Home (Ernesettle)	PL5 2TA	10a North Weald Gardens, Ernesettle
Stoke Christian Centre (Stoke)	PL3 4DS	Devonport Road, Stoke
Tothill Community Centre (Tothill)	PL4 9DA	Knighton Road, Plymouth
Honicknowle Youth Centre (West Park) ⁴	PL5 3PX	Honicknowle Green, Plymouth
Four Greens Community Trust (Whitleigh)	PL5 4DD	15 Whitleigh Green, Plymouth

⁴ Note: West Park library will not close until June 2019 (to allow for the proposed redevelopment of the St. Budeaux to be explored and implemented)

Online Offer

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 online offer is accessible 24 hours a day, 365 days a year. 76% of the Conversation respondents access our 24/7 online offer to find, renew or reserve a book, 46% download eBooks and 46% use the online reference facility.

From the comfort of your own home you can search for your next read, browse our catalogue and reserve a book using our 'click and collect' service, or download an eBook. If you prefer to listen to your favourite books we have got a great selection of eAudiobooks too. You can leave a review and get involved in a conversation about books.

You can read magazines on your tablet or computer, titles include BBC Good Food, Hello, Woman's Own, Men's Fitness, New Scientist and National Geographic.

Whether you're interested in music or undertaking research there's a wealth of online reference sites that can be accessed from home with your library card and PIN.






We will deliver a 'click and collect' service where you can have your books delivered to the identified outreach location, where a library is closing.

We're committed to improving our online offer based around the ever changing needs of our customers. This could include streaming music and films, plus a range of online resources for learning and study.

3. OUR VISION

“Plymouth libraries will deliver modern services that inspire learning and creativity, improve health and wellbeing, and support digital inclusion.”

The following five offers have been identified as integral to the delivery of our vision for Plymouth libraries:

Library Offers		Corporate Plan Objective
 <p>Reading</p>	<p>Reading and Literacy</p> <p>We'll provide free access to books and literature for all, promoting reading for pleasure. Through initiatives including the Summer Reading Challenge, Bookstart and Reading Ahead the library service aspires to raising literacy levels across the city.</p>	<p>GROWING PLYMOUTH</p> <p>We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.</p>
 <p>Information</p>	<p>Information and History</p> <p>We will ensure that everyone has access to information and services to help them make informed decisions. We will contribute to economic development, providing support for job seekers and small businesses through work clubs and PatLib.</p> <p>We will make the most of the library's history collections ensuring access and preserving for future generations.</p>	<p>CARING PLYMOUTH</p> <p>We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.</p>
 <p>Digital</p>	<p>Digital</p> <p>We will provide free Wi-Fi and computers with skilled staff on hand to help people make the most of the internet and digital world. An active digital inclusion programme will ensure that no-one is left behind.</p>	<p>PIONEERING PLYMOUTH</p> <p>We will be innovative by design, and deliver services that are more accountable, flexible and efficient.</p>
 <p>Health</p>	<p>Health and Wellbeing</p> <p>We will provide access to public health information, including signposting and referrals. Through creative and social activities and initiatives such as Books on Prescription, Memory Cafes and Feel Better with a Book we will contribute to the health and wellbeing of communities.</p>	<p>CARING PLYMOUTH</p> <p>We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.</p>
 <p>Learning</p>	<p>Learning</p> <p>We will provide space, resources and opportunities to support lifelong learning for all. The Library Service to Schools supports learning in schools by providing quality resources, expertise and advice.</p>	<p>GROWING PLYMOUTH</p> <p>We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.</p>

We will deliver our vision through the following outcomes, outputs and activities:

Outcomes

1. Improving accessibility to the library service
2. Delivering high quality modern services that are fit for purpose; reliable, efficient and relevant to local communities
3. Develop the library assets and workforce to enhance the customer experience.

Outputs

1. Deliver and operate a rationalised modern (where possible) and sustainable library network
2. Improve the availability and use of publicly accessible library spaces
3. Increase the opportunities for self-service delivery and access to council services
4. Develop an effective performance management framework to ensure continuous improvements to service delivery
5. Restructure the libraries staff structure, to improve the opportunities and roles for staff across the service to improve the effectiveness of service delivery and staff empowerment
6. Improve the library service's infrastructure, including its buildings and IT, to modernise and encourage a more relaxing, creative environment
7. Improve and increase the number of events and outreach programmes in collaboration with partners, to improve delivery against key city agendas e.g. to improve health, employment, learning and literacy etc.
8. Increase the availability and take-up of digital library services.

Activities

1. Produce a long-term investment programme to improve layout and design
2. Create better library facilities in the correct locations
3. Develop targeted marketing to customers from all communities to increase access and improve on the city's poor borrowing levels
4. Deliver more consistent opening hours across all libraries
5. Provide increased opportunities for learning and improving health and wellbeing through study groups, homework clubs, employment information and health workshops
6. Provide increased opportunities for self-service offerings across all libraries and train staff to promote digital
7. Deliver tailored customer services to local communities e.g. benefit advice in communities with high levels of social deprivation
8. Develop increased partnership working to deliver activities, events and advice on education, learning, health and employment and monitor performance across the library network
9. Simplify processes across a number of council services that can be effectively delivered from local communities e.g. licensing applications, benefit applications, bus pass applications
10. Develop effective community outreach offerings to enable increased partnership working and targeted delivery of key initiatives including health, education and employment
11. Provide effective training to staff on customer service excellence
12. Upskill and empower staff to be part of a network of organisations able to offer simple information and signposting on a range of priority health and wellbeing topics
13. Provide effective tools, e.g. self-service and software, that enables staff to promote channel shift through educating customers
14. Work with Cities of Service to deliver a sustainable framework for volunteer recruitment, training and retention.

In summary, our aim is to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce):



Through the following channels:

Online Offer
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.

In-Library Offer
Our library buildings will be fit for purpose and include meeting spaces (where possible) 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 (where possible) and welcoming and run by friendly and trained staff.

Outreach Offer
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.

4. STATUTORY REQUIREMENTS AND NATIONAL CONTEXT

Plymouth City Council has a statutory obligation under the Public Libraries and Museums Act of 1964 to provide a 'comprehensive and efficient library service for all persons' in the area that want to make use of it.⁵ Each local authority is responsible for determining how best to deliver this, based around the needs of local communities within available resources.

'Comprehensive and efficient' is open to interpretation. National standards for public libraries haven't existed since 2008.

When taking decisions about services the Council has a duty to have due regard to the need to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

The Secretary of State for Culture, Media and Sport has the power to make a remedial order against a library authority following a local inquiry. This power been used on only one occasion since 1964, with a public inquiry in Wirral in 2009.⁶

In 2014 a report, the Independent Library Report for England ⁷ was published, which called for clear local decision-making and a national strategy to secure the future of public libraries in England.

This led to the setting up of the Libraries Taskforce. Reporting to Ministers via the Department for Culture, Media and Sport (DCMS) and the Local Government Association (LGA), the role of the Taskforce is to enable the delivery of the recommendations from the Independent Library Report for England and to build upon and add value to existing good practice, partnerships and other activities that are already supporting public libraries.

A draft report, Libraries Deliver: Ambition for Public Libraries in England 2016-2021 was published in March 2016. ⁸ A final version was published in December 2016. ⁹

The purpose of Libraries Deliver is to provide a focus for collaborative action, and a clear articulation of the government's and Taskforce's vision and support for public libraries in England. It is not intended to dictate what library services each local authority must deliver and how.

⁵ For a full discussion of libraries as a statutory service see

<https://www.gov.uk/government/publications/guidance-on-libraries-as-a-statutory-service/libraries-as-a-statutory-service>

⁶ <https://www.gov.uk/government/publications/a-local-inquiry-into-the-public-library-service-provided-by-wirral-metropolitan-borough-council>

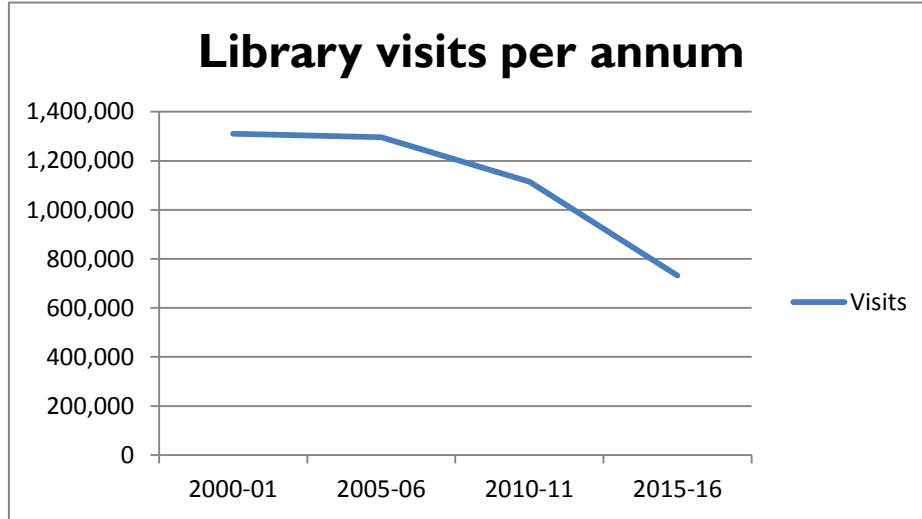
⁷ <https://www.gov.uk/government/publications/independent-library-report-for-england>

⁸ <https://www.gov.uk/government/consultations/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021>

⁹ <https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021>

5. THE LIBRARY SERVICE IN PLYMOUTH

There has been no change to the public library estate in Plymouth for 15 years although visits to our buildings have declined dramatically during this time.



The current estate consists of 17 static libraries of varying size and states of repair (**Fig. 1**). The overwhelming majority of Plymouth residents live within one mile of a library building (**Fig. 2**), but only seven libraries account for 80% of all visits. The new Central Library has been a tremendous success with increased visits, new members, computer use and book lending compared to the old library on North Hill. This proves that investment in buildings in the right locations will help keep physical libraries relevant, accessible and sustainable for the future.

Figure 1: Map of Plymouth’s library network

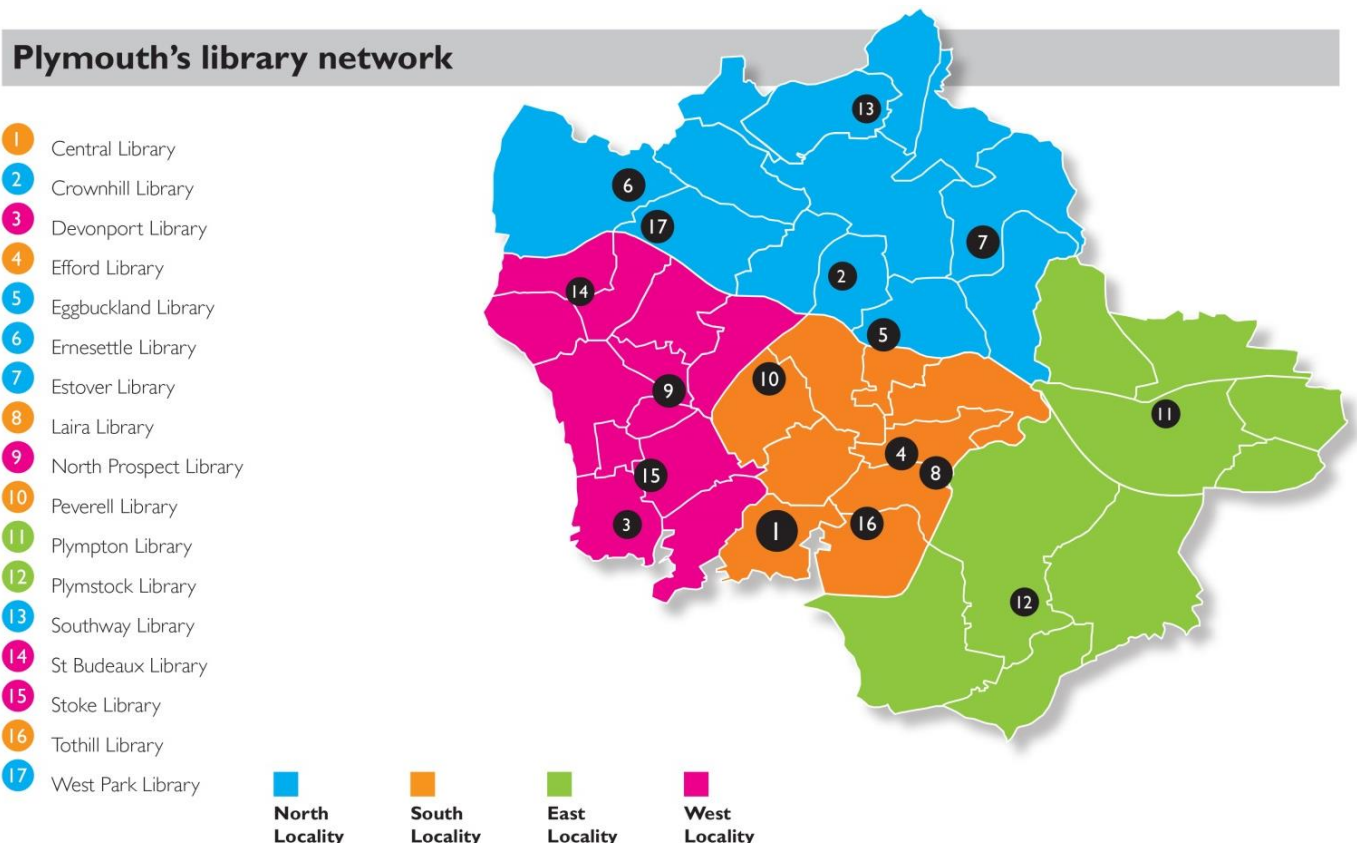
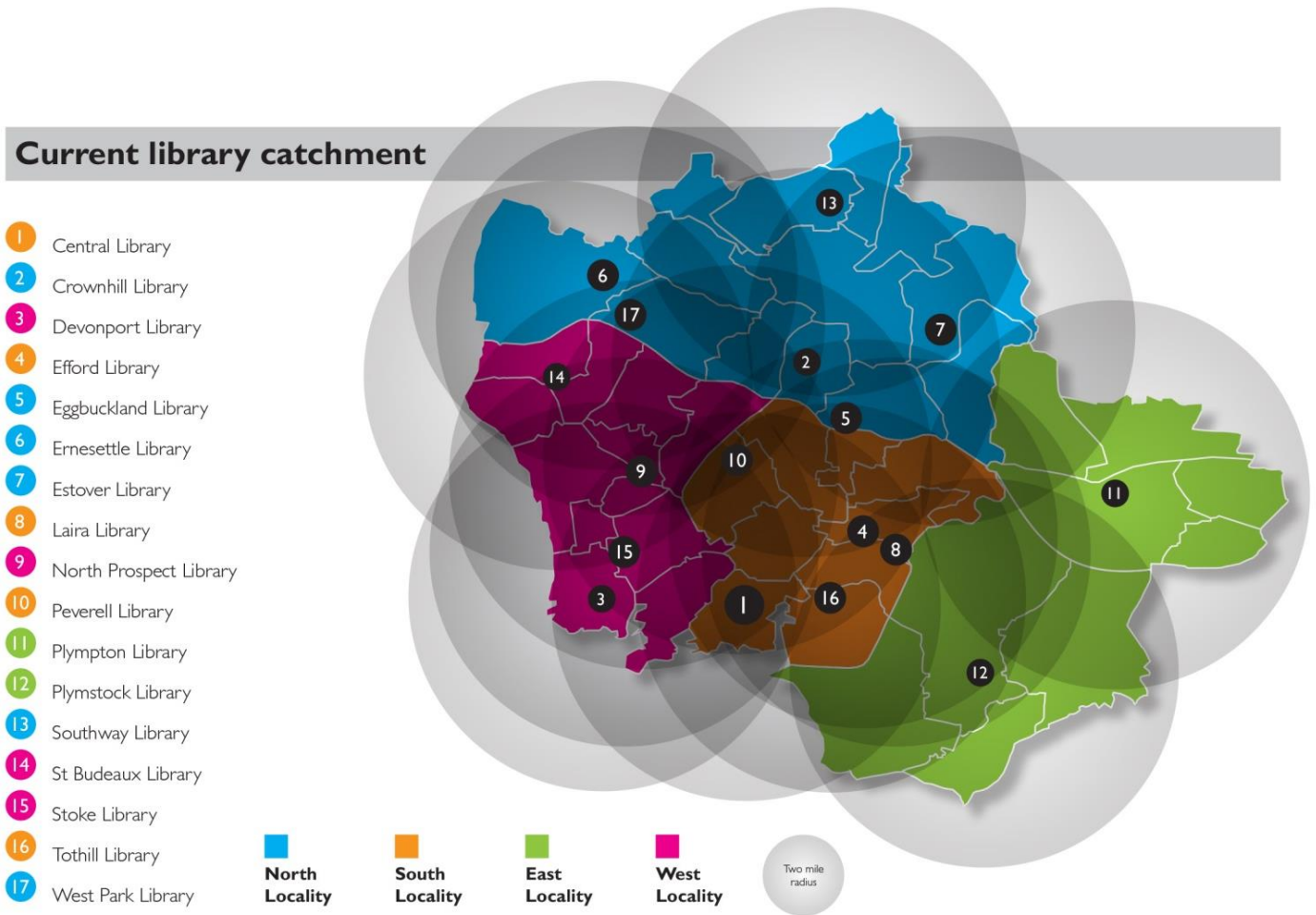


Figure 2: Map of libraries in Plymouth, showing two-mile catchment zones



Our four largest libraries (Central, Plympton, Plymstock and St Budeaux) operate the same 57.5 weekly opening hours as our 1st Stop Shop and Contact Centre. The rest of the libraries have opening hours ranging from 21 per week to 49 per week.

Plymouth does not face the same challenges as neighbouring county councils who have to consider provision across very large geographical areas.

Our Library Service to Schools is not included in these proposals.

6. BUDGET

The table below sets out the capital investment required to undertake the modernisation programme set out in this plan. Consequently, the council will be able to make a reduction in running costs yielding annual savings as set out in the revenue budget summary below.

Capital Investment Costs	17/18	18/19	19/20
	£	£	£
Meeting Spaces	87,949	0	0
St Budeaux Redevelopment	0	0	115,500
Other Investment (ICT)	47,000	0	0
Net Investment	134,949	0	115,500
Revenue Budget	17/18	18/19	19/20
	£	£	£
Additional costs:			
Outreach Room Hire	5,405	9,721	12,271
Capital Payback Costs	0	14,882	14,882
less savings:			
Staff – (release of temporary staff)	-90,425	-155,015	-155,015
Buildings	-6,903	-18,186	-57,799
Savings	- 91,923	-148,598	-185,661

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Library	Ward	Impact on Education of Children and Young People Rank	Weighting (25%)	Adherence to aspirations of Improved Outcomes Rank	Weighting (35%)	City Growth Rank	Weighting (20%)	Ward Population 0-17	Weighting (10%)	Running Costs	Weighting (10%)	Positive response from Partner Organisations	Combined Rank	Overall Rank
North Prospect Library	Ham	6	1.50	1	0.35	1	0.20	2	0.20	4	0.40	Yes	3.65	1
Estover Library	Moor View	3	0.75	2	0.70	2	0.40	6	0.60	8	0.80	Yes	4.25	2
Peverell Library	Peverell	1	0.25	4	1.40	4	0.80	5	0.50	6	0.60	Yes	4.55	3
Efford Library	Efford and Lipson	8	2.00	1	0.35	6	1.20	1	0.10	7	0.70	Yes	5.35	4
Stoke Library	Stoke	2	0.50	3	1.05	7	1.40	7	0.70	5	0.50	No	6.15	5
West Park Library	Honicknowle	7	1.75	1	0.35	6	1.20	3	0.30	9	0.90	No	6.50	6
Tothill Library	Sutton and Mount Gould	5	1.25	5	1.75	5	1.00	8	0.80	1	0.10	No	6.90	7
Ernesettle Library	Honicknowle	10	2.50	5	1.75	3	0.60	3	0.30	2	0.20	No	7.35	8
Egguckland Library	Egguckland	4	1.00	5	1.75	7	1.40	4	0.40	10	1.00	No	7.55	9
Laira Library	Efford and Lipson	9	2.25	5	1.75	7	1.40	1	0.10	3	0.30	No	7.80	10

Library	Ward	Regular use by		
		Educational Organisations	Pupils Affected (Regular users)	Overall rank
Peeverell Library	Peeverell	2	961	1
North Prospect Library	Ham	2	661	2
Stoke Library	Stoke	2	595	3
Estover Library	Moor View	3	359	4
Efford Library	Efford and Lipson	0	0	5
Eggbuckland Library	Eggbuckland	0	0	5
Ernesettle Library	Honicknowle	0	0	5
Laira Library	Efford and Lipson	0	0	5
Tothill Library	Sutton and Mount Gould	0	0	5
West Park Library	Honicknowle	0	0	5

The greater the impact on a larger number of pupils, the higher the rank

Library	Reading & Literacy*	Information & History*	Digital*	Health & Wellbeing*	Education*	Suitable Meeting Room space (current or potential to include; Yes or No)**	Suitability and Sustainability* (S&S) of building (score)	S&S Rank
Efford Library	1	0.5	0.5	0.5	0.5	1	4	1
North Prospect Library	1	0.5	0.5	0.5	0.5	1	4	1
West Park Library	1	0.5	0.5	0.5	0.5	1	4	1
Estover Library	1	0.5	0.5	0	1	0	3	2
Stoke Library	1	0	0	0.5	0	1	2.5	3
Peverell Library	1	0	0	0	0	1	2	4
Eggbuckland Library	0	0	0	0	0	0	0	5
Ernesettle Library	0	0	0	0	0	0	0	5
Laira Library	0	0	0	0	0	0	0	5
Tothill Library	0	0	0	0	0	0	0	5

*If building can meet the needs of the future criteria above, score of 1 is assigned; if part, then 0.5 assigned; if not, then score of 0 assigned. Definitions of the criteria can be found in the Plan for Libraries

**Yes is assigned score of 1, No is assigned score of 0

+calculated by adding the separate criteria ranks (columns D to H) together

The more suitable a building is to adhere to the future aspirations of the library service to improved outcomes, the higher the rank

Library	Ward	Previous investment in library	Score	City Housing Growth area	New Homes to be built*	Rank	Combined Total	Rank
North Prospect Library	Ham	Yes	1	Yes	1107	1	2	1
Estover Library	Moor View	Yes	1	Yes	933	2	3	2
Ernesettle Library	Honicknowle	No	2	Yes	165	3	5	3
Peverell Library	Peverell	No	2	Yes	57	4	6	4
Tothill Library	Sutton and Mount Gould	No	2	Yes	50	5	7	5
West Park Library	Honicknowle	No	2	Yes	13	6	8	6
Efford Library	Efford and Lipson	Yes	1	Yes	5	7	8	6
Eggbuckland Library	Eggbuckland	No	2	No	0	8	10	7
Laira Library	Efford and Lipson	No	2	No	0	8	10	7
Stoke Library	Stoke	No	2	No	0	8	10	7

* Information taken from the Joint Local Plan; Plymouth Plan aspects for Housing

North Prospect and Devonport Libraries have been used as vanguards of the Regeneration Schemes in the South West of the City

Efford Library part of the Efford Neighbourhood Regeneration Scheme, funded via SWRDA (no clawback can be enacted)

The higher the potential for impact on the library due to increased growth, the higher the rank

Library	Ward	Total population per ward*	Population 0-17*	Proportion of population in Ward aged 0-17	Rank
Efford Library	Efford and Lipson	12,408	3,598	29%	1
Laira Library	Efford and Lipson	12,408	3,598	29%	1
North Prospect Library	Ham	13,586	3,532	26%	2
Ernesettle Library	Honicknowle	13,751	3,300	24%	3
West Park Library	Honicknowle	13,751	3,300	24%	3
Eggbuckland Library	Eggbuckland	14,920	3,133	21%	4
Peeverell Library	Peeverell	13,341	2,802	21%	5
Estover Library	Moor View	17,180	3,092	18%	6
Stoke Library	Stoke	12,899	2,193	17%	7
Tothill Library	Sutton and Mount Gould	11,486	1,838	16%	8

*Figures from the 2011 Census

Higher proportion of younger people in a ward means higher rank

Library	Running costs (General Ledger figures 15/16 inc. rent)		Rank
Tothill Library	£	1,492.64	1
Ernesettle Library	£	4,523.15	2
Laira Library	£	5,126.11	3
North Prospect Library	£	10,143.02	4
Stoke Library	£	11,484.18	5
Peeverell Library	£	18,123.87	6
Efford Library	£	21,169.23	7
Estover Library	£	23,523.33	8
West Park Library	£	36,605.29	9
Eggbuckland Library	Unknown (falls under the schools costs)		10

The lower the running costs, the higher the rank

APPENDIX A

EQUALITY IMPACT ASSESSMENT - PLAN FOR LIBRARIES



STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

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

The proposals set out in Plan for Libraries are based around the Society of Chief Librarians' universal offers of Reading, Digital, Health, Information and Learning. They aim to extend the reach of our service and provide value for money.

Although recent research shows that book lending remains a high priority for our customers, visits to library buildings in Plymouth have declined significantly in the last decade. We currently run 17 library buildings in varying states of repair with many having little scope for enhancement. We also have a limited outreach and home library service and an online 24/7 library.

The last significant changes to the library service were the closure of 3 small branch libraries and withdrawal of the mobile library service in 2001, and the implementation of self-service in 2010. Our original plan proposed to have fewer libraries across the city whilst ensuring the overwhelming majority of Plymouth's population remain within two miles of a library.

During the summer of 2016, we held an open conversation with the people of Plymouth to find out what they wanted from libraries, now and in the future. We received 3,327 responses.

Drawing on the feedback from the conversation we published a draft Plan for Libraries aimed at achieving the following outcomes.

- Improving accessibility to the library service
- Delivering high quality modern services that are fit for purpose; reliable, efficient and relevant to local communities
- Develop the library assets and workforce to enhance the customer experience.

The public were invited to put forward their views regarding the draft Plan for Libraries between 25 January 2017 and 29 April 2017. To ensure we enabled all sections of our community to participate we carried out a further Equality Impact Assessment on our consultation plans. A total of **3,748** Plan for Libraries questionnaires were completed during the consultation period either online or through paper questionnaires.

The draft plan proposed to close 10 of the 17 libraries in our existing libraries network. Draft Equality Impact Assessments were completed to cover all the libraries earmarked for closure, and this was subsequently

extended so that all 17 libraries were covered. These have been further reviewed in the light of our revised proposals.

Relevant evidence from the conversation and the consultation has been considered and the findings are included as evidence in the EIA.

A select committee held on 15th May 2017 considered the draft plan for libraries and made recommendation to Cabinet. These included some which have direct relevance to Equality. They required;-

- An assessment of accessibility for each building, paying regard to areas of growth within the city
- An impact assessment for all staff, including temporary staff;
- A high level Equalities Impact Assessment for the entire Plan for Libraries

Having carefully considered the feedback from the public consultation, recommendations from the Council's Scrutiny Select Committee and having listened to the views of the people of Plymouth the Plan for Libraries has been amended. This revised plan significantly reduces the impact on our current visitors to 6.07% (down from the original proposal of 20%) with the closures we have detailed and for those who cannot use an alternative library they will still benefit from our online or outreach offer (including our Home Delivery Service). We have also identified a real need within Whitleigh; this community has not had a library service previously and we are meeting that need by talking to the community and providing an outreach service that meets that need.

Our proposal was to have a network of 7 library buildings that offer a full range of services remains unchanged (known as Tier 1 libraries) In order to deliver this the libraries will receive investment (where required) for modernisation, including adequate meeting spaces, at least 12 public access PCs and public access Wi-Fi, and a full complement of trained staff. The libraries will have standard extended hours of 57.5 per week.

Our new plan for libraries provides:

An estate of seven Tier 1 libraries at:

- Central,
- Crownhill (developed with meeting space),
- Devonport (developed with meeting space),
- Plympton,
- Plymstock,
- Southway (developed with meeting space)
- St Budeaux (proposed new development). Increasing overall opening hours by 26.5hrs per week.

An estate of four Tier 2 libraries at

	<ul style="list-style-type: none"> • Efford • Estover • North Prospect • Peverell <p>Opening hours for these Tier 2 libraries will remain “as is” but the community will be involved in how we can best utilise these hours across the week.</p> <p>We also plan to deliver</p> <ul style="list-style-type: none"> • Online services that are available 24/7 • An enhanced ‘click and collect’ service with selected accessible collection points across the city • An upgrade to our web-based library management system • ‘Pop-up’ libraries that can flex and change to suit the needs of different communities • Libraries which provide information and advice and a gateway to Council services <p>No libraries staff are being made redundant as a result of these changes, we will however reduce our current reliance on agency staff. The Council provides a diverse range of services to the community. To operate these services, the Council must be able to efficiently and effectively resource its workforce, including the ability to flex its staffing needs to meet demands using a contingent labour force. Temporary workers are often used to cover vacancies during transitional periods to protect permanent employment for existing workforce, and to mitigate the costs of pensions and redundancy if those posts are no longer needed.</p> <p>Agency workers are not employees of the Council, but are contracted to work for our Master Vendor Agency contractor. There is therefore no requirement for Plymouth City Council to undertake an Equalities Impact Assessment for those workers.</p> <p>We have clear policies and procedures in place to ensure that staff sharing protected characteristics are not unfairly discriminated against.</p> <p>An audit of the accessibility of all current library buildings has been undertaken and the outcomes of this are built into this EIA as evidence. The workforce impacts are also considered where these relate to protected characteristics in the Equality act, e.g. Gender Pay. A summary version of this EIA will be produced which will serve as the high level EIA envisaged by the Select Committee.</p> <p>This EIA reviews and summarises all the evidence from the individual EIA’s, as well as the consultation findings and other relevant evidence such as our Summary Equality Profile and Workforce Equality Profile.</p>
Author	Kevin Mckenzie / Chris Jones
Department and service	Policy and Intelligence / Library Service Project Team

Date of assessment	19/05/17
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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 /Mitigation	Timescale and who is responsible
Age	<p>The average age in Plymouth (39.0 years) is about the same as the rest of England (39.3 years), but less than the South West (41.6yrs).</p> <p>Of the 16 SW authorities we have the third lowest percentage of older people (75), and the fifth highest percentage of children and young people (under 18).</p> <p>Children and young people (CYP) under 18 account for 19.8 per cent of our population, within this 88.8 per cent are under 16.</p> <p>The proportion of people living in our community who are aged over 65 years old is predicted to in excess of 59,000 by 2031, an increase of 28%.</p> <p>Older people struggle to achieve the highest standard of physical and mental health due to age related illness, e.g. declining eye sight and hearing, physical frailty, trips and falls and dementia.</p> <p>Older people may have retired</p>	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older and younger people in Eggbuckland and Ernesettle are disproportionately likely to be affected by library closures.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on</p>	<p>We will offer a Home Library Service to older people who need it. We will plan this on the basis that take up will be strongest from the over 75 age group and consider the impacts of our aging population on this service.</p> <p>We will maintain our existing principal of digital by preference. Older people will continue to have the option to use a physical library.</p> <p>Public transport links to the nearest alternative library facilities to Eggbuckland and Ernesettle are good and parking is available. People over the age of 65 will have bus passes. 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>Parents with very young</p>	<p>Covered as part of the communication engagement and marketing plan</p>

	<p>before home computers (PCs) became widely used in the workplace.</p> <p>Eggbuckland, Ernesettle and West Park libraries, which are earmarked for closure, serve wards with a higher proportion of both older and younger people than the Citywide average.</p> <p>Older people were well represented in the library conversation and the formal consultation. They were less positive than other groups about our proposal to provide services online with many saying they did not have a computer.</p> <p>Overall Older people were more positive than other groups about our outreach service, those in the over 76 age group in particular welcomed the home library service, although most believed this would be a return to the mobile library service we withdrew in 2010.</p> <p>Those in 67 -75 age group were more likely to want to visit a library, they valued the social interaction and the opportunity to get out, they were concerned that they would not know where and when pop up</p>	<p>the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p>	<p>children will be able to access pop up libraries in the community however more work is needed to clarify the offer and we must ensure it is well promoted and available at times and in places that meet their needs.</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>Reassess staffing levels as a result of closure of library's to provide additional capacity for in-library and outreach offers.</p> <p>Promote the Home Library Service</p>	
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	<p>libraries were available if these were advertised online and that book choice would be limited.</p> <p>Younger people were under represented in the libraries conversation and despite the measures implemented in the formal consultation we only secured a total of 135 responses from people aged under 18. However many younger library users are parentally supported and we did secure a further 749 responses from parents who said they had children aged under 16 years old.</p> <p>Younger people were more positive about our proposal to enhance online services than any other group.</p> <p>Parents with children were significantly less enthusiastic with many commenting on the importance of printed books, reading and the library experience for children and young families.</p> <p>Parents with children were concerned about our outreach proposals in particular pop up libraries which they felt they would be unable to get to on the days they were open because of other commitments. They felt that book choice</p>			
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	would be limited and that their children would not have the same opportunity for social interaction. Services such as Storytime, Rhyme time and the Summer Reading Scheme were also valued.			
Disability	<p>A total of 31,164 people (from 28.5 per cent of households) declared themselves as having a long-term health problem or disability (national figure 25.7 per cent of households), compared with the total number of people with disabilities in UK (11,600,000). 10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability. 1,297 adults registered with a GP in Plymouth have some form of learning disability (2013/14).</p> <p>Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty.</p> <p>75% of disabled people rely on public transport, however Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Disabled people were well represented in the Library</p>	<p>Disabled library users who are resident in the four council wards that will no longer be served by a library will be displaced. A significant proportion of these will be mobility impaired and this is especially true of disabled residents of Honicknowle Ward.</p> <p>There is potential for a significant impact on disabled library users, especially those with mobility impairments. 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>Eggbuckland is well served by public transport and the nearest alternative tier 1 library, Crownhill is rated 3 star for parking by Disabled Go.</p> <p>Ernesettle is well served by public transport and the nearest alternative tier 1 library, St Budeaux is rated 3 star for parking by Disabled Go.</p>	<p>Consider whether a drop of and pick up point can be established at Devonport (and Peverell) Library so that mobility impaired customer displaced from Stoke library who wish to drive can use the facilities at times when Central and St Budeaux are busy.</p> <p>Promote Access Plymouth as part of the library closure arrangements</p> <p>Access Plymouth operate two services:</p> <ol style="list-style-type: none"> 1. Community car scheme – this is a not for profit car sharing scheme to help people with mobility problems get around Plymouth trips are charged at £1.20. 2. Dial A Ride provides a door to door service between any two points anywhere within the 	<p>Consider as part of implementation planning - Libraries Project Team.</p>

	<p>conversation. They were slightly under-represented in our consultation, although outreach efforts were made to increase participation, which included work with in house and partner agencies for whom disabled people are the main client group.</p> <p>A total of 4,381 people in receipt of a higher rate mobility component will no longer have a library in their council ward. Of these 1,985 live in Honicknowle Ward which is currently served by West Park Library, this is a disproportionately large number by comparison with the Citywide population. There are fewer Disabled people in the other three wards that will no longer have a library than the Citywide average.</p> <p>Access to our library buildings was reviewed based on Disabled Go audits, with the exception of Central Library which has not been audited since it reopened in its new premises. Whilst all of the libraries which will stay open meet basic legal access requirements, two, Peverell and Devonport do not have on street parking within 200m.</p>	<p>Laira is well served by public transport and the nearest alternative tier 1 library, Central is rated 3 star for parking by Disabled Go.</p> <p>Stoke is well served by public transport and whilst the nearest tier 1 library, Devonport does not have on street parking there are 2 tier 1 libraries within reasonable distance, Central and St Budeaux which are rated 3 star for parking by Disabled Go.</p> <p>Tothill is not currently well served by public transport. The nearest stop is 7 minutes' walk away, which would be a significant distance for someone with mobility impairment. The nearest alternative tier 1 library, Central is rated 3 star for parking by Disabled Go.</p> <p>West Park is well served by public transport and the nearest alternative tier 1 library, St Budeaux is rated 3 star for parking by Disabled Go.</p> <p>Disabled people are significantly less likely to live in households with access to the internet than non-disabled people.</p> <p>The range of services offered at tier 1 libraries will not be fully accessible to hearing impaired services users unless a hearing</p>	<p>Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. This is a more expensive option than public transport</p> <p>We will offer a Home Library Service to older people who need it.</p> <p>We will maintain our existing principal of digital by preference.</p> <p>Consider the demand and requirement of installing Hearing induction loops at all tier one and a portable induction loop for outreach locations providing group activities.</p> <p>Consider to have all library staff are trained in disability awareness.</p> <p>Consider all tier 1 libraries as safe places for learning disabled people.,</p> <p>Seek an alternative safe space in Ernesettle.</p> <p>Consider Inviting Disabled Go to carry out a new audit of our libraries and our proposed community outreach buildings.</p> <p>Continue to engage with</p>	
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	<p>Two of the tier 1 libraries, Plymstock and Southway do not have a hearing induction loop and Staff at Southway had not had disability awareness training at the time of the last disabled go audit.</p> <p>Disabled people were less likely to agree with our proposals, both overall and in relation to our enhanced service offer. Our library membership records indicate that only 170 members recorded they have a disability as at March this year. However of the 355 disabled people who responded to our consultation two thirds had visited the library in the last week and more than 80% had visited the library in the last month, only 5 had never visited a library.” Groups working with Disabled people told us that the lift in Central Library was difficult to use (PADAN), that Hearing impaired library users sometimes struggled to hear at reception desks in a noisy environment, and that a group serving visually impaired customers was frequently moved to different locations (HASC).</p> <p>Eggbuckland and West Park Libraries are designated safe places for adults with learning</p>	<p>induction loop is installed. This is less of a problem in tier 2 libraries which will not offer the same range of services and where self service is an alternative for book lending purposes.</p> <p>A regular space is required for visual impaired library users group ideally facilitated by the same member of staff.</p> <p>Alternative safe places are needed in Eggbuckland and West Park within reasonable distance of the libraries.</p> <p>Eggbuckland - Frogmore Stores, Dale Avenue (16 mins walk).</p> <p>West Park - McColl’s, Crownhill Road (2 min walk) Opening times: 6:00-22:00 Mon-Sat. 7:00-22:00 Sun.</p> <p>West Park - Freemans, Crownhill road (8 min walk) Opening times: 10:00-17:00 Mon- Sat. Closed Sun.</p> <p>Our proposed outreach locations must be accessible for disabled people to a similar standard as tier 2 libraries where they are providing lending services and to tier 1 standard where they provide group activities.</p>	<p>disabled people to better understand their needs through service user feedback and by working with in house and partner agencies for whom disabled people are the main client group.</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>Reassess staffing levels as a result of closure of library’s to provide additional capacity for in-library and outreach offers.</p> <p>Promote the Home Library Service</p>	
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	<p>disabilities. Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Our proposed outreach locations are accessible but have not to date been subject to a disabled go access audit.</p>			
<p>Faith/religion or belief</p>	<p>84,326 (32.9 per cent) of the Plymouth population stated they had no religion.</p> <p>Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1 per cent.</p> <p>Christianity: 148,917 people (58.1 per cent), decreased from 73.6 per cent since 2001.</p> <p>Islam: 2,078 people (0.8 per cent), doubled from 0.4 per cent since 2001.</p> <p>Buddhism: 881 people (0.3 per cent), increased from 0.2 per cent since 2001.</p> <p>Hinduism: 567 people (0.2 per cent) described their religion as Hindu, increased from 0.1 per cent since 2001.</p> <p>Judaism: 168 people (0.1 per cent), decreased from 181</p>	<p>No Impact Anticipated</p>	<p>N/A</p>	<p>N/A</p>

	<p>people since 2001.</p> <p>Sikhism: 89 people (less than 0.1 per cent), increased from 56 people since 2001.</p> <p>0.5 per cent of the population had a current religion that was not Christianity, Islam, Buddhism, Hinduism, Judaism or Sikh, such as Paganism or Spiritualism.</p> <p>Muslim groups were under-represented in our Libraries conversation. Specific efforts were made to promote the consultation to Muslim communities through the City's Mosques.</p> <p>Faith groups were well represented in our consultation their views were not significantly different from those of the wider community.</p>			
<p>Gender - including marriage, pregnancy and maternity</p>	<p>Overall 50.6 per cent of our population are women and 49.4 per cent are men: this reflects the national figure of 50.8 per cent women and 49.2 per cent men.</p> <p>There were 3280 births in 2011. Birthrate trends have been on the increase since 2001, but since 2010 the number of births has stabilised. Areas with highest numbers of births include Stonehouse (142), Whitleigh (137) and</p>	<p>We have already noted that parents with young children are concerned that pop up libraries will not meet their needs because they will not be available at times and in places they can get to.</p> <p>These are disproportionately likely to be accessing libraries with their Mother.</p> <p>Women are also disproportionately likely to be caring for an older relative who is unable to visit the library for</p>	<p>As we have noted above parents with very young children will be able to access pop up libraries in the community however more work is needed to clarify the offer and we must ensure it is well promoted and available at times and in places that meet their needs.</p> <p>Offering the Home Library Service to the over 75's may reduce the caring burden on</p>	<p>Covered as part of the communication engagement and marketing plan</p>

	<p>Devonport (137). Of those aged 16 and over, 90,765 people (42.9 per cent) are married. 5,190 (2.5 per cent) are separated and still legally married or legally in a same-sex civil partnership. Overall men were more likely to agree with our proposal to enhance our online offer and significantly more likely to agree with our proposals overall. 48% of males strongly agreed/agreed with the proposal to enhance the online service which was significantly higher than females (40%).</p> <p>Parents with children were significantly less enthusiastic about our proposals with many commenting on the importance of printed books, reading and the library experience for children and young families. Parents with children were concerned about our outreach proposals in particular pop up libraries which they felt they would be unable to get to on the days they were open because of other commitments. They felt that book choice would be limited and that their children would not have the</p>	<p>themselves. There may be an adverse impact to women if there is significant displacement from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p>	<p>women in this position. Rhymetimes and other children orientated activities, e.g. summer reading schemes, which currently run from libraries that are closing will be delivered from other community outreach locations and this will reduce the impact. 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 Promote the outreach locations where library services will be delivered Reassess staffing levels as a result of closure of libraries to provide additional capacity for in-library and outreach offers. Promote the Home Library Service</p>	
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	same opportunity for social interaction. Services such as Storytime, Rhyme time and the Summer Reading Scheme were also valued.			
Gender reassignment	<p>Recent surveys have put the prevalence of transgender people between 0.5 and 1% of population (some very recent reports have upped this to 2%).</p> <p>Over the last 8 years the prevalence of transgendered people in the UK has been increasing at an average rate of 20%+ per annum in adults and 50% for children.</p> <p>In 2015 there was a 100% increase in referrals to the Gender Identity Development Service at the Tavistock & Portman Institute.</p> <p>The average age for presentation for reassignment of male-to-females is 40-49.</p> <p>For female-to-male the age group is 20-29.</p> <p>Twenty three transgender people belong to Pride in Plymouth.</p> <p>Transgendered people were well represented in our consultation their views were not significantly different from those of the wider community.</p>	No impact anticipated	N/A	N/A
Race	92.9 per cent of Plymouth's	Plymouth's population is likely to	Library stock should reflect	Consider as part of

	<p>population identify themselves as White British.</p> <p>7.1 per cent identify themselves as Black and Minority Ethnic (BME) with White Other (2.7 per cent), Chinese (0.5 per cent) and Other Asian (0.5 per cent) the most common ethnic groups.</p> <p>Our recorded BME population rose from 3 per cent in 2001 to 6.7 per cent in 2011, and therefore has more than doubled since the 2001 census.</p> <p>Recent census data suggests we have at least 43 main languages spoken in the city, showing Polish, Chinese and Kurdish as the top three. Based on full year data for 2012-13, our Translate Plymouth services recorded that the most requested languages are Polish, British Sign Language (BSL) and Chinese Mandarin.</p> <p>Nearly 100 different languages are spoken in schools by children of different backgrounds. Polish and Arabic are the most common, spoken by 385 and 143 children respectively.</p> <p>Four neighbourhoods have a population of school age children where 20 per cent or more are from a BME background. They are City</p>	<p>continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.</p>	<p>the diversity of our community, both in terms of language and cultural norms.</p> <p>We should consider making basic information available in the main community languages in areas of the city where there is a proportion of residents for whom English is not their main language.</p>	<p>implementation planning - Libraries Project Team.</p>
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	<p>Centre (38.0 per cent), Greenbank and University (32.3 per cent), Stonehouse (29.9 per cent) and East End (23.4 per cent). There are 2,204 of compulsory school age children (5 to 16 years old) that speak English as an additional other language (January 2016).</p> <p>The Ride has 13 recently refurbished permanent site pitches. We have three small private sites with a total of 4 pitches. In 2010, which was our peak year, we dealt with 44 unauthorised encampments in the city with over 200 children living on them.</p> <p>The 2011 Census records that there were 4328 people from the A8 and A2 Accession Countries.</p> <p>Kurdish, Chinese and White Other ethnic groups were under-represented in our Libraries conversation. Specific efforts were made to promote the consultation to BME communities. This included offering information in languages other than English and contacting a wider range of organisations working with BME groups in the community.</p> <p>BME groups were well represented in our consultation</p>			
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	<p>their views were not significantly different from those of the wider community.</p>			
<p>Sexual orientation - including civil partnership</p>	<p>Lesbian, gay and bisexual people are more likely to report that they have never been asked about their views by local service providers. Lesbian, gay and bisexual people recognise that data gathering about the sexual orientation of service users can be an important way to improve services. Lesbian, gay and bisexual people have an expectation that they will be treated less favourably than heterosexual people when they deal with schools and family services.</p> <p>There is no precise local data on numbers of Lesbian, Gay and Bi-sexual (LGB) people in Plymouth, but nationally the government have estimated this to be between 5 - 7 per cent and Stonewall agree with this estimation given in 2005. This would mean that for Plymouth the figure is approximately 12,500 to 17,500 people aged over 16 in Plymouth are LGB.</p> <p>There are 464 people in a registered Same-Sex Civil Partnership.</p> <p>Around 4% of the participants in our Library conversation were LGB. As this was lower</p>	<p>No impact anticipated</p>	<p>N/A</p>	<p>N/A</p>

	than that expected on the basis of national data we promoted the consultation through Plymouth Pride Forum. We secured 6.7% of respondents from the LGB community in the consultation their views were not significantly different from those of the wider community.			
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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
Reduce the gap in average hourly pay between men and women by 2020.	<p>We have set a Corporate Equality Objective to reduce the gap in average hourly pay between men and women by 2020.</p> <p>Women employed by Plymouth City Council currently earn 97% of the average full time hourly wages of their male colleagues. The library service currently employs 87 people, of whom 76 (*&5) are women. No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will be considered by corporate policies aimed at reducing the gap.</p>	Human Resources
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.	<p>We have set a Corporate Equality Objective to 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.</p> <p>To support this corporate commitment Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p>	Libraries Project Team
Good relations between different communities (community cohesion)	<p>We have set a Corporate Equality Objective to increase the number of people who believe people from different backgrounds get on well together in targeted neighbourhoods by 2020.</p> <p>Community spaces are an important ingredient in promoting cohesion at neighbourhood level. Three of our four target areas for improving Community Cohesion are affected by the proposed library closures.</p> <p>It will be important to ensure that the outreach opportunities provided in these areas offer opportunities for diverse communities in these areas to mix.</p>	Libraries Project Team/Community Connections Team
Human rights	The Council is required to act in a way which is compatible with the rights	Libraries Project Team

<p>Please refer to guidance</p>	<p>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>The provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services ensures there will continue to be a provision of the library service available to the community in areas where libraries are closing.</p> <p>Outreach provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public and provide opportunities for diverse elements of the community to mix this promoting community cohesion.</p>	
---	---	--

STAGE 4: PUBLICATION



Date 310517

Faye Batchelor Hambleton

Assistant Director of Customer Services

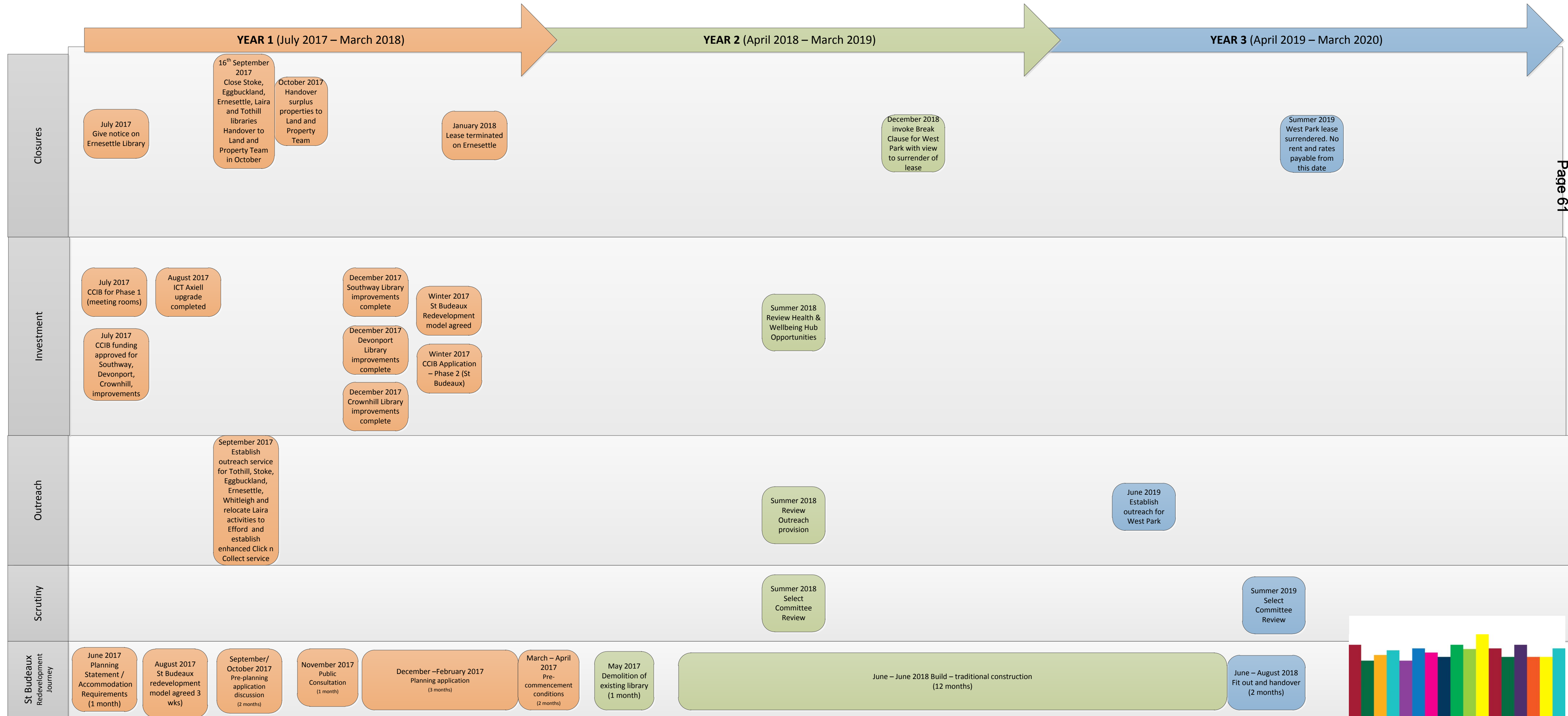
Appendix B

KEY PERFORMANCE INDICATOR MEASURES FOR NEW LIBRARY SERVICE

Key Performance Indicator (KPI)		Reporting Frequency
KPI I.11	NEW PROPOSED - Increase the number of book issues	Monthly
KPI I.12	NEW PROPOSED - Increase new membership	Monthly
KPI I.13	NEW PROPOSED - Increase summer reading challenge sign up	Annual
KPI I.14	NEW PROPOSED - Increase % of Summer reading challenge completions	Annual
KPI I.15	NEW PROPOSED - Increase % of visitors who access health related activity during their visit	Monthly
KPI I.16	NEW PROPOSED - Increase % of visitors who access digital Inclusion related activity during their visit	Monthly
KPI I.17	NEW PROPOSED - Overall visits to library buildings	Monthly
KPI I.18	NEW PROPOSED - Volume of outreach activities (combination of Events, hours, engagement)	Monthly
KPI I.19	NEW PROPOSED - Increase E-book issues	Monthly
KPI I.20	NEW PROPOSED - Increase Digital Magazine issues	Monthly

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Plan for Libraries Implementation Journey



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APPENDIX D
TCC06: COMMUNICATION ENGAGEMENT AND
MARKETING PLAN



DOCUMENT APPROVALS

Role	Name	Signature	Date
Project Executive	Faye Batchelor-Hambleton		
Programme Manager	Ross Johnston		
Project Board	N/A		
Project Manager	Karen Renshaw		
Communications Lead	Tammy Baines		

VERSION CONTROL		
v1- Communication Engagement and Marketing Plan		Chris Jones

COMMUNICATIONS AND MARKETING FOR LIBRARY SERVICE 2017 TO 2020

This plan aims to outline the key activities and timescales for communicating engagement and marketing the implementation to all stakeholder groups.

STAKEHOLDER	CHANNEL(S)
INTERNAL	
Cabinet members (Leader and Councillor Jordan)	Regular face-to-face briefings Email updates
Elected members	Conservative group briefing Labour leader briefing Ward councillor briefings
Team Plymouth	Email updates
CMT, SMT, DMT Directors	Briefings / meetings
CST Programme & other Transformation Programmes	Staff meetings Email updates
All Staff:	Weekly staff newsletter Staff Room Chief Executive's briefing Email updates
Libraries and customer services staff	Face-to-face briefings to ensure staff can advocate the plans for customers and key stakeholders
Library volunteers	Face to face briefings
Trade unions (Unite, Unison and GMB)	Regular briefings/meetings
Arts and Heritage	Statutory Consultation, Face to face briefings, Email updates
EXTERNAL	
Library users	Existing email newsletter Information in libraries (flyers/posters)
Non-users / wider public	Media, Social media, Council newsletters, Website
Services/groups running sessions at libraries	Face-to-face briefings Email updates
Library Taskforce/DCMS	Briefing / Email update
Volunteer and community sector partners	Face to face briefings Email updates
Outreach venue partners	Face to face briefings Email updates
Health and wellbeing partners including patient participation groups	Face to face briefings Email updates
Education - early years, schools, colleges, HE	Email updates
Housing providers/associations	Email updates
Disability groups (eg PADAN)	Email updates
Businesses	Email updates
MPs	Email updates

Communication plan for first two months:

Date	What	How
July	Reinforce the vision and rationale to staff in the service	Staff meetings and one to ones with Library staff
July	Inform the Library Taskforce/DCMS/MPs	Briefing / Email update
July/August	Inform all PCC staff of the changes to the library service along with the Trade unions (Unite, Unison and GMB)	Weekly staff newsletter, Staff Room Chief Executive's briefing, Email updates
July/August	Update library website to reflect changes, start the process of informing the general public of alternative libraries and services on offer	Update
July/August	Publish dates of closures to the general public, community groups, partners and key stakeholders in neighbourhoods	Existing email newsletter Information in libraries (flyers/posters) website, Twitter, Facebook and Emails
July/August	Inform the volunteer and community sector partners	Face to face / Email
July/August	Inform the public how and where they can access alternative services including online services and public access PCs	As above plus publish map on the PCC website of available PCs
July/August	Brief outreach venue partners	Face to face
July/August	Communicate the online offer including eBooks, audiobooks, Magazines and eResources	Media, Social media, Council newsletters, Website
July/August	Communicate that the click and collect service which will also be available at outreach venues	As above
July/August	Communicate the outreach locations where and when library services (pop-ups) will be delivered	As above
July/August	Highlight alternative transport arrangements in libraries including Access Plymouth	As above
July/August	Engage with the non-using (of the library services) residents of Plymouth the library service	As above
July/August	Communicate the benefits of a Home Library Service and engage with older people	As above
July/August	To communicate nearest alternative Safe Space as part of Library closure arrangements	As above
July/August	Engage the disabled people with disabilities and appraise what the library can provide	As above and Email disability groups i.e. PADAN

Note

Relevant communications will be repeated for the planned closure of West Park and a separate communication and engagement plan will be produced for the opening of the refurbished St Budeaux site.

Marketing Strategy for the Library Service 2017-20.**Library vision**

To deliver a quality, sustainable library service based around 6 universal offers of Reading, Digital, Health, Information, Learning and Culture.

Aims

- Increased library membership and number of active users
- Increased numbers attending regular library activities
- People know they can get help and essential resources at the library
- Increased visibility for the library; raising the profile amongst key stakeholders within the council and city of the library's ability to deliver key outcomes, promoting a future of Library First
- Increased engagement with schools

Objective	How
To promote a culture of Library First across the Council (including CMT and Councillors) Libraries to be seen as a natural first choice to deliver services to local communities	Improve communication with Councillors and CMT through regular emails and updates about library activities reinforcing how libraries contribute to corporate objectives
Improve the curb appeal of library buildings to highlight what's on offer inside the library building	A rolling programme to include the use of A boards, noticeboards, banners, signage etc
Increase confidence of library staff to engage with library users and non-users	Training with CREW Training taking place throughout June 2017 to include Visitor engagement, communication and presentation skills
Improve access and awareness of the online offer including 247 library, eBooks, magazines and eResources	New library website as part of the IT upgrade Monthly promotions to highlight resources Social media
Deliver a yearly programme of activities based around national and local initiatives and the Universal Offers: Digital, Health, Reading, Information, Learning and Culture	Work with library staff and communities to develop activities Promote through library email newsletter, flyers/posters, social media, outreach
Ensure that new library members are aware of all the library offers	Send welcome email to new members

	Produce new flyer to explain library offer
Increase use of social media to promote the library offer	Frontline staff to become more involved to provide an on the job perspective Increase use of targeted ads and campaigns to reach non-library users Promote social media channels through offline methods including posters and flyers
Increase numbers of children joining in with the 2017 Summer Reading Challenge	Promote through school assemblies/invitations in book bags Social media/online and in libraries
Summer 2017 Join CATERed on the Big Summer Food tour and deliver targeted activities in Devonport, St Budeaux and Whiteleigh through the Arts Council Libraries Opportunities for Everyone project	Build on existing partnerships in the targeted areas and develop new ones Develop a brand that will engage children and families to work across all media, including online and printed.
Gain a better understanding of what library users and non-users want using different methods including library data, consultation and feedback	Improve use of data held to better inform book stock and library activities and to measure and evaluate success
Work more closely with schools to promote the benefits of library membership to children and families	Increase the number of class visits to libraries Develop a programme to highlight 'more than books' ie Coding/Digital making Investigate feasibility of 'Every Child a Library member' project to join all children in a school
Increase awareness of library services amongst new parents	Work with Registration services to develop automatic membership at birth through Tell Us Once
Promote the library as a 'thing to join' to new residents including students	Be aware of new housing developments and link in with developers to include library promotional material in welcome packs Make links with Plymouth Universities and Colleges to promote benefit of library membership to new students

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APPENDIX E

HSPS 01 – HEALTH, SAFETY AND WELLBEING RISK ASSESSMENT FORM



Health, Safety and Wellbeing Team

Assessment Reference No.	External Library events – Generic 0116	Area or activity assessed:	Generic library run events held away from library buildings.	Total number of sheets used:
Assessment date	14/01/2016			

Step One - Identify Hazards or Activity

Consider the activity or work area and identify if any of the hazards listed below are significant (tick the boxes that apply).

1	Confined space	<input type="checkbox"/>	2	Condition of building & glazing	<input checked="" type="checkbox"/>	3	Display screen equipment	<input type="checkbox"/>	4	Electrical hazards or Equipment	<input type="checkbox"/>	5	Work at height	<input type="checkbox"/>	6	Fall of objects	<input type="checkbox"/>
7	Fire hazards & flammable material	<input type="checkbox"/>	8	Fixed machinery or equipment	<input type="checkbox"/>	9	Food preparation	<input checked="" type="checkbox"/>	10	Hazardous fumes/dust chemical	<input type="checkbox"/>	11	Hazardous biological agents	<input type="checkbox"/>	12	Heating, lighting & ventilation	<input checked="" type="checkbox"/>
13	Layout, storage, space, obstructions	<input checked="" type="checkbox"/>	14	Lone working	<input type="checkbox"/>	15	Manual handling	<input checked="" type="checkbox"/>	16	Mechanical Lifting	<input type="checkbox"/>	17	Noise	<input type="checkbox"/>	18	Slips and trips	<input checked="" type="checkbox"/>

HEALTH AND SAFETY RISK ASSESSMENT FORM (RA1)

19	Stress	<input type="checkbox"/>	20	Outdoor work	<input type="checkbox"/>	21	Portable tools / equipment	<input type="checkbox"/>	22	Pressure vessels or stored energy	<input type="checkbox"/>	23	Repetitive movements or static postures	<input checked="" type="checkbox"/>	24	Staff welfare facilities	<input checked="" type="checkbox"/>
25	Transport / driving at work	<input type="checkbox"/>	26	Vibration	<input type="checkbox"/>	27	Violence	<input type="checkbox"/>	28	Vulnerable people	<input checked="" type="checkbox"/>	29	Safety of person operating bike/public attending	<input type="checkbox"/>	30	First Aid	<input checked="" type="checkbox"/>

STEP TWO – DECIDE WHO MAY BE HARMED

Person/s who may be harmed or affected by the activity:	<i>Staff, public</i>	List any groups vulnerable persons/staff	
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Step Three & Four – Evaluate the risks, decide on precautions & record your findings

For each hazard identified in Step one, complete Step three and four.

HEALTH AND SAFETY RISK ASSESSMENT FORM (RA1)

Hazard number	Describe the Hazard & consequences	What are you already doing to control the risk	Residual risk			What else (if anything) do you need to do to control the risk	Reduced risk		
			S	L	R		S	L	R
2	Condition of building & glazing	<p>Confirm with person responsible for building that windows open fully, heating and fans are in good working order.</p> <p>Any issues or concerns must be raised and dealt with in advance of event going ahead.</p>	2	2	4				
9	Food preparation	<p>If using outside caterers for event, essential to ensure that relevant risk assessment and checks are in place.</p> <p>If library staff are providing food then pre prepared food will be used, library staff will be responsible for laying food out and removing it again after event.</p> <p>Allergy notices will be on display and possibility of food being in contact with nuts.</p> <p>All utensils, including those that are sharp will be kept away from public areas at all times.</p> <p>Beverages Preparation – staff/caterers to be in charge of preparing drinks and using hot water urns.</p> <p>Coffee, teabags, milk and sugar all to be checked for in date use.</p>	2	2	4				

HEALTH AND SAFETY RISK ASSESSMENT FORM (RA1)

		Items to be washed up and put away safely at the end of each event. Washing up to take place away from public area in staff room.						
12	Heating, lighting & ventilation	Checks will be made to ensure that all heating, lighting and ventilation are in good working order.	2	2	4			
13	Layout, storage, space, obstructions	Beverages will be placed on sturdy tables to prevent risk of spillage and accidents from hot fluids. Making sure tables are set up away from fire exits and obstructions and any resources stored underneath tables in a box keeping walk ways clear.	2	2	4			
15	Manual handling	Two members of staff to put up tables, pick up tables and chairs, correct manual handling procedures to be followed.	3	1	3			
18	Slips and trips	All spillages will be cleared up immediately and area cordoned off if necessary.	3	2	6			
23	Repetitive movements or static postures	Staff to rotate around activities to ensure they are not standing up for whole event.	2	1	2			
24	Staff welfare facilities	Toilets and break areas to be made available to all staff.	2	1	2			
28	Vulnerable people	Staff all have DBS checks and are aware of safeguarding policy	2	1	2			

HEALTH AND SAFETY RISK ASSESSMENT FORM (RA1)

		Children will be accompanied by parents or their guardian.							
30	First Aid	Each member of library staff is classed as an Appointed Person who will contact Emergency Services if needed.	3	2	6				

RISK RATING MATRIX

RISK LEVEL

		Severity				
		Insignificant	Minor	Moderate	Major	Fatal
Likelihood	Very unlikely	1 Green	2 Green	3 Green	4 Green	5 Amber
	Unlikely	2 Green	4 Green	6 Amber	8 Amber	10 Red

HEALTH AND SAFETY RISK ASSESSMENT FORM (RA1)

	Possible	3 Green	6 Amber	9 Amber	12 Red	15 Red	Risk rating	Risk level
	Likely	4 Green	8 Amber	12 Red	16 Red	20 Red	1 – 4 green	Low
	Almost certain	5 Amber	10 Red	15 Red	20 Red	25 Red	5 – 9 amber	Medium
							10 – 25 red	High

Step Five - (Monitor) Action Plan

Section 1- Risk assessor to complete and discuss with manager			Section 2 - Manager to complete, monitor and review					
Hazard number	Risk rating	Action required	Action assigned to	Cost/ resources required	Target date	Date action completed	Monitor action until (date)	Move control measure into current controls and reassess risk
2	4	No further actions needed.						
9	4	No further actions needed.						
12	4	No further actions needed.						
13	4	No further actions needed.						
15	3	No further actions needed.						
18	6	Assessment reviewed, no further action						

		needed.						
23	2	No further actions needed.						
24	2	No further actions needed.						
28	2	No further actions needed.						
30	6	Assessment reviewed, no further action needed.						

Risk score and description

Risk score	Risk level	Category	Description
1 – 4	Low	Acceptable	No further actions needed.
5 – 9	Medium	Tolerable/Adequate	But ensure at the review that there is nothing else which could be done.
9 – 15	High	Undesirable	Immediately look at reasonably practicable ways to reduce the risk.
16 – 25	Very High	Unacceptable	Stop activity and make immediate improvements.

Step Five - (Review) Assessment review record

This form can be completed each time the risk assessment is reviewed. It is not necessary to re-write the assessment unless there are changes made that need to be recorded.

Date of review	Name of Reviewer	Reason for review	Comments	Next review date

Assessor and manager declarations

Assessor					
I confirm that this assessment has been completed using all available materials, publications or guidance documentation available, and is an accurate reflection of the activity or equipment being assessed.					
Name of assessor/s:	Natalie Pond	Signature:		Directorate:	Transformation and Change
Name of others involved with assessment:				Service area:	Customer Services

Managers declaration		
I confirm that this risk assessment is an accurate reflection of the risks and controls in place	Yes	No
I will endeavour to ensure that the actions outlined in the action plan are progressed and completed by the agreed target dates	Yes	No
Managers comments:		
Managers name (print):	Managers signature:	Date:

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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 Edward's Church
- Activate, Eggbuckland School

The preferred venue is St Edward's Church

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 a financial impact 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

	<p>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>
Author	Chris Jones / Kevin Mckenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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																
<p>Age</p>	<table border="1" data-bbox="481 363 1003 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>Source: annual populations survey 2012</p> <p>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>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</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>Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</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>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</p> <p>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>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>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>Disability</p>	<p>Day to day activities</p>	<p>Number in ward</p>	<p>%</p>	<p>% variance with</p>	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach</p>	<p>A Macdonald tbc</p>

				city wide average	<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:</p> <p>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 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>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</p>	<p>locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</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 Equality Act 2010 compliant</p>						

		to be provided by an alternative library, or through the online and outreach offers.		
	<p>Safe Space Scheme</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>Alternative safe places are needed in Eggbuckland within reasonable distance of the libraries.</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements and seek an alternative safe space in Eggbuckland.</p>	<p>A Macdonald tbc</p>
<p>Faith/religion or belief</p>	No impact anticipated.			
	N/A			
	N/A			
	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%			
	Residents were more likely to profess Christianity and slightly less likely to be Muslim compared to the citywide population. Residents were more likely to profess to a religion, than profess no religion.						
Gender - including marriage, pregnancy and maternity	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 more likely to be widowed (+1.0%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries				We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	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 Promote the outreach locations where library services will be delivered	A Macdonald tbc
Gender reassignment	Data covering gender reassignment is not available at ward level.				No adverse impact anticipated	N/A	N/A
Race					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	12,664	94.9	+2.0%			
	White Other	259	1.9	-1.3%			
	Mixed	120	0.9	-0.4%			
	Asian/Asian British	178	1.3	-0.2%			
	Black/Black British	82	0.6	-0.1%			
	Other ethnic group	48	0.4	0.0%			
	<p>Over 98% of residents over three years old 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>						
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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women.	N/A

<p>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.</p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.</p>	<p>N/A</p>
<p>Good relations between different communities (community cohesion)</p>	<p>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</p>	<p>N/A</p>
<p>Human rights Please refer to guidance</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>

STAGE 4: PUBLICATION

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

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, Whiteleigh
- RiverView assisted living accommodation
- Space Centre

The preferred venue is RiverView assisted living accommodation

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 a financial impact 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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="483 472 1010 874"> <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="483 890 994 922">Source annual populations survey 2012.</p> <p data-bbox="483 946 1028 1015">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="1059 427 1509 571">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1059 595 1509 738">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1059 762 1509 906">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1059 930 1509 1106">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1059 1129 1509 1273">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1059 1297 1509 1441">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their</p>	<p data-bbox="1532 427 1872 496">Promote online lending of eBooks</p> <p data-bbox="1532 520 1872 663">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1532 687 1895 791">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1532 815 1872 919">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1532 943 1872 1086">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1532 1110 1888 1179">Promote the Home Library Service</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
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		<p>peer group libraries provide, particularly for those of pre-school age.</p> <p>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>There are currently no targeted activities operating from this library.</p> <p>During Summer 48 young people engaged in the Summer Reading challenge and may be inconvenienced were this library to close.</p>														
<p>Disability</p>	<table border="1" data-bbox="481 879 1039 1166"> <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>+4.2</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>+1.8</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</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	+4.2	Limited a little	1703	12.2	+1.8	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</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 & Bush in Ernesettle. Service number 43 runs at 15 minute intervals.</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 Equality Act 2010 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	%	% var													
Limited a lot	1985	14.2	+4.2													
Limited a little	1703	12.2	+1.8													

	<p>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 Equality Act 2010 compliant</p>	<p>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 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>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</p>		
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		outreach offers.																																										
	<p>Safe Space Scheme</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>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc																																								
Faith/religion or belief	<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> <p>Residents were less likely to profess Christianity more likely to profess no</p>	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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	religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.																															
Gender - including marriage, pregnancy and maternity	<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>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<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																												
Gender reassignment	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A																												
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Ethnicity	Number	%	% var																													
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	<p>The second most widely spoken language is Polish (48) and South Asian (18).</p> <p>Source: 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>			
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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.</p>	N/A
Good relations between different communities (community cohesion)	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	N/A

	<p>temporary impact on community cohesion between the library closing and alternative community spaces being established.</p>	
<p>Human rights Please refer to <u>guidance</u></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 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>	<p>N/A</p>

STAGE 4: PUBLICATION

Date 12.06.2017



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

There are 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: Efford

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 a financial impact 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)

£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	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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"> <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>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</p> <p>Source annual populations survey 2012.</p> <p>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>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the</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>Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p>Promote the Home Library Service</p>	A Macdonald Tbc
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	<p>library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</p> <p>Potential impact on younger and older people is lower in the local community as there are less younger and 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>The Summer Reading Challenge is a citywide initiative and 23 young readers accessed Laira Library to participate in the challenge.</p>		
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Disability					<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 require one bus from the most direct stop.</p> <p>To Efford library the bus service numbers 8 & 9.</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>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run</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 Equality Act 2010 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	1,394	9.89	-0.2			
	Limited a little	1,368	9.70	-0.7			
<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 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 Equality Act 2010 compliant due to accessibility issues (front step into the building).</p> <p>There is a lack of potential Equality Act 2010 compliant outreach venues in the</p>							

	local area which will reduce the choice of suitable outreach venues	from these libraries to be provided by an alternative library, or through the online and outreach offers.																		
Disability	<p>Safe Space Scheme</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																
Faith/religion or belief	<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>7242</td> <td>51.4</td> <td>-6.7</td> </tr> <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> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7242	51.4	-6.7	Buddhist	48	0.3	+0.04	Hindu	26	0.18	-0.02	No impact anticipated.	N/A	N/A
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Gender - including marriage, pregnancy and maternity	<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>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<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																								
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								

Race					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			
	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			
	<p>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)</p> <p>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</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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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 alternative community spaces being established.	N/A
Human rights Please refer to guidance	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, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the	N/A

	<p>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 12.06.2017



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:

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- 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.

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- 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

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- 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

The preferred venue is 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 a financial impact and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

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	<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> <ul style="list-style-type: none"> ▪ 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. <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
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<p>Source annual populations survey 2012.</p> <p>Currently people aged 60+ are entitled to a free bus pass</p>							

		<p>facilities, therefore no adverse impact is expected</p> <p>Potential impact on 16-64 year olds is slightly more in the local community 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>Users make use of the Book Club, averaging nine attendees per event, and the Rhymetime, averaging 21 attendees per event.</p>														
<p>Disability</p>	<table border="1" data-bbox="481 957 1025 1316"> <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>1309</td> <td>9.4</td> <td>-0.6%</td> </tr> <tr> <td>Limited a little</td> <td>1313</td> <td>9.5</td> <td>-0.9%</td> </tr> </tbody> </table> <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</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1309	9.4	-0.6%	Limited a little	1313	9.5	-0.9%	<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, there is about a four minute walk to the nearest bus stop.</p> <p>To Devonport library by public transport the service 21 runs every 10 mins to the bus stop</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 Equality Act 2010 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 in ward	%	% variance with city wide average													
Limited a lot	1309	9.4	-0.6%													
Limited a little	1313	9.5	-0.9%													

	<p>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>directly outside Devonport Library, journey time of six minutes. Return journey can be made the same way. It is possible to walk between the libraries in 13 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>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 Stoke; there is limited parking available at St Budeaux, but no allocated parking at Devonport (on street is available nearby).</p> <p>However this impact will be reduced due to the commitment that has been made for the</p>	<p>Promote the Home Library Service</p>	
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		activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.		
Disability	<p>Safe Space Scheme</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 and are feeling overwhelmed.</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> <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>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc

Faith/religion or belief					No impact anticipated.	N/A	N/A
	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 religion	5073	36.6%	+3.7%			
	Not stated	1097	7.9%	+0.8%			
	Residents were less likely to profess Christianity and slightly more likely to be Muslim as the citywide population. Residents were less likely to profess to a religion, than profess no religion.						
Gender - including marriage, pregnancy and maternity	Residents are slightly more likely to be male than the citywide average (+1.5%). Men 50.9%, Women 49.1%. Residents are more likely to be single and never married than the city wide average (-6.2%), slightly more likely to be divorced				We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line	A Macdonald tbc

	<p>(+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>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>Gender reassignment</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>Race</p>	<table border="1"> <thead> <tr> <th data-bbox="483 810 658 1018">Ethnicity</th> <th data-bbox="658 810 797 1018">Number in Ward</th> <th data-bbox="797 810 880 1018">%</th> <th data-bbox="880 810 1032 1018">% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 1018 658 1110">White British</td> <td data-bbox="658 1018 797 1110">12,396</td> <td data-bbox="797 1018 880 1110">89.4</td> <td data-bbox="880 1018 1032 1110">-3.5%</td> </tr> <tr> <td data-bbox="483 1110 658 1203">White Other</td> <td data-bbox="658 1110 797 1203">663</td> <td data-bbox="797 1110 880 1203">4.8</td> <td data-bbox="880 1110 1032 1203">+1.6%</td> </tr> <tr> <td data-bbox="483 1203 658 1257">Mixed</td> <td data-bbox="658 1203 797 1257">265</td> <td data-bbox="797 1203 880 1257">1.9</td> <td data-bbox="880 1203 1032 1257">+0.6%</td> </tr> <tr> <td data-bbox="483 1257 658 1350">Asian/Asian British</td> <td data-bbox="658 1257 797 1350">287</td> <td data-bbox="797 1257 880 1350">2.1</td> <td data-bbox="880 1257 1032 1350">+0.6%</td> </tr> <tr> <td data-bbox="483 1350 658 1436">Black/Black British</td> <td data-bbox="658 1350 797 1436">149</td> <td data-bbox="797 1350 880 1436">1.1</td> <td data-bbox="880 1350 1032 1436">+0.4%</td> </tr> </tbody> </table>	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%	<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>
Ethnicity	Number in Ward	%	% variance with City wide average																									
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	Other ethnic group	101	0.7	+0.3%			
	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. Source: 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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community	The headline rate of Community Cohesion in Stoke Ward is 64%, this is 8% below the citywide average and 25% below the national average.	N/A

<p>cohesion)</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>	
<p>Human rights Please refer to guidance</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 Stoke 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>

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

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 – 3rd 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 a financial impact 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

	<p>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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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		Our home library service will need to meet the needs of an increasing number of physically frail older people.	Promote online lending of eBooks Library staff will provide assistance to	A Macdonald tbc

Age	Number in Ward	%	% variance with City wide average
0-15	2219	15.4	-2.1
16- 64	10694	74.0	+9
64+	1541	10.7	-6.7

Source: annual populations survey 2012.

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

Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia. Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT. Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer. Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes. Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age. The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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

anyone who needs help accessing the service on line
 Promote click and collect service which will be available at outreach venues
 Promote the outreach locations where library services will be delivered
 Promote alternative transport arrangements in libraries including Access Plymouth services
 Promote the Home Library Service.

		<p>impact is expected</p> <p>Potential impact in the 16-64 age range which is more in this area than the rest of the city.</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>Based on 2014 mosaic data analysis indicates a higher than average transient population possibly due to the area's proximity to the city centre</p> <p>50 School age users did (2015/2016) make use of the Library to engage in the Summer Reading Challenge</p>														
<p>Disability</p>	<table border="1" data-bbox="488 1046 1093 1359"> <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>1238</td> <td>8.7</td> <td>-1.3</td> </tr> <tr> <td>Limited a little</td> <td>1287</td> <td>9.0</td> <td>-1.4</td> </tr> </tbody> </table> <p>In total just over 25% of the community reported that they had a long term health</p>	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	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Tothill library is not serviced by a nearby bus route. The nearest bus stop is estimated to be 20 mins walk away.</p> <p>Transport links to the nearest libraries that we propose to keep open</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
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	<p>condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>There are two people who recorded their first language as British Sign Language in the last census.</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</p> <p>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</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 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. 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;</p>		
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		these are public car parks therefore spaces are not guaranteed.																																										
Disability	<p>Safe Space Scheme</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>	N/A	N/A																																								
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	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.															
Gender - including marriage, pregnancy and maternity	<p>Residents are slightly more likely to be males than the citywide average (+2.4%). Men 51.8%, Women 48.2%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<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												
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A												
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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			
	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 Chinese (75) are the most common alternative main languages. 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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist,	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A

homophobic, transphobic and faith, religion and belief incidents by 2020.		
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	<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 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>	N/A

STAGE 4: PUBLICATION

Date 12.06.2017

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**. It will close when St Budeaux investment has been completed which is estimated to be around Summer 2019

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

The preferred venue is Honicknowle Youth Centre

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 a financial impact 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)
 £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

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 libraries: Crownhill and St Budeaux

Author

Chris Jones and Kevin Mackenzie

Department and service

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

Date of assessment

Final version 12/06/17

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="483 499 1070 831"> <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="483 847 994 879">Source annual populations survey 2012.</p> <p data-bbox="483 903 1111 970">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="1137 459 1641 563">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1137 587 1641 722">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1137 746 1641 890">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1137 914 1641 1058">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1137 1082 1641 1185">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1137 1209 1641 1433">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p>	<p data-bbox="1664 459 1926 531">Promote online lending of eBooks</p> <p data-bbox="1664 555 1926 722">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1664 746 1926 930">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1664 954 1926 1129">Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc
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>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</p> <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>Disability</p>	<table border="1" data-bbox="483 986 1108 1337"> <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>1985</td> <td>14.2</td> <td>+4.2</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>+1.8</td> </tr> </tbody> </table> <p>In total just over 26% of the community</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1985	14.2	+4.2	Limited a little	1703	12.2	+1.8	<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 taking one bus from the most direct stop.</p> <p>Transport links to the nearest libraries that we propose to keep open: St Budeaux library is 1.4 miles from</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1985	14.2	+4.2													
Limited a little	1703	12.2	+1.8													

	<p>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 Equality Act 2010 compliant</p>	<p>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 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 displacement. The current site at St Budeaux has some limited adjacent parking and there is on street parking nearby.</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>		
Disability	Safe Space Scheme	Minimal adverse impact as there are		

	<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>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>																																						
<p>Faith/religion or belief</p>	<table border="1"> <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>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</td> <td>5092</td> <td>36.5</td> <td>+3.6</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	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	5092	36.5	+3.6	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number in Ward	%	% variance with city wide strategy																																					
Christian	7728	55.4	-2.7																																					
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	<table border="1"> <tr> <td>religion</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </table> <p>Residents were slightly less likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were more likely to profess no religion.</p>	religion				Not stated	988	7.1	-															
religion																								
Not stated	988	7.1	-																					
Gender - including marriage, pregnancy and maternity	<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																				
Gender reassignment	Data covering gender reassignment is not available at ward level.																							
Race	<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</td> <td>77</td> <td>0.6</td> <td>-0.9</td> </tr> </tbody> </table>	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	77	0.6	-0.9	No adverse impact anticipated - The local area similar in terms of diversity to the citywide average. Apart from there is a higher than average representation of White British citizens in this community.	Consider making information available in other languages where required / requested.	A Macdonald tbc
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	77	0.6	-0.9																					

	British						
	Black/Black British	41	0.3	-0.4			
	Other ethnic group	9	0.1	-0.3			
	The second most widely spoken language is Polish (48) and South Asian (18) Source: 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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A

by 2020.		
Good relations between different communities (community cohesion)	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.	N/A
Human rights Please refer to guidance	<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.</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 12.06.2017

Responsible Officer



Assistant Director for Customer Services

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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 alternative venue for displaced library users from the following branches within two miles.

- Tothill Library

	<ul style="list-style-type: none"> Laira Library <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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"> <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> <tr> <td>64+</td> <td>2182</td> <td>13.8</td> <td>-3.6</td> </tr> </tbody> </table> <p>Above data based is based on Office of National Statistics demographic indicator data for Central Library ward. (St Peter and Waterfront)</p>	Age	Number in Ward	%	% variance with City wide average	0-15	1835	11.6	-5.9	16- 64	11768	74	+9.0	64+	2182	13.8	-3.6	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the</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>
Age	Number in Ward	%	% variance with City wide average																	
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		<p>offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city’s largest 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.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <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 services like public access PCs for</p>	<p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
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		<p>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>														
<p>Disability</p>	<table border="1" data-bbox="427 624 1128 938"> <thead> <tr> <th data-bbox="427 624 719 826">Day to day activities</th> <th data-bbox="719 624 875 826">Number in Ward</th> <th data-bbox="875 624 976 826">%</th> <th data-bbox="976 624 1128 826">% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 826 719 882">Limited a lot</td> <td data-bbox="719 826 875 882">1862</td> <td data-bbox="875 826 976 882">11.79</td> <td data-bbox="976 826 1128 882">+1.79</td> </tr> <tr> <td data-bbox="427 882 719 938">Limited a little</td> <td data-bbox="719 882 875 938">1758</td> <td data-bbox="875 882 976 938">11.3</td> <td data-bbox="976 882 1128 938">+0.9</td> </tr> </tbody> </table> <p data-bbox="427 954 1128 1134">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 data-bbox="427 1158 1128 1230">There are five people who recorded their first language as British Sign Language in the last census.</p> <p data-bbox="427 1254 1128 1390">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	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>Central library has not been assessed by Disabled Go as it was in a different building at the time of the last assessment.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Consider Inviting Disabled Go to carry out a new audit of</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1862	11.79	+1.79													
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			our libraries and our proposed community outreach buildings.																									
<p>Disability</p>	<p>Safe Place Locations</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>Central Library is a designated safe place along with 20 other City Centre locations.</p>	<p>No adverse impact as this Safe Space will be retained.</p>	<p>N/A</p>	<p>N/A</p>																								
<p>Faith/religion or belief</p>	<table border="1"> <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> </tbody> </table>	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	<p>No adverse impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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	<table border="1"> <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> </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>	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			
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No religion	6073	38.5	+5.6																	
Not stated	1218	7.7	+0.6																	
Gender - including marriage, pregnancy and maternity	<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 to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald																
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																
Race		No adverse impact is anticipated.	Consider making	A																

	Ethnicity	Number in Ward	%	% variance with city wide strategy		library closure information available in other languages where required / requested.	Macdonald tbc
	White British	12646	80%	-12.9	Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.		
	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			
	<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>						
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
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		responsible
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	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 12.06.2017

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

	<p>Events at Crownhill Library</p> <ul style="list-style-type: none"> ▪ Quilting Group – Wednesdays –Weekly ▪ Book Group – 2nd Thursday of each Month ▪ Chatterbooks – 2nd Thursday of each Month ▪ Feel better with a book – Mondays- Weekly ▪ Rhymetime – Tuesdays – Weekly <p>Half Term Activities – Scheduled to co-ordinate with local school terms 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"> ▪ Eggbuckland ▪ West Park <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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		Our home library service will need to meet the needs of an increasing number of physically frail older people.	Promote online lending of eBooks Library staff will	A Macdonald tbc

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	+3.6

The representation of the 16-64 age groups is lower than the city average. There is evidence of a slight increase in representation of citizens that are 64 +

Above data based is based on Office of National Statistics demographic indicator data for Crownhill Library ward. (Eggbuckland)

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

Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.

Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.

Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.

Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.

Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.

The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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

provide assistance to anyone who needs help accessing the service on line

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 to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.

		<p>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.</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>Disability</p>	<table border="1" data-bbox="383 587 999 751"> <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>There are some health related activities and provision available at Crownhill Library such as feels better with a book. There may be</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%	<p>Access for disabled people to Crownhill Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	-0.3%													
Limited a little	1703	12.2	-0.5%													

	opportunities to increase this offer at Crownhill Library.																											
Disability	<p>Safe Place Locations</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 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>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																								
Faith/religion or belief	<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> </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	No impact anticipated.	N/A	N/A
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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	-																	
Gender - including marriage, pregnancy and maternity	<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 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 the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																
Gender reassignment	Data covering gender reassignment is not available at ward level.																			
Race	<table border="1"> <tr> <td>Ethnicity</td> <td>Number</td> <td>%</td> <td>% var</td> </tr> </table>	Ethnicity	Number	%	% var	No adverse impact anticipated	Consider making library closure	A Macdonald tbc												
Ethnicity	Number	%	% var																	

	White British	13465	96.6	+3.7		information available in other languages where required / requested.	
	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			
	<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. The second most widely spoken language is Polish (48) and South Asian (18)</p> <p>Census 2011.</p>						
Sexual orientation - including civil partnership	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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A

<p>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.</p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.</p>	<p>N/A</p>
<p>Good relations between different communities (community cohesion)</p>	<p>The headline rate of Community Cohesion in Egguckland 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</p>	<p>N/A</p>
<p>Human rights Please refer to guidance</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. 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.</p>	<p>N/A</p>

STAGE 4: PUBLICATION

Date 12.06.2017

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: 2pm to 8pm
- 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

	<ul style="list-style-type: none"> ▪ 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) <p>Events at Devonport Library</p> <ul style="list-style-type: none"> ▪ Younger Readers ▪ Share a story – weekly ▪ Rhymetime –weekly ▪ Chatterbooks – weekly <p><u>Health & Fitness</u></p> <ul style="list-style-type: none"> ▪ Smoking cessation – weekly ▪ Active Steps- Movement and fitness for over 50s – weekly <p><u>General</u></p> <ul style="list-style-type: none"> ▪ Work Club - weekly ▪ Book group -monthly <p>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.</p> <ul style="list-style-type: none"> ▪ Stoke <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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="360 438 891 842"> <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>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 data-bbox="360 858 1086 970">Above data based is based on Office of National Statistics demographic indicator data for Devonport Library ward. (Devonport)</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 data-bbox="1093 395 1594 544">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1093 560 1594 708">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1093 724 1594 873">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1093 888 1594 1037">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1093 1053 1594 1166">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1093 1182 1594 1406">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p data-bbox="1093 1422 1594 1457">The representation of the 16-64 age</p>	<p data-bbox="1601 395 1951 464">Promote online lending of eBooks</p> <p data-bbox="1601 480 1951 628">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1601 644 1951 793">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1601 809 1951 927">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1601 943 1951 1273">Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p data-bbox="1957 395 2114 464">A Macdonald tbc</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>groups is significantly greater than the city average. This area houses the city's largest 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</p> <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 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</p>						
<p>Disability</p>	<table border="1"> <tr> <td data-bbox="362 1406 656 1453">Day to day activities</td> <td data-bbox="656 1406 790 1453">Number</td> <td data-bbox="790 1406 887 1453">%</td> <td data-bbox="887 1406 999 1453">% var</td> </tr> </table>	Day to day activities	Number	%	% var	<p>Access for disabled people to Devonport Library has been assessed</p>	<p>Promote the outreach service effectively in areas</p>	<p>A Macdonald</p>
Day to day activities	Number	%	% var					

	<table border="1" data-bbox="365 132 999 236"> <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> </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>This library is Equality Act 2010 compliant.</p>	Limited a lot	1595	10.8	+0.8	Limited a little	1558	10.5	-0.1%	<p>as good and as a tier 1 library it may benefit from service enhancements.</p> <p>There is no on street parking facilities for disabled people.</p>	<p>where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>There are good parking facilities at nearby libraries, e.g. Central and St Budeaux.</p>	<p>tbc</p>
Limited a lot	1595	10.8	+0.8									
Limited a little	1558	10.5	-0.1%									
<p>Disability</p>	<p>Safe Place Locations</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</p>	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>								

	<p>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>Faith/religion or belief</p>	<table border="1" data-bbox="362 453 981 1038"> <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> <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>	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	-	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number	%	% var																																									
Christian	7728	55.4	-2.7																																									
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Other Religion	42	0.30	-0.2																																									
No religion	5092	36.5	+3.6																																									
Not stated	988	7.1	-																																									
<p>Gender - including marriage, pregnancy and</p>	<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</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</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity</p>	<p>A Macdonald</p>																																								

maternity	<p>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>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>for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>																													
Gender reassignment	<p>Data covering gender reassignment is not available at ward level.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>																												
Race	<table border="1" data-bbox="365 639 981 1134"> <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).</p> <p>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	<p>No adverse impact anticipated -The local area similar in terms of diversity to the citywide average.</p> <p>Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.</p>	<p>Consider making library closure information available in alternative languages.</p>	<p>A Macdonald</p>
Ethnicity	Number	%	% var																													
White British	13465	96.6	+3.7																													
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Other ethnic group	9	0.1	-0.3																													

Sexual orientation - including civil partnership	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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.	N/A

	<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>	
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STAGE 4: PUBLICATION

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

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 staying open.**

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 staying open

Efford was originally earmarked for closure however, as a result of the consultation Efford has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. Efford library will remain open and offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways in which

they can help and support their local library.

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. **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

	<ul style="list-style-type: none"> ▪ 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 <p>Events</p> <ul style="list-style-type: none"> ▪ 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) <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Efford Library is an alternative venue for displaced library users from the following branches within two miles.</p> <ul style="list-style-type: none"> • Tothill • Egguckland • Laira <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

STAGE 2: EVIDENCE AND IMPACT

Protected	Evidence and information (e.g. data and	Any adverse impact	Actions	Timescale
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characteristics (Equality Act)	feedback)	See guidance on how to make judgement		and who is responsible																
Age	<table border="1" data-bbox="483 272 1010 679"> <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="483 695 994 727">Source annual populations survey 2012.</p> <p data-bbox="483 751 1077 855">Above data based is based on Office of National Statistics demographic indicator data for Efford Library ward. (Efford and Lipson)</p> <p data-bbox="483 879 1099 983">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="483 1007 1070 1078">The 16 – 64 age group are more represented in this area than the citywide average.</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 233 1684 336">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1117 360 1630 496">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1117 520 1684 624">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1117 647 1684 783">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1117 807 1684 911">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1117 935 1684 1118">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p data-bbox="1117 1142 1644 1278">Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p data-bbox="1117 1302 1684 1437">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</p>	<p data-bbox="1700 233 1908 336">Promote online lending of eBooks</p> <p data-bbox="1700 360 1908 608">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1700 632 1908 847">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1700 871 1908 1054">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1700 1078 1908 1437">Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of</p>	<p data-bbox="1939 233 2085 336">A Macdonald tbc</p>
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		<p>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>	<p>users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>													
<p>Disability</p>	<table border="1" data-bbox="483 549 1099 751"> <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 Equality Act 2010 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>Access for disabled people to Efford Library has been assessed as adequate however access to Tier 1 libraries will be significantly better.</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 Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of</p>	<p>A Macdonald tbc</p>
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Disability	<p>Safe Space Scheme</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	A Macdonald																																
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No religion	5555	39.4	+6.5									
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Gender - including marriage, pregnancy and maternity	<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 outreach locations where library services will be delivered.</p>	A Macdonald tbc								
Gender reassignment	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
Race		No adverse impact anticipated	Consider making library closure									

	Ethnicity	Number	%	% var		information available in other languages where required / requested	A Macdonald tbc
	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			
	Over 95% of residents over three 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) 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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A

<p>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.</p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.</p>	<p>N/A</p>
<p>Good relations between different communities (community cohesion)</p>	<p>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.</p>	<p>N/A</p>
<p>Human rights Please refer to <u>guidance</u></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>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>

STAGE 4: PUBLICATION

Date 12.06.2017

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 staying open.**

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 staying open

Estover was originally earmarked for closure however, as a result of the consultation Estover has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. Estover library will remain open and offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways in which

they can help and support their local library.

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. **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

	<ul style="list-style-type: none"> ▪ Sunday: Closed <p>Services and facilities</p> <ul style="list-style-type: none"> ▪ 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 <p>Events</p> <ul style="list-style-type: none"> ▪ 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 <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Estover Library is an alternative venue for displaced library users from the following branch within two miles.</p> <ul style="list-style-type: none"> ▪ Eggbuckland <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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																
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	<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 Equality Act 2010 compliant</p>		<p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>
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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%																																					

	<table border="1"> <tr> <td>Not stated</td> <td>824</td> <td>7.0%</td> <td>-0.1%</td> </tr> </table> <p>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.</p>	Not stated	824	7.0%	-0.1%							
Not stated	824	7.0%	-0.1%									
Gender - including marriage, pregnancy and maternity	<p>Residents are slightly more likely to be female than the citywide average (+1.4%). Men 47.9%, Women 52.0%.</p> <p>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 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 outreach locations where library services will be delivered.</p>	A Macdonald tbc								
Gender reassignment	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
Race	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance in city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>11,247</td> <td>95.6</td> <td>+2.7%</td> </tr> </tbody> </table>	Ethnicity	Number in ward	%	% variance in city wide average	White British	11,247	95.6	+2.7%	No adverse impact anticipated	<p>Consider making library closure information available in other languages where required / requested.</p>	A Macdonald tbc
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>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 alternative main languages.</p> <p>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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
Increase the number of hate crime incidents reported and maintain good satisfaction rates in	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A

dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.		
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	<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 12.06.2017

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 staying open.**

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 staying open

North Prospect was originally earmarked for closure however, as a result of the consultation North Prospect has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. North Prospect library will remain open and offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways

in which they can help and support their local library.

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. **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.

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

- Stoke

Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.

Author

Chris Jones and Kevin Mackenzie

Department and service

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

Date of assessment

Final version 12/06/17

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="483 496 1010 903"> <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="483 919 869 943">Source annual populations survey 2012.</p> <p data-bbox="483 963 1081 1070">Above data based is based on Office of National Statistics demographic indicator data for North Prospect Library ward. (Ham)</p> <p data-bbox="483 1091 1099 1198">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="483 1219 1055 1289">Under 15s and 64+ are more represented in this area than the citywide average.</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="1117 453 1536 600">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1117 620 1536 799">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1117 820 1536 999">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1117 1019 1536 1198">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1117 1219 1536 1366">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1117 1386 1536 1461">Young children may miss out on the library experience and</p>	<p data-bbox="1547 453 1912 523">Promote online lending of eBooks</p> <p data-bbox="1547 544 1912 691">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1547 711 1912 858">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1547 879 1912 986">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1547 1007 1912 1294">Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p data-bbox="1547 1315 1912 1385">Promote the Home Library Service</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
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					<p>the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <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 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>		
<p>Disability</p>	<p>Day to day activities</p>	<p>Number in Ward</p>	<p>%</p>	<p>% variance</p>	<p>Access for disabled people to Peverell Library has been assessed as adequate however</p>	<p>Promote the outreach service effectively in areas where a library is closing</p>	<p>A Macdonald tbc</p>

	<table border="1"> <tr> <td></td> <td></td> <td></td> <td>with City wide average</td> </tr> <tr> <td>Limited a lot</td> <td>1,680</td> <td>12.6</td> <td>+2.6%</td> </tr> <tr> <td>Limited a little</td> <td>1,660</td> <td>12.5</td> <td>+2.2%</td> </tr> </table> <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 Equality Act 2010 compliant</p>				with City wide average	Limited a lot	1,680	12.6	+2.6%	Limited a little	1,660	12.5	+2.2%	<p>access to Tier 1 libraries will be significantly better.</p>	<p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>	
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Limited a lot	1,680	12.6	+2.6%													
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<p>Disability</p>	<p>Safe Place Locations</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</p>	<p>No adverse impact as this Safe Space will be retained.</p>	<p>N/A</p>	<p>A Macdonald tbc</p>												

	<p>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>Faith/religion or belief</p>	<table border="1" data-bbox="486 587 1102 1321"> <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> <tr> <td>Muslim</td> <td>38</td> <td>0.3%</td> <td>-0.5%</td> </tr> <tr> <td>Sikh</td> <td>0</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Other Religion</td> <td>62</td> <td>0.5%</td> <td>0.0%</td> </tr> <tr> <td>No religion</td> <td>4,607</td> <td>34.7%</td> <td>1.8%</td> </tr> <tr> <td>Not stated</td> <td>928</td> <td>7.0%</td> <td>-0.1%</td> </tr> </tbody> </table> <p>Residents were slightly less likely to profess Christianity and less than half as likely to be Muslim as the citywide population they were</p>	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%	Muslim	38	0.3%	-0.5%	Sikh	0	0.0%	0.0%	Other Religion	62	0.5%	0.0%	No religion	4,607	34.7%	1.8%	Not stated	928	7.0%	-0.1%	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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	more likely to profess no religion.																							
Gender - including marriage, pregnancy and maternity	<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>	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																				
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Ethnicity	Number in Ward	%	% variance with city wide average																					
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	British						
	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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A

<p>Good relations between different communities (community cohesion)</p>	<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>	<p>N/A</p>
<p>Human rights Please refer to guidance</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>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>

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

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 staying open.**

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. 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

Peverell was originally earmarked for closure however, as a result of the consultation Peverell has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. Peverell library will remain open and offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways in which

they can help and support their local library.

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. **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

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

- Stoke
- Tothill
- Eggbuckland
- Laira
- West Park

Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.

Author

Chris Jones and Kevin Mackenzie

Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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"> <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>+1.0%</td> </tr> <tr> <td>16- 64</td> <td>8936</td> <td>65.6</td> <td>+0.6%</td> </tr> <tr> <td>64+</td> <td>2170</td> <td>15.9</td> <td>-1.5%</td> </tr> </tbody> </table> <p>Source: annual populations survey 2012.</p> <p>Above data based is based on Office of National Statistics demographic indicator data for Peverell Library ward. (Devonport)</p> <p>This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p>	Age	Number	% in Ward	% variance with city wide average	0-15	2523	18.5	+1.0%	16- 64	8936	65.6	+0.6%	64+	2170	15.9	-1.5%	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people. Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</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>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures</p>	<p>A Macdonald tbc</p>
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	<p>Under 15s are more represented in this area than the citywide average.</p>	<p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <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 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>	<p>there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>					
<p>Disability</p>	<table border="1"> <tr> <td data-bbox="367 1187 622 1430">Day to day activities</td> <td data-bbox="629 1187 757 1430">Number in Ward</td> <td data-bbox="763 1187 846 1430">%</td> <td data-bbox="853 1187 981 1430">% variance with City wide average</td> </tr> </table>	Day to day activities	Number in Ward	%	% variance with City wide average	<p>Access for disabled people to Peverell Library has been assessed as adequate however access to Tier 1 libraries will be significantly better.</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 Equality Act 2010 compliant</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average					

	<table border="1"> <tr> <td>Limited a lot</td> <td>952</td> <td>7</td> <td>-3.0%</td> </tr> <tr> <td>Limited a little</td> <td>1245</td> <td>9.2</td> <td>-1.1%</td> </tr> </table>	Limited a lot	952	7	-3.0%	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 Equality Act 2010 compliant</p>	<p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>		
Limited a lot	952	7	-3.0%												
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Disability	<p>Safe Place Locations</p> <p>Peverell 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 will continue to be:</p> <p>The Co-operative Pharmacy and The Co-operative Food, Jubilee Building, Peverell Park Road (1 min walk)</p> <p>Opening Times; 7am – 10pm all week</p>	N/A	N/A								
Faith/religion or belief	<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></td> <td></td> <td></td> <td>%</td> </tr> </tbody> </table>				Religion	Number in Ward		% variance with City wide average				%	No impact anticipated.	N/A	N/A
Religion	Number in Ward		% variance with City wide average												
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Gender - including marriage, pregnancy and maternity	<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>	<p>A Macdonald</p> <p>tbc</p>																																				
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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
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		who is responsible
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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.	N/A
Human rights Please refer to <u>guidance</u>	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 12.06.2017

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

Community and Leisure

- Film Show – Ad hoc
- Craft Group – Friday monthly
- Book Group – Friday monthly

Training, Skills & Employability

- Gadget Drop In –Wednesday monthly

	<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. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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>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>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city’s largest 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</p> <p>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>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</p>	<p>to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
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		<p>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>														
<p>Disability</p>	<table border="1" data-bbox="463 504 1079 818"> <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>1159</td> <td>9.0</td> <td>-1.0</td> </tr> <tr> <td>Limited a little</td> <td>1381</td> <td>10.7</td> <td>-0.3</td> </tr> </tbody> </table> <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>	Day to day activities	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>Access for disabled people to Plympton Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</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 Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in ward	%	% variance with city wide average													
Limited a lot	1159	9.0	-1.0													
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	<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>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 Equality Act 2010 compliant.</p>			
Disability	<p>Safe Place Locations</p> <p>Plympton library is 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>Plympton Library is a designated safe place along with 11 other Plympton locations</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A

Faith/religion or belief					No impact anticipated.	N/A	N/A
	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				
Residents in Plympton St Mary were far more likely to profess Christianity and less likely to be any other religion than the citywide population.				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 this impact will be reduced due to the commitment that has been made for the activities and services	Promote the outreach service effectively in areas where a Library is closing Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures	A Macdonald	
Gender - including marriage, pregnancy and maternity	Residents are more likely to be female than the citywide average (+1.2%). Men 48%, Women 52%. 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%) Anecdotal evidence suggests that it's						

	predominantly women who accompany children to activities in libraries.	which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.	there is a significant displacement of users from of libraries elsewhere.																													
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
Race	<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>12,534</td> <td>97.5</td> <td>+5.4</td> </tr> <tr> <td>White Other</td> <td>153</td> <td>1.2</td> <td>-2.0</td> </tr> <tr> <td>Mixed</td> <td>90</td> <td>0.7</td> <td>-0.6</td> </tr> <tr> <td>Asian/Asian British</td> <td>50</td> <td>0.4</td> <td>-1.1</td> </tr> <tr> <td>Black/Black British</td> <td>21</td> <td>0.2</td> <td>-0.5</td> </tr> <tr> <td>Other ethnic group</td> <td>8</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <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>	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>No adverse impact anticipated</p> <p>Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.</p>	N/A	N/A
Ethnicity	Number in Ward	%	% variance with city wide average																													
White British	12,534	97.5	+5.4																													
White Other	153	1.2	-2.0																													
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Other ethnic group	8	0.1	-0.3																													

	Census 2011.			
Sexual orientation - including civil partnership	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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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
Human rights Please refer to <u>guidance</u>	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

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STAGE 4: PUBLICATION

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

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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
- Classic Movie shows – Tuesday monthly
- Craft Group – Friday monthly
- Book Group – Friday monthly

Training, Skills & Employability

- Gadget Drop In – Tuesdays monthly
- Hello Word – Coding and Making – Tuesdays fortnightly
- IT for Beginners – Tuesday monthly

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.

Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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.

Author

Chris Jones and Kevin Mackenzie

Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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"> <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>2264</td> <td>18.2</td> <td>+1.3</td> </tr> <tr> <td>16- 64</td> <td>7172</td> <td>57.8</td> <td>-7.2</td> </tr> <tr> <td>64+</td> <td>2972</td> <td>24.0</td> <td>+6.6</td> </tr> </tbody> </table> <p>Above data based is based on ONS demographic indicator data for Plymstock Library ward. (Plymstock Radford)</p>	Age	Number in ward	%	% variance with city wide average	0-15	2264	18.2	+1.3	16- 64	7172	57.8	-7.2	64+	2972	24.0	+6.6	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the</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>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald</p> <p>tbc</p>
Age	Number in ward	%	% variance with city wide average																	
0-15	2264	18.2	+1.3																	
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	<p>planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</p> <p>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>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 PC's 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</p>		
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		<p>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>Disability</p>	<table border="1" data-bbox="448 414 1059 614"> <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>1180</td> <td>9.5</td> <td>-0.5</td> </tr> <tr> <td>Limited a little</td> <td>1389</td> <td>11.1</td> <td>+1.3</td> </tr> </tbody> </table> <p>Figures above relate to Plymstock Library Ward (Plymstock Radford) In total just over 20% of the community reported 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</p>	Day to day activities	Number	%	% var	Limited a lot	1180	9.5	-0.5	Limited a little	1389	11.1	+1.3	<p>Access for disabled people to Plymstock Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</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 Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1180	9.5	-0.5													
Limited a little	1389	11.1	+1.3													

	<p>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>Disability</p>	<p>Safe Place Locations</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>	<p>No adverse impact as this Safe Space will be retained.</p>	<p>N/A</p>	<p>N/A</p>																				
<p>Faith/religion or belief</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>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> </tbody> </table>	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	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number	%	% var																					
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Muslim	19	0.2	-0.6																					
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Other Religion	33	0.3	-0.2																					
No religion	3184	25.5	-7.4																					
Not stated	882	7.1	0.0																					
Gender - including marriage, pregnancy and maternity	<p>Residents are more likely to be female than the citywide average (+1%). 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 (-1.8%) and more likely to be widowed (+2.5%)</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. 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 the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																				
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																				
Race	<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> </tbody> </table>	Ethnicity	Number	%	% var	White British	12107	97.0	+4.9	White Other	157	1.3	-1.9	Mixed	99	0.8	-0.5	No adverse impact is anticipated.	Consider making closure information available in other languages where required / requested.	A Macdonald tbc				
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			
	<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> <p>Census 2011.</p> <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>						
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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A

<p>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.</p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.</p>	<p>N/A</p>
<p>Good relations between different communities (community cohesion)</p>	<p>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</p>	<p>N/A</p>
<p>Human rights Please refer to guidance</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>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>

STAGE 4: PUBLICATION

Date 12.06.2017

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

Events at Southway Library

- Job Club – Mondays –Weekly
- Book Group – Tuesday monthly

	<ul style="list-style-type: none"> ▪ Feel better with a book – Mondays- Weekly ▪ Rhymetime – Wednesday – Weekly ▪ Feel Better with a Book – Tuesdays weekly ▪ Stop Smoking Service – Thursdays weekly ▪ Lego Club – Thursdays weekly ▪ Half Term Activities – Scheduled to co-ordinate with local school terms <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.</p> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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"> <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>2716</td> <td>20.5</td> <td>+3.0</td> </tr> <tr> <td>16- 64</td> <td>7996</td> <td>60.2</td> <td>-4.8</td> </tr> </tbody> </table>	Age	Number in ward	%	% variance with city wide average	0-15	2716	20.5	+3.0	16- 64	7996	60.2	-4.8	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</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</p>	A Macdonald tbc
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0-15	2716	20.5	+3.0													
16- 64	7996	60.2	-4.8													

	64+	2560	19.3	+1.9	<p>Source annual populations survey 2012.</p> <p>The representation of the 16-64 age groups is lower than the city average, but the 0-15 age group is greatly higher than the city average.</p>	<p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</p>	<p>venues</p> <p>Promote the outreach locations where library services will be delivered</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	

		<p>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>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 PC's 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>		
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Disability					Access for disabled people to Southway Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.	Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.	A Macdonald tbc
	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>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 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 Equality Act 2010 compliant.</p>						
<p>Disability</p>	<p>Safe Place Locations</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>Southway Library is a designated safe space.</p>				<p>No adverse impact is as this Safe Space will be retained.</p>	<p>N/A</p>	<p>N/A</p>
<p>Faith/religion or belief</p>	<p>Religion</p>	<p>Number</p>	<p>%</p>	<p>% var</p>	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
<p>Christian</p>	<p>8089</p>	<p>62.1</p>	<p>+4.0</p>				
<p>Buddhist</p>	<p>35</p>	<p>0.3</p>	<p>0.0</p>				
<p>Hindu</p>	<p>25</p>	<p>0.2</p>	<p>0.0</p>				

	<table border="1"> <tr> <td>Jewish</td> <td>4</td> <td>0.0</td> <td>-0.1</td> </tr> <tr> <td>Muslim</td> <td>44</td> <td>0.3</td> <td>-0.5</td> </tr> <tr> <td>Sikh</td> <td>2</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Other Religion</td> <td>45</td> <td>0.3</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>3927</td> <td>30.1</td> <td>-2.8</td> </tr> <tr> <td>Not stated</td> <td>858</td> <td>6.6</td> <td>-0.5</td> </tr> </table> <p>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.</p>	Jewish	4	0.0	-0.1	Muslim	44	0.3	-0.5	Sikh	2	0.0	0.0	Other Religion	45	0.3	-0.2	No religion	3927	30.1	-2.8	Not stated	858	6.6	-0.5			
Jewish	4	0.0	-0.1																									
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No religion	3927	30.1	-2.8																									
Not stated	858	6.6	-0.5																									
Gender - including marriage, pregnancy and maternity	<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 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 to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																								
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								

Race					No adverse impact anticipated Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.	Consider making library closure information available in other languages where required / requested.	A Macdonald tbc
Ethnicity	Number in ward	%	% variance in city wide average				
White British	12504	96	+2.9				
White Other	197	1.5	-1.7				
Mixed	100	0.8	-0.5				
Asian/Asian British	158	1.2	-0.3				
Black/Black British	28	0.2	-0.5				
Other ethnic group	42	0.3	-0.1				
<p>Over 98% of residents over three years old speak English as their main language. This is 1.8% higher than the citywide average. Polish (41) and Filipino (34) are the most common 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>							
Sexual orientation - including civil partnership	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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	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 12.06.2017



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

Events at St Budeaux Library

	<ul style="list-style-type: none"> ▪ Rhymetime – Twice Weekly - Monday & Thursday ▪ Share a Story for Under 5s – Weekly ▪ Active Steps – For over 50s – Twice Weekly Monday & Wednesdays ▪ Stop Smoking Advice – Weekly – 1-2-1 sessions ▪ Work Club – Weekly Fridays ▪ Memory Café – Weekly <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"> ▪ Ernesettle ▪ West Park <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>
Author	Chris Jones and Kevin Mackenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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		<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and</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>	A Macdonald

Age	Number in Ward	%	% variance with city wide average			
0-15	3039	22.4	+4.9%	<p>hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest 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</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>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
16- 64	8554	63.0	-2.0%			
64+	1993	14.7	-2.7%			
<p>Above data based is based on Office of National Statistics demographic indicator data for St Budeaux Library at ward level</p> <p>0-15 age group is significantly higher than the city average. There is evidence of a slight decrease in representation of citizens that are 64 +</p>						

		<p>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>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 PC's 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>										
<p>Disability</p>	<table border="1"> <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>1556</td> <td>11.6 %</td> <td>+1.6</td> </tr> </tbody> </table>	Day to day activities	Number	%	% var	Limited a lot	1556	11.6 %	+1.6	<p>Access for disabled people to St Budeaux Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</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 Equality Act 2010 compliant</p> <p>Reassess staffing levels to</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var									
Limited a lot	1556	11.6 %	+1.6									

	<table border="1"> <tr> <td>Limited a little</td> <td>1457</td> <td>10.9 %</td> <td>+0.5</td> </tr> </table>	Limited a little	1457	10.9 %	+0.5		<p>provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
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 the last Census, this is marginally higher (1.5%) than the citywide average.</p> <p>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.</p> <p>There are seven 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 St Budeaux Library such as Active Steps and Smoking Cessation.</p> <p>There is a small car park at the rear of the library. There is limited on-street parking in the neighbouring streets</p> <p>The library is Equality Act 2010 compliant.</p>								

Disability	<p>Safe Place Locations</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>St Budeaux Library is not currently is a designated safe place. There are currently 5 safe spaces identified in St Budeaux.</p>	<p>No adverse impact anticipated.</p>	<p>Explore possibility of St Budeaux Library being made a designated Safe Place.</p>	<p>A Macdonald</p>																								
Faith/religion or belief	<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>
Religion	Number	%	% var																									
Christian	7545	56.4	-1.7																									
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Sikh	4	0.03	-0.03																	
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No religion	4774	35.7	+2.8																	
Not stated	927	6.9	-0.2																	
Gender - including marriage, pregnancy and maternity	<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, 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 to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald																
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																
Race		No adverse impact anticipated	Consider library closure	A																

	Ethnicity	Number	%	% var	Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities.	information made available in alternative languages.	Macdonald
	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			
<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>							
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
Reduce the gap in average hourly pay between men and women by 2020.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average	N/A

	hourly pay between men and women	
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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community cohesion)	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
Human rights Please refer to guidance	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 12.06.2017

Responsible Officer

Assistant Director for Customer Services