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Democratic and Member Support

Chief Executive's Department
Plymouth City Council
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Published 26 June 2017

CITY COUNCIL

Monday 3 July 2017
2.00 pm
Council House, Plymouth

Members:

Councillor Mrs Foster, Chair

Councillor Kelly, Vice Chair

Councillors Mrs Aspinall, Ball, Mrs Beer, Bowie, Bowyer, Mrs Bowyer, Mrs Bridgeman, Carson, Churchill, Coker, Cook, Dann, Darcy, Philippa Davey, Sam Davey, Deacon, Downie, Drear, Evans, Fletcher, K Foster, Fry, Hendy, James, Jordan, Martin Leaves, Michael Leaves, Sam Leaves, Loveridge, Lowry, Dr Mahony, Mavin, McDonald, Morris, Murphy, Nicholson, Parker-Delaz-Ajete, Penberthy, Mrs Pengelly, Rennie, Ricketts, Riley, Singh, Smith, Sparling, Stevens, Storer, Jon Taylor, Kate Taylor, Tuffin, Tuohy, Vincent, Wheeler, Wigen and Winter.

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

This meeting will be webcast and available on-line after the meeting. By entering the Council Chamber, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

The Council is a data controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with authority's published policy.

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

Tracey Lee

Chief Executive

City Council

1. Apologies

To receive apologies for absence submitted by councillors.

Order of Proceedings

2. Minutes

(Pages 1 - 10)

To approve and sign the minutes of the meeting held on 20 March 2017 and the Council's Annual Meeting held on 19 May 2017 as a correct record.

3. Declarations of Interest

(Pages 11 - 12)

Councillors will be asked to make declarations of interest in respect of items on this agenda. A flowchart providing guidance on interests is attached to assist councillors.

4. Appointment to Committees, outside bodies etc

The Head of Legal Services will report on vacancies on committees, outside bodies etc and of changes notified to us.

5. Announcements

- (a) To receive announcements from the Lord Mayor, Chief Executive, Director for Finance or Head of Legal Services;
- (b) To receive announcements from the Leader, Cabinet Members or Committee Chairs.

6. Questions by the Public

To receive questions from and provide answers to the public in relation to matters which are about something the council is responsible for or something that directly affects people in the city, in accordance with Part B, paragraph 11 of the Constitution.

Questions, of no longer than 50 words, can be submitted to the Democratic Support Unit, Plymouth City Council, Ballard House, West Hoe Road, Plymouth, PL1 3BJ, or email to democraticsupport@plymouth.gov.uk. Any questions must be received at least five complete working days before the meeting.

Recommendations from Cabinet and other committees

7. Plan for Libraries (Pages 13 - 330)

Cabinet Member: Councillor Bowyer (Leader).

The City Council will be asked to approve the recommendations from Cabinet regarding the Plan for Libraries.

The minute of Cabinet held on 20 June 2017 will be submitted together with the reports considered at Cabinet.

8. Financial Outturn 2016 - 2017 (Pages 331 - 352)

Andrew Hardingham, Interim Joint Strategic Director Transformation and Change will submit the Financial Outturn 2016 – 2017.

9. Annual Report on Treasury Management Activities for 2016/17 (to follow)

Andrew Hardingham, Interim Joint Strategic Director Transformation and Change, will submit the Annual Report on Treasury Management Activities for 2016/17.

10. Motions on Notice

To consider motions from councillors in accordance with Part B, paragraph 14 of the Constitution.

11. Questions by Councillors

Questions to the Leader, Cabinet Members and Committee Chairs covering aspects for their areas of responsibility or concern by councillors in accordance with Part B, paragraph 12 of the constitution.

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City Council

Monday 20 March 2017

PRESENT:

Councillor Murphy, in the Chair.

Councillor Sam Davey, Vice Chair.

Councillors Mrs Aspinall, Ball, Mrs Beer, Bowie, Bowyer, Mrs Bowyer, Mrs Bridgeman, Carson, Churchill, Coker, Cook, Dann, Darcy, Philippa Davey, Deacon, Downie, Drear, Evans, Fletcher, K Foster, Mrs Foster, Fry, Hendy, James, Jordan, Kelly, Martin Leaves, Michael Leaves, Sam Leaves, Loveridge, Lowry, Dr Mahony, Mavin, McDonald, Nicholson, Parker-Delaz-Ajete, Penberthy, Mrs Pengelly, Rennie, Ricketts, Riley, Singh, Smith, Sparling, Stevens, Storer, Jon Taylor, Kate Taylor, Tuffin, Tuohy, Vincent, Wheeler, Wiggins and Winter.

Apologies for absence: Councillor Morris

The meeting started at 2.00 pm and finished at 5.20 pm.

Note: The full discussion can be viewed on the webcast of the City Council meeting at www.plymouth.gov.uk. At a future meeting, the Council will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

70. **MINUTES**

Agreed the minutes of Council Meetings held at 11am and 2pm on the 27 February 2017.

71. **DECLARATIONS OF INTEREST**

The following declarations of interest were made by councillors in accordance with the code of conduct in respect of items under consideration at the meeting -

Name	Minute Number	Reason	Interest
Councillor Lowry	78	Public Sector Landlord	Disclosable Pecuniary Interest
Councillor Wheeler	78	Board member homelessness charity	Private
Councillor Coker	78	Private Sector Landlord	Disclosable Pecuniary Interest
Councillor Sparling	78	Private Sector Landlord	Disclosable Pecuniary Interest
Councillor Hendy	78	Private Sector Landlord	Disclosable Pecuniary Interest

Councillor Parker-Delaz Ajete	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Dann	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Rennie	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Ball	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Fletcher	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Mrs Bowyer	77	Member of Standards Advisory Group	Prejudicial Interest
Councillor Wigens	78	Private Sector Landlord	Disclosable Pecuniary Interest
Councillor Riley	78	Private Sector Landlord	Disclosable Pecuniary Interest
Councillor K Foster	75	Personal Relationship with Lord Mayor Designate	Disclosable Pecuniary Interest

72. ANNOUNCEMENTS

(a) Lord Mayor

- Recognition of Civil Enforcement Officers
- Royal Institution of Chartered Surveyors 2017 Awards – Four Greens Community Trust (FGCT)
- Plymouth Armed Forces Day 2016
- Customer Service Excellence Accreditation
- Car Park Award

(b) The Leader, Cabinet Members or Chairs of Committees

The Leader

- Death of Mr Simon Chamberlain
- Mayflower 400
- Sustainability and Transformation Plan.

Councillor Mrs Beer, Cabinet Member for Children and Young People

- UK Youth Parliament Representatives

Councillor Mrs Aspinall, Chair of Wellbeing Overview and Scrutiny Committee

- General Practice surgeries in the City.

Mr David Shepperd, Council Monitoring Officer

- Code of conduct complaint

Councillor David Fletcher, Chair of the Standards Advisory Group

- Code of Conduct Complaint

73. **QUESTIONS BY THE PUBLIC**

Two questions were submitted by members of the public for this meeting, in accordance with Part B, paragraph 11 of the Constitution.

In the absence of Mr Sharpe the following question and response would be circulated and a written response would be sent to him after the meeting –

Question submitted by: Mr F Sharpe
To the Cabinet Member for Strategic Transport, Housing and Planning.
To be asked at the next Council.
<p>Question:</p> <p>The former Co-op store at the end of Plymstock Broadway has been empty for a number of years with a to let sign retail or Leisure attached.</p> <p>Please could the City Council look into converting it into a Plymstock public swimming pool as no date can be given at Sherford?</p>
<p>Response:</p> <p>Provision for a swimming pool has been made in the Sherford Development. The former Co-op store at the end of Plymstock Broadway will be considered against the policies of the Joint Local Plan.</p>

Mr Harvey-Heath asked the following question. The response will be circulated and a written response provided to him after the meeting –

Question submitted by: Lee Harvey-Heath
To the Cabinet Member for Children and Young People

Question:

I am trying to raise awareness of Foetal Alcohol Spectrum Disorder.

Why aren't you doing anything to raise awareness or working with services and partners to investigate this issue and work towards supporting families.

Response:

Whilst there is not a specific awareness campaign raising relating to Foetal Alcohol Spectrum Disorder (FASD), Plymouth City Council and partners undertake a range of actions to reduce the impact of alcohol on health and wellbeing for the population and more specifically for expectant mothers and children and their families affected by alcohol. This includes responsibility for the Strategic Alcohol Plan 2013 – 18, and supporting the One You government campaign that encourages people to drink less.

PCC deliver and commission a range of services for adults with alcohol misuse issues. They also work in partnership with other services such as maternity services to provide information, advice and guidance on alcohol in pregnancy; support expectant mothers who are experiencing alcohol misuse. Services and activities include:

- Commissioning specific substance misuse treatment services for parents (Harbour)
- FASD is embedded within assessment work when parental alcohol misuse is identified, and its early identification and the need for coordinated planning with children identified at risk of FASD is equally supported by social work, health Service colleagues – including Specialist midwives, Health visiting and Harbour colleagues. These services also provide advice and consultation to staff within the Department on a case by case basis. Children's centres also provide targeted support to services supporting expectant mothers experiencing alcohol/substance misuse supporting families in accessing children centre services
- We ensure that staff in the Children Young People and Families Service are aware of this issue and are well placed to undertake this work. FASD forms a key part of the 'Early Brain Development training', which our social workers attend. Similarly, health visitors receive training on brain development in early life and provide information to parents on this. FASD is also addressed in the LSCB training.
- All of our social workers to have access to www.ccinform.co.uk which offers the most up to date research and guidance relating to FASD.

74. **JOINT COMMITTEE FOR THE HEART OF THE SOUTH WEST**

Councillor Bowyer (Leader of the Council) presented the report on the Joint Committee for the Heart of the South West and Councillor Nicholson (Deputy Leader and Cabinet member for Strategic Planning, Transport and Housing) seconded the report. Following the vote, the Council agreed the recommendations within the report to –

1. Note progress toward the Heart of the South West Combined Authority / Devolution deal proposals;
2. Approve the proposals for the Heart of the South West Productivity Plan preparation and consultation;

3. Agree in principle to the establishment of a Heart of the South West Joint Committee with a Commencement Date of Friday 1st September 2017 in accordance with the summary proposals set out in this report;
4. Agree that the 'in principle' decision at (3) above is subject to further recommendation and report to the constituent authorities after the County Council elections in May 2017 and confirmatory decisions to approve:
 - a. the establishment of the Joint Committee;
 - b. a constitutional 'Arrangements' document;
 - c. an 'Inter-Authority Agreement' setting out the support arrangements;
 - d. the appointment of representatives to the Joint Committee;
 - e. the appointment of an Administering Authority.

75. **Lord Mayoralty 2017-18**

Councillor Nicholson (Chair of the Lord Mayor's selection committee) proposed and Councillor Evans seconded the recommendation of the Lord Mayor's Selection Committee.

Agreed that the nomination of Councillor Mrs Foster as Lord Mayor for 2017/18 is forwarded to the Council's Annual General Meeting.

Councillor Mrs Foster addressed the council following the vote.

(Councillor Mr Foster declared a disclosable pecuniary interest in the above item and left the meeting during this item)

76. **Waterfront Business Improvement District**

Councillor Bowie (Chair) proposed and Councillor Ball (Vice Chair) seconded the recommendation of the Place and Corporate Overview Scrutiny on the Waterfront Partnership Business Improvement District.

Agreed that the power of veto, as per Regulation 12 of the Business Improvement District (England) Regulations 2004, is not exercised.

MOTIONS ON NOTICE

77. **Gesture at Council**

Councillor Kelly proposed the motion and Councillor Downie seconded the motion regarding a gesture at council. Following a request from ten councillors for a recorded vote the motion was carried and Council agreed that -

- that the Nazi salute gesture by Cllr Morris at the last Council meeting was abhorrent and has no place in today's society.
- the Council reinforces the fact that our ethos and values promote a welcoming City, therefore Cllr Morris' behaviour was entirely inappropriate and is severely damaging to the reputation of the Council and the City.

- Council calls on Cllr. Morris to stand down with immediate effect.

Councillor Evans made the following statement and left the Chamber for the debate –

“As a Councillor subject to the jurisdiction of this council’s agreed disciplinary process, I will not remain in the chamber for this item, which prejudices an outcome without evidence being presented.”

The monitoring officer asked if any other councilor wished to make the same statement.

Councillors Smith, Mrs Aspinall, Bowie, Coker, S Davey, P Davey, Hendy, Lowry, Mavin, McDonald, Penberthy, Singh, Sparling, Stevens, J Taylor, K Taylor, Tuffin, Tuohy, Vincent, Wheeler and Winter indicated that they wished to make the same statement and left the chamber for the debate.

(Councillors Parker-Delaz Ajete, Dann, Rennie, Ball, Fletcher and Mrs Bowyer declared a prejudicial interest in this item and left the chamber for the debate)

For the motion (26) –

Councillors Mrs Beer, Bowyer, Mrs Bridgeman, Carson, Cook, Churchill, Darcy, Deacon, Downie, Drean, Foster, Mrs Foster, Fry, James, Jordan, Kelly, Martin Leaves, Mike Leaves, Sam Leaves, Loveridge, Dr Mahony, Nicholson, Mrs Pengelly, Ricketts, Storer and Wiggins.

Against the motion (0)

Abstained (2) –

Lord Mayor, Councillor Riley.

Absent (29) –

Councillors Mrs Aspinall, Parker-Delaz Ajete, Dann, Rennie, Ball, Fletcher, Mrs Bowyer, Evans, Smith, Bowie, Coker, P Davey, S Davey, Hendy, Lowry, Mavin, Morris, McDonald, Penberthy, Singh, Sparling, Stevens, J Taylor, K Taylor, Tuffin, Tuohy, Vincent, Wheeler and Winter.

78. **Housing cost element of Universal Credit**

Councillor Kate Taylor proposed the motion as amended and Councillor Penberthy seconded the motion regarding the Housing Cost Element of Universal Credit. Following a vote, the motion was carried and Council agreed that –

- That the Chief Executive write to the Minister responsible requesting the release of the Equalities Impact Assessment in order to facilitate planning for local service provision.
- That taking into account the government’s democratic mandate for overall welfare reform the Chief Executive prepares and publishes a report by the end of June on the potential impact of this regulation on young people in Plymouth and the services that support them including, but not limited to: the number of young people likely to be impacted and the value of the withdrawn benefit, together with cumulative information on other (previous and planned) changes to welfare and benefit

payments for this age group; the potential impact on homelessness services and the actions the Council will take to mitigate this; the potential additional burdens this will put on support for households involved in Families with a Future and the potential costs to the programme; the potential impact on support required from youth services in Plymouth and how these will be resourced; and the potential impact on local private sector landlords and their businesses.

- That the relevant Scrutiny Panel considers the Chief Executive's report and makes any recommendations to Cabinet or Council it feels appropriate.

(Councillors Lowry, Wheeler, Coker, Sparling, Hendy, Wiggins and Riley made declarations of interest respect of this item and left the chamber during the debate)

79. **COUNCIL AND COMMITTEE MEETINGS 2017/18**

Councillor Riley proposed and Councillor Mrs Bridgeman seconded the Annual Calendar of Council and Committee meetings 2017/18.

Agreed to adopt the calendar of meetings as set out in the agenda.

80. **QUESTIONS BY COUNCILLORS**

	From	To	Subject
1.	Councillor Carson	Councillor Jordan	History Centre.
2.	Councillor Deacon	Councillor Michael Leaves	Changes to waste collection.
	Councillor McDonald	Councillor Ricketts	Numbers of people in temporary accommodation.
3.	Councillor Smith	Councillor Nicholson	Central park events field.
4.	Councillor Stevens	Councillor Riley	Assault course, staff morale.
5.	Councillor J Taylor	Councillor Mrs Bowyer	Deprivation of Liberty legislation. (Councillor Mrs Bowyer undertook to provide a report to members).
6.	Councillor Mrs Aspinall	Councillor Bowyer	Parking Modernisation Plan.
7.	Councillor Tuohy	Councillor Ricketts	Road safety schemes in Ham Ward.
8.	Councillor McDonald	Councillor Ricketts	Timescale for the clearing of blocked drains.
9.	Councillor Winter	Councillor Ricketts	Weston mill blocked drains.
10.	Councillor Loveridge	Councillor Michael Leaves	Fly tipping.
11.	Councillor Downie	Councillor Beer	School Transport Budget Pressures.

	From	To	Subject
12.	Councillor Smith	Councillor Michael Leaves	Waste performance measures.
13.	Councillor Mrs Aspinall	Councillor Bowyer	Accessibility permit parking modernisation.
14.	Councillor Mrs Aspinall	Councillor Ricketts	Car park surfaces.
15.	Councillor Drean	Councillor Michael Leaves	Food waste
16.	Councillor James	Councillor Darcy	Budget statement.

Please note that questions, answers, supplementary questions and supplementary answers have been summarised.

City Council

Friday 19 May 2017

PRESENT:

Councillor Murphy, in the Chair.

Councillor Sam Davey, Vice Chair.

Councillors Ball, Mrs Beer, Bowie, Bowyer, Mrs Bowyer, Mrs Bridgeman, Carson, Churchill, Coker, Cook, Dann, Darcy, Philippa Davey, Deacon, Downie, Drear, Evans, Fletcher, K Foster, Mrs Foster, Fry, Hendy, James, Jordan, Kelly, Martin Leaves, Michael Leaves, Sam Leaves, Loveridge, Lowry, Dr Mahony, Mavin, McDonald, Morris, Nicholson, Parker-Delaz-Ajete, Penberthy, Mrs Pengelly, Rennie, Ricketts, Riley, Singh, Smith, Sparling, Stevens, Storer, Jon Taylor, Kate Taylor, Tuohy, Vincent, Wheeler, Wiggins and Winter.

Apologies for absence: Councillors Mrs Aspinall and Tuffin

The meeting started at 10.30 and finished at 12.05.

Note: The full discussion can be viewed on the webcast of the City Council meeting at www.plymouth.gov.uk. At a future meeting, the Council will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. **To elect the Lord Mayor and Deputy Lord Mayor for the period up to the next Annual Meeting**

Agreed that Councillor Wendy Foster is elected Lord Mayor and Councillor Nick Kelly is elected Deputy Lord Mayor of the city for the ensuing year.

2. **Lord Mayor's Chaplain**

The Lord Mayor announced the appointment of Reverend Dave Appleby of St John the Evangelist's, Hooe, as her Chaplain.

3. **Presentation of Drake's Sword**

Warrant Officer David Halliday RM, on behalf of the Royal Navy, presented Drake's Sword to the Lord Mayor to symbolise the key links between the Royal Navy and the City of Plymouth.

4. **Vote of thanks to the retiring Lord Mayor and Deputy Lord Mayor**

Agreed that –

- I. the Council accords to Councillor Pauline Murphy the sincere thanks of the citizens of Plymouth for the invaluable services she has rendered to the city as Lord Mayor since May 2016, and for the able manner in which she has presided over the deliberations of the Council during that period;

2. the Council also expresses its indebtedness to Councillor Sam Davey for his diligent and efficient discharge of the duties of Deputy Lord Mayor.

The Lord Mayor presented the retiring Lord Mayor and the retiring Deputy Lord Mayor with gifts to commemorate their time in office for the 2016-2017 civic year.

5. **To note the Leader of the City Council**

Councillor Bowyer continuing position as Leader of the City Council was noted.

6. **To note the membership of the Cabinet**

The membership of Cabinet was noted.

There were no changes to the scheme of delegation for executive functions.

7. **To agree committees and their members and appoint Chairs and Vice Chairs**

A schedule of the nominations to committees, joint committees, panels etc was submitted.

Agreed that –

1. approval is given to the appointments to committees, joint committees, panels etc and their chairs and vice chairs for the transaction of the business of the council until the next Annual Meeting as set out in the list circulated

8. **To nominate or appoint representatives to outside bodies**

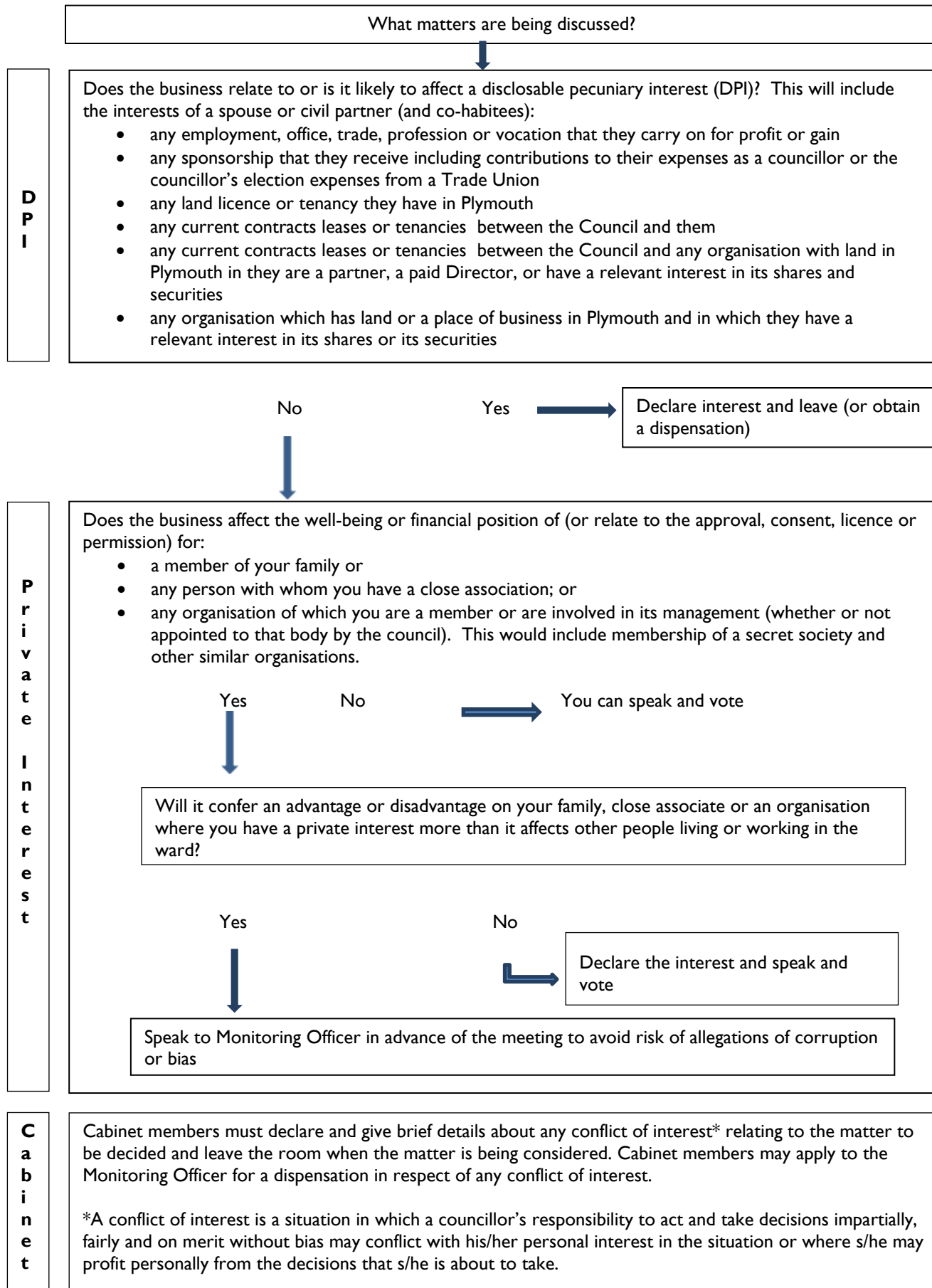
A schedule of the nominations to outside bodies was submitted.

Agreed that approval is given to the appointments and nominations of councillors and others as representatives on outside bodies as indicated.

9. **To agree changes to the Planning Committee Code of Practice**

Agreed the changes to the Planning Committee Terms of Reference and Code of Practice and subsequent amendments to the Council's Constitution.

DECLARING INTERESTS – QUESTIONS TO ASK YOURSELF



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PLYMOUTH CITY COUNCIL

Subject:	Plan for Libraries
Committee:	Full Council
Date:	03 July 2017
Cabinet Member:	Councillor Ian Bowyer (Chair, Cabinet / Leader of the Council)
CMT Member:	Andrew Hardingham (Interim Joint Strategic Director Transformation and Change)
Author:	Faye Batchelor -Hambleton, Assistant Director Customer Services
Contact details	Tel: 01752 304480 email:Faye.Batchelor-Hambleton@plymouth.gov.uk
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 aspires to raising literacy

levels throughout the city. The library service provides space and 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 ensure 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 cost 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 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. The individual Library EIA's are included within this report

Recommendations and Reasons for recommended action:

Cabinet recommends to Council 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.

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](#)

[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:

Title	Part I	Part II	Exemption Paragraph Number						
			1	2	3	4	5	6	7
A. Revised Plan for Libraries with appendices	√								
B. Revised needs assessment on libraries proposed for closure	√								
C. Consultation Analysis	√								

D. EIA's on individual Libraries	√											
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Sign off

Fin	pl171 8.38	Leg	lt/28 297/ 0706	Mon Off	lt/ mo /28 297	HR	DA- HR 01.0 6 .201 7	Assets		IT		Strat Proc	
Originating SMT Member – Andrew Hardingham													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

I. INTRODUCTION

- I.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”.
- I.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).
- I.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.
- I.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.
- I.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.
- I.6 Three canvassers were recruited for a five week period to seek responses to the questionnaire, mainly in the City Centre targeting underrepresented groups.
- I.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.
- I.8 Regular Plymouth City Council communications were undertaken which promoted the consultation. There was also extensive coverage of the proposal in the local newspaper.
- I.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.
- I.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 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.

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 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 proposed closure libraries 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 knock on effect on 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).

Previous 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
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

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. a high level Equalities Impact Assessment for the entire Plan for Libraries;
 - b. draft performance measures for the new library service;
 - c. delivery plan, to include any transitional measures for customers impacted by proposed closures;
 - d. draft capital budget requirements for improvements to the library estate;
 - e. impact assessment for all staff, including temporary staff;
 - f. 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 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.

Plymouth City Council

Plan for Libraries survey 2017

FINAL REPORT

3rd May 2017



Executive Summary

Background

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

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

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

Method

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

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

Response

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

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

Other information received during the consultation period through:

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

Key results

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

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

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

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

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

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

- Proposal to close libraries, overall:

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

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

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Introduction

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

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

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

Background, purpose and aims

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

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

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

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

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

Methodology

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

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

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

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

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

Engagement and communication

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

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

Plan for Libraries Survey Analysis

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

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

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

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

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

Section 1: Response

Overall Response:

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

Respondent profiles:

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

Demographic profiles of respondents:

a) Age: Base: 3,340

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

b) Gender: *Base: 3,256*

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

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

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

d) Ethnicity: *Base: 3,201*

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

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

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

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

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

g) Marital Status: Base: 2,973

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

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

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

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

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

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

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

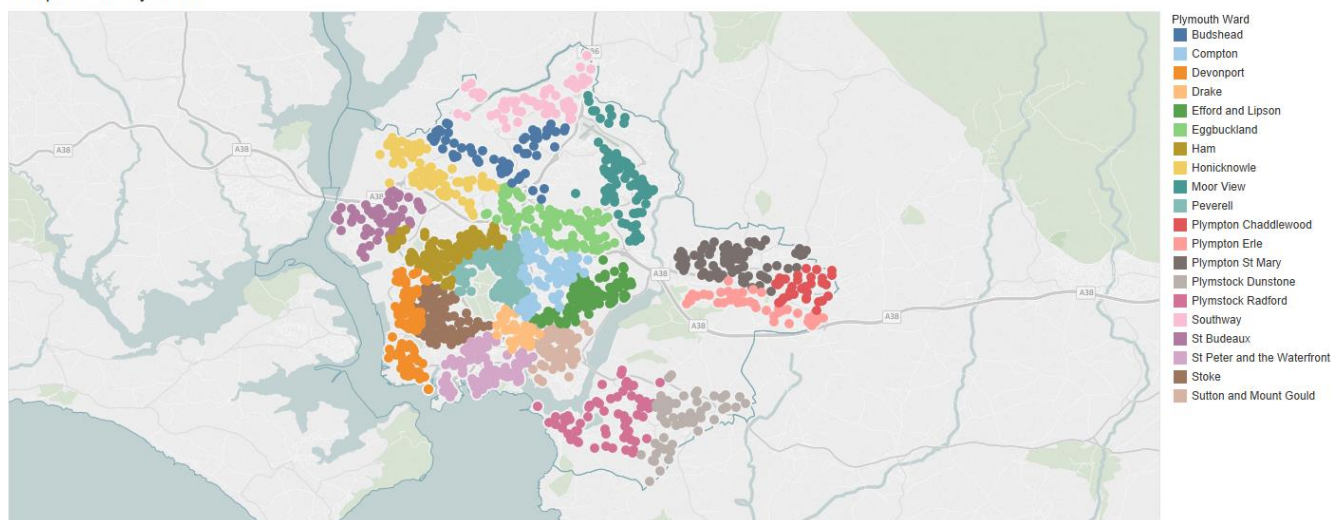
Ward profile of respondents:

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

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

Map 1:

Respondents by Ward

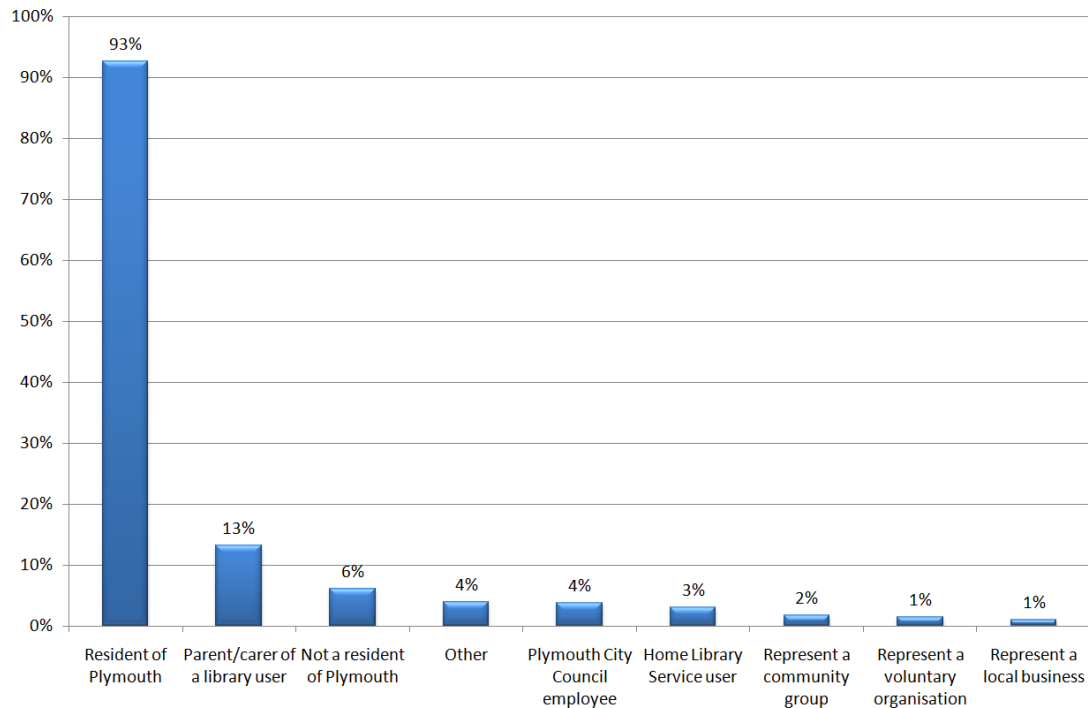


Note: All maps in this report supplied by Plymouth City Council

'Respondent type' (Q1) profile of respondents:

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

Chart 1: Respondent type



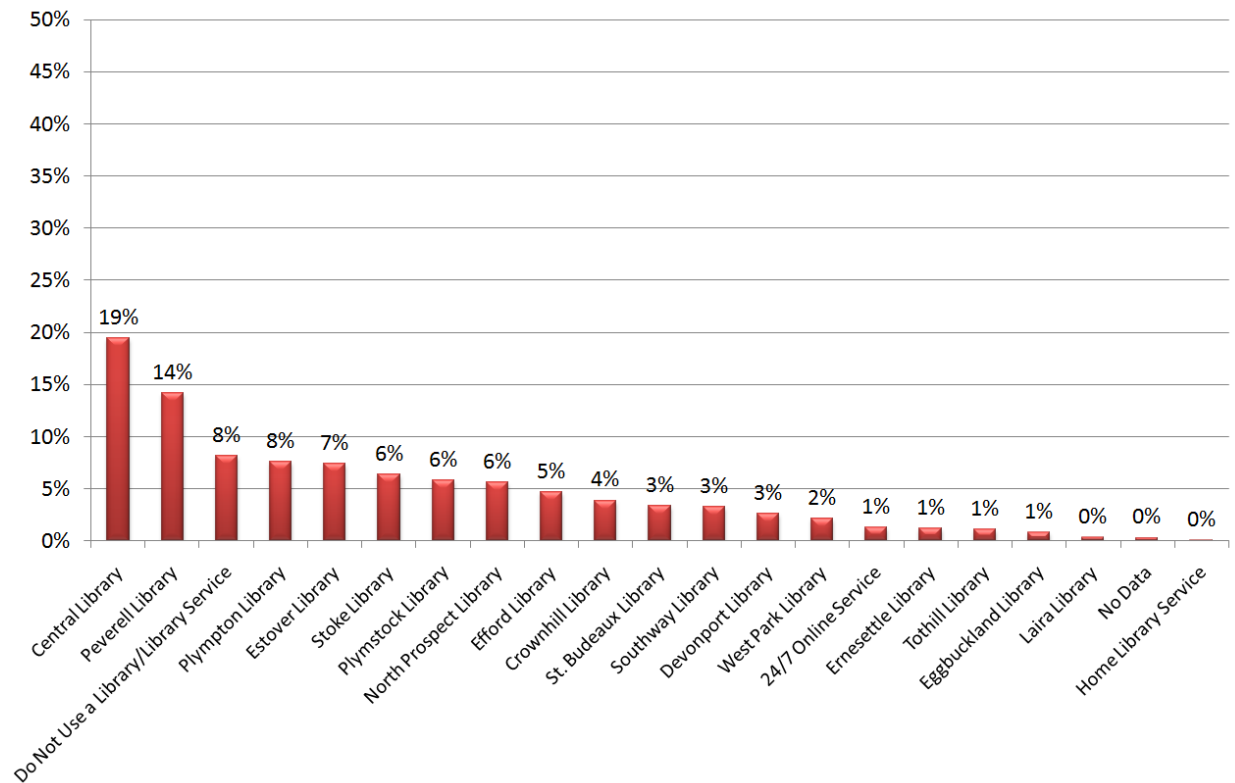
Base: 3,748

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

'Library/Library service most used' (Q2) profile of respondents:

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

Chart 2: Library/Library service used most

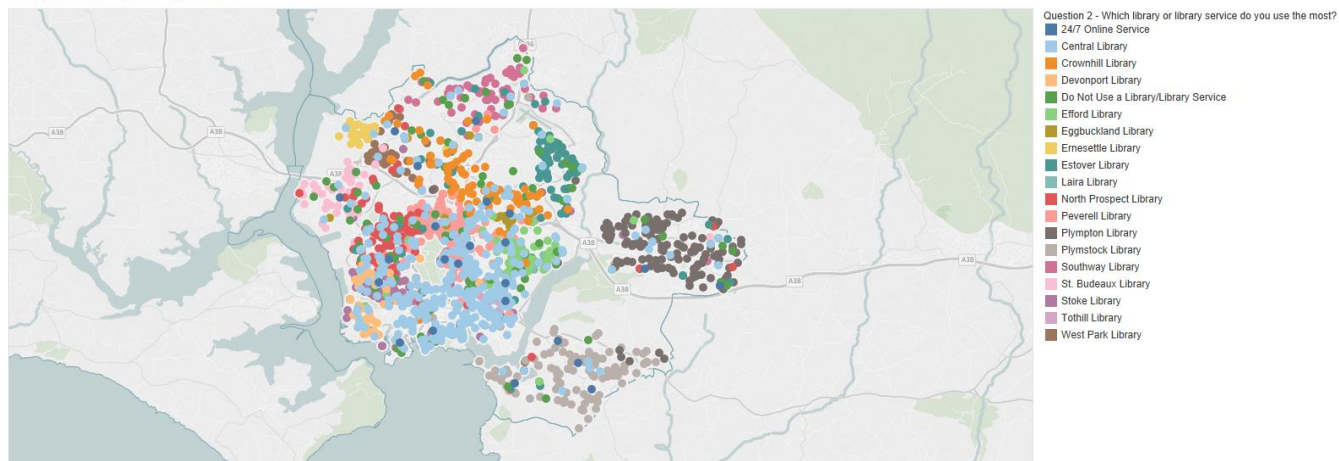


Base: 3,748

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

Map 2:

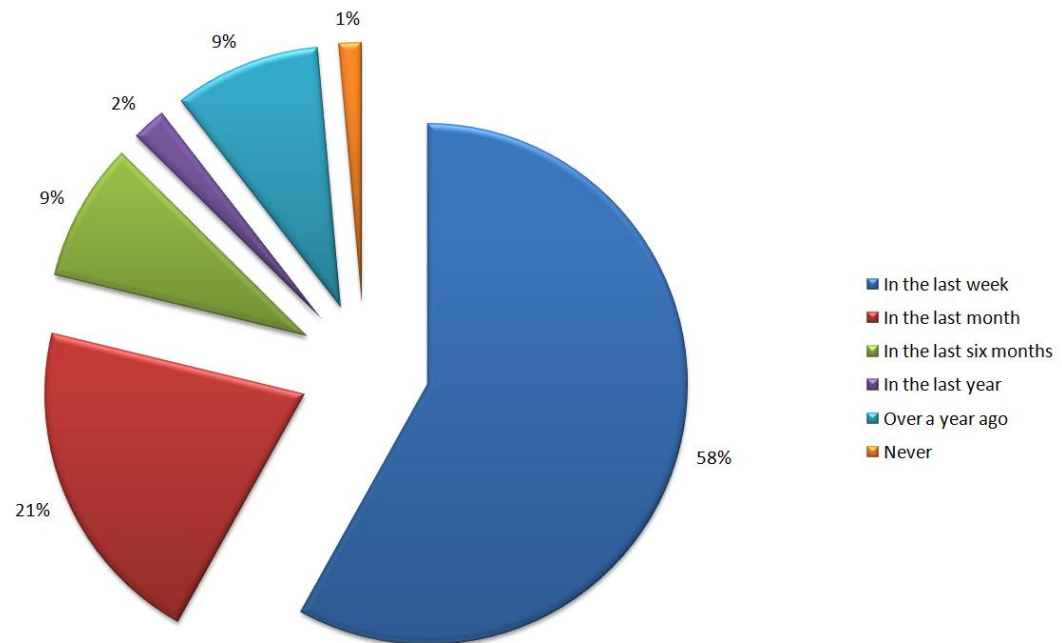
Respondents by library used



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

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

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



Base: 3,748

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

Section 2: Plymouth City Council proposal

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

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

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

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

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

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

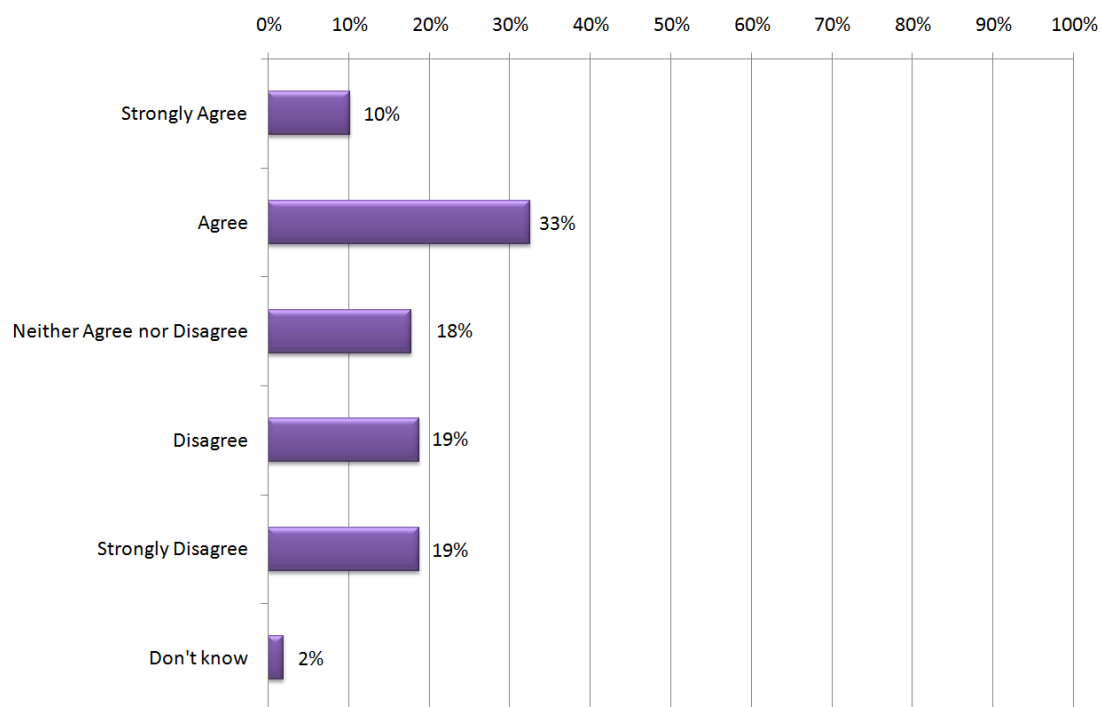
Enhancing our online service

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

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

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

Chart 4: Enhance online service



Base: 3,688

(Note: 60 non responses not included)

Differences:

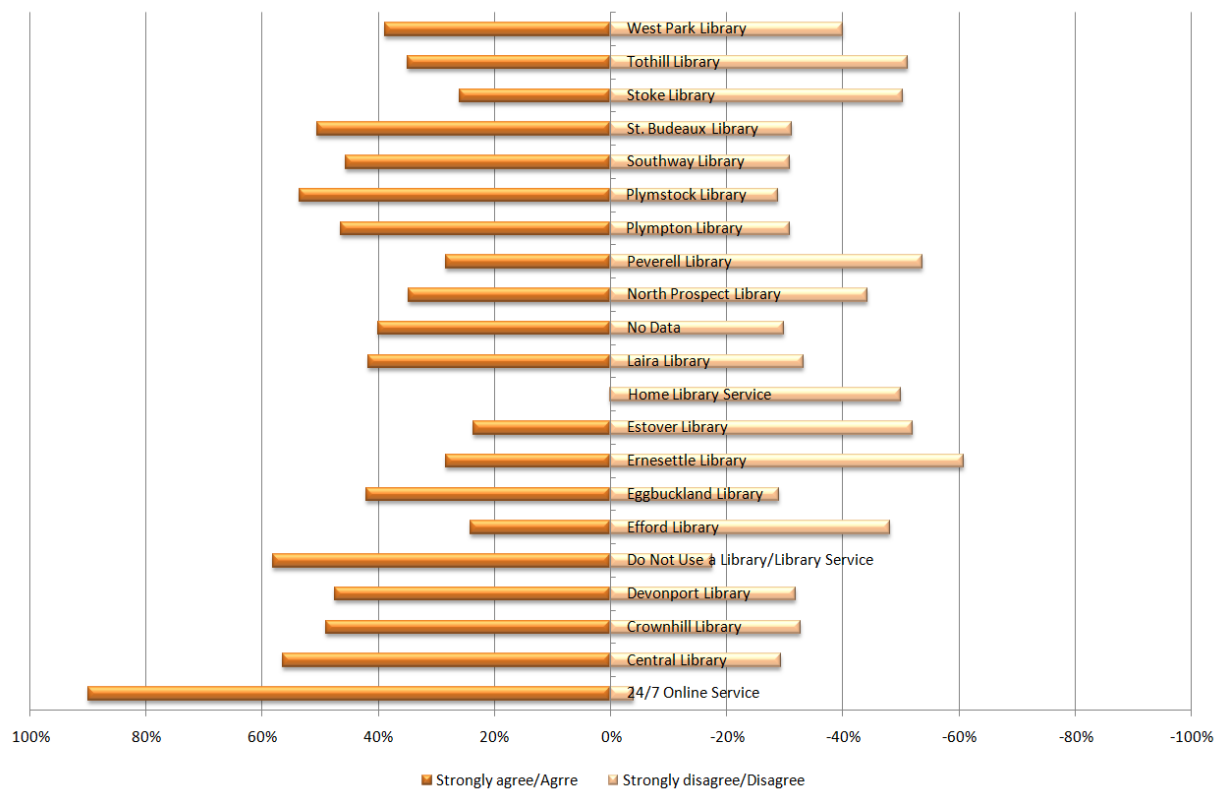
- Significantly more respondents aged under 25yrs strongly agreed/agreed with the proposal to enhance the online service (57%), compared with 25-50yrs (43%); 51-65yrs (42%) and over 65yrs (38%).
- Significantly less respondents aged under 25yrs strongly disagreed/disagreed with the proposal to enhance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

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

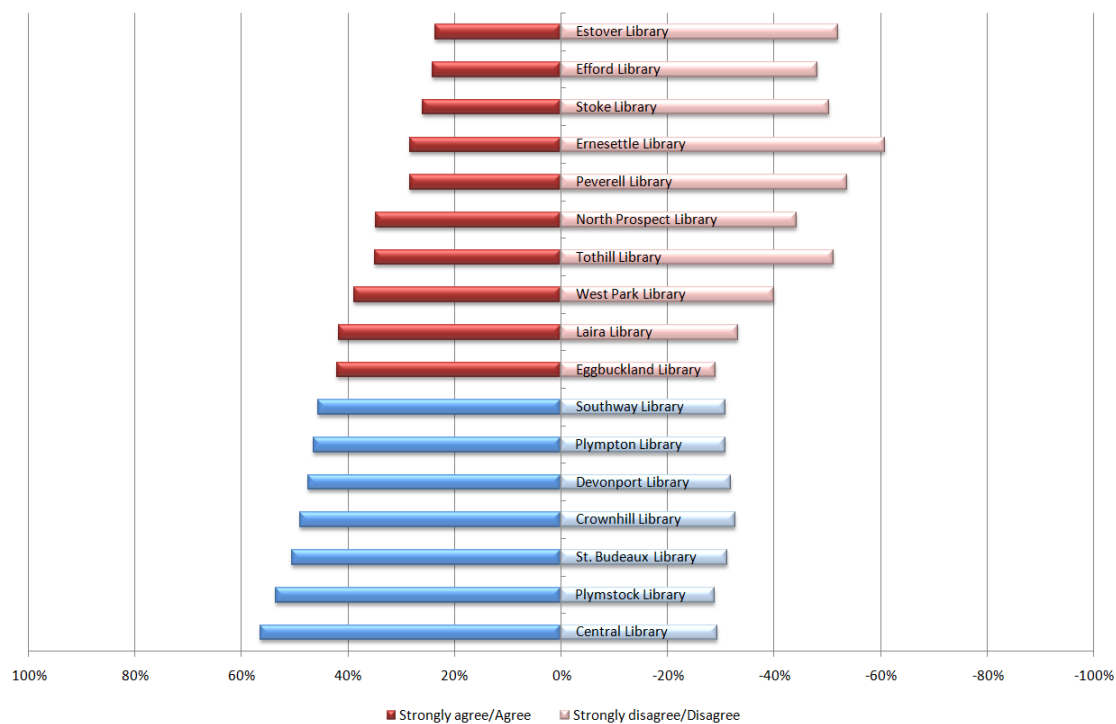
Chart 5: Library/Library service most used: Agree V Disagree with proposal to enhance online service



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

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

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



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

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

Most common responses are outlined in table 1 below:

Table 1: Agree, disagree with enhanced online service

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

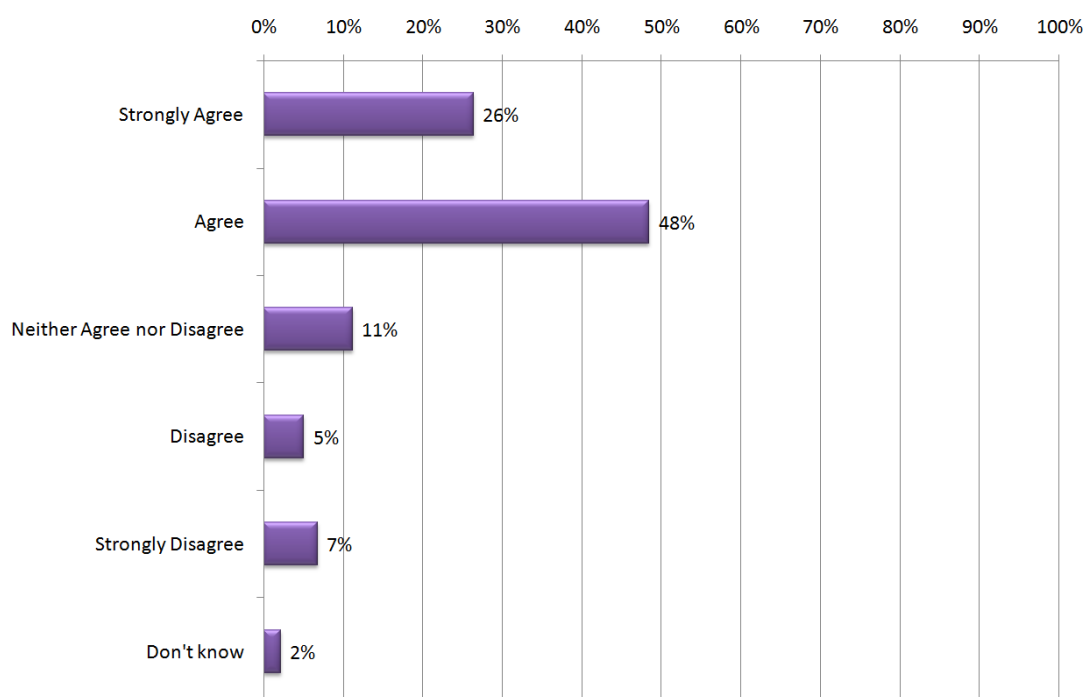
Enhancing our in-library service

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

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

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

Chart 7: Enhance in-library service



Base: 3,649

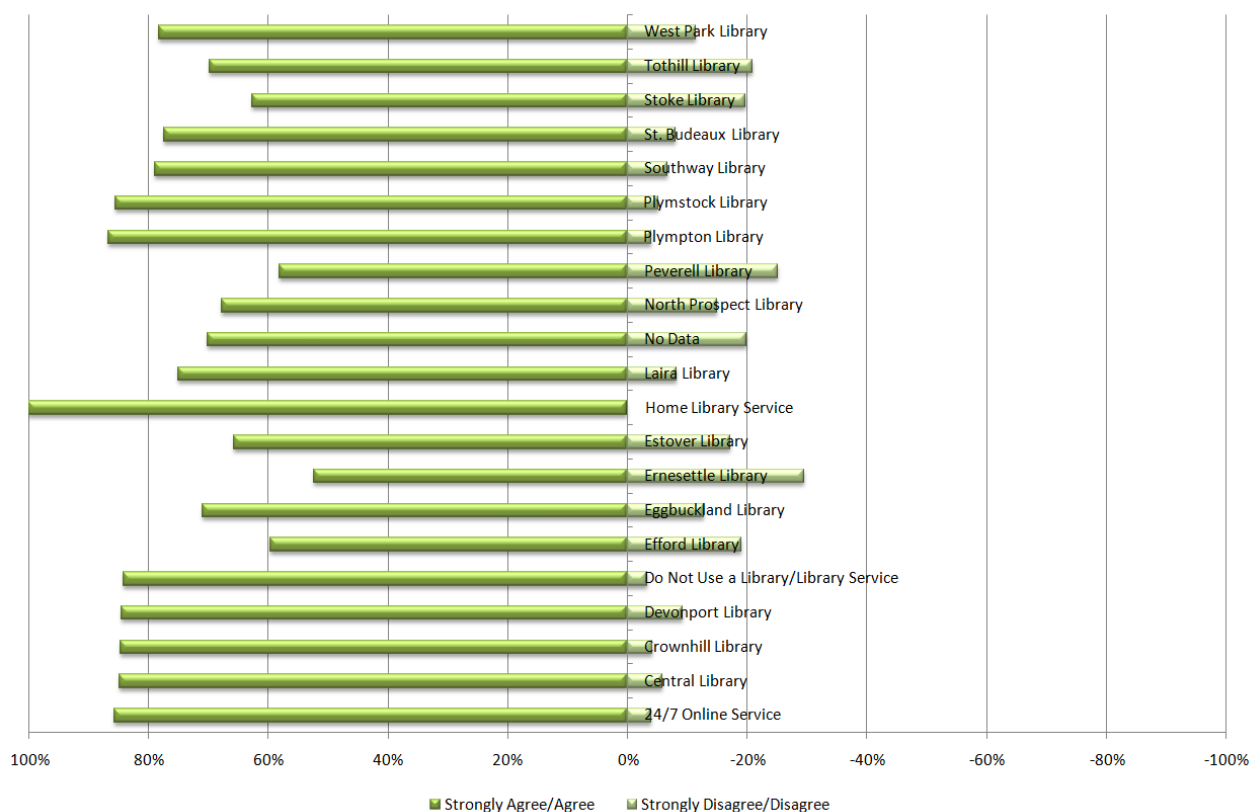
(Note: 99 non responses not included)

Differences

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

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

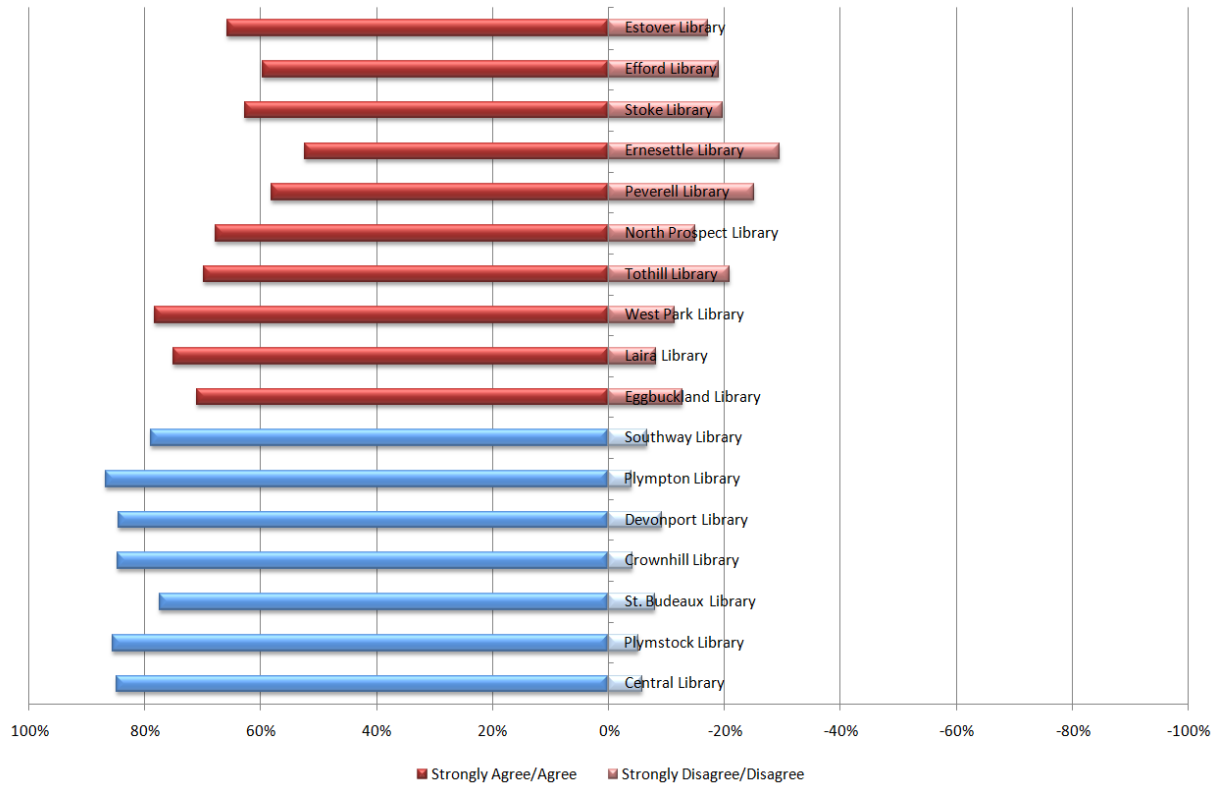
Chart 8: Library/Library service most used: Agree V Disagree with proposal to enhance in-library service



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

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

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



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

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

Most common responses are outlined in table 2 below:

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

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

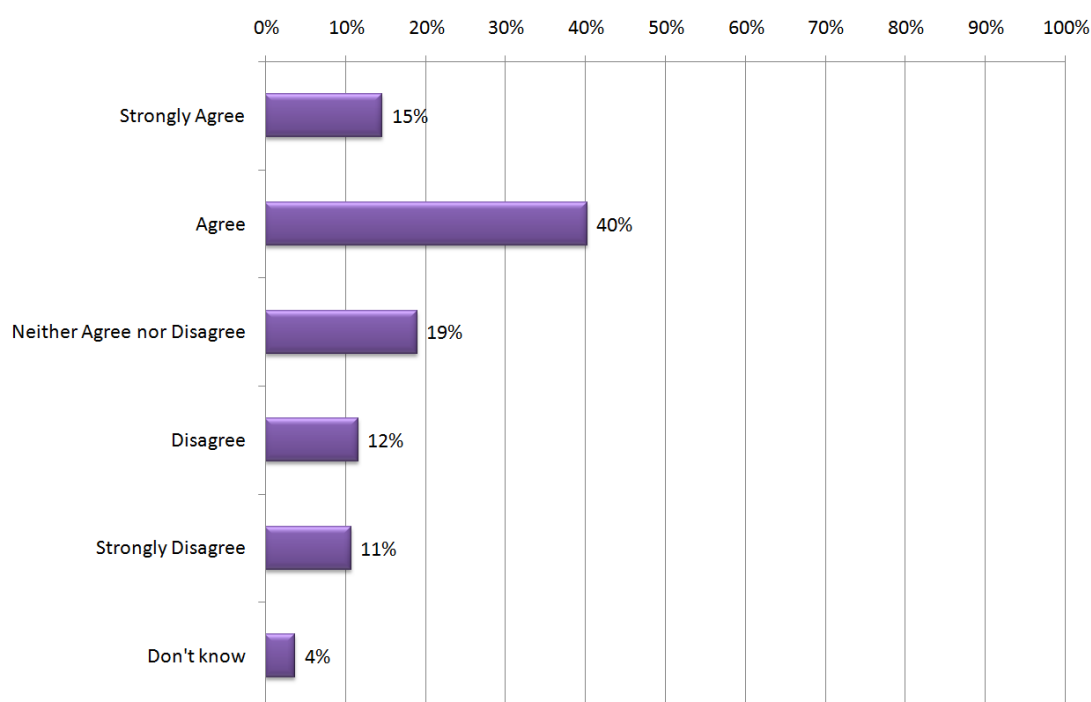
Enhancing our outreach service

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

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

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

Chart 10: Enhance outreach service



Base: 3,578

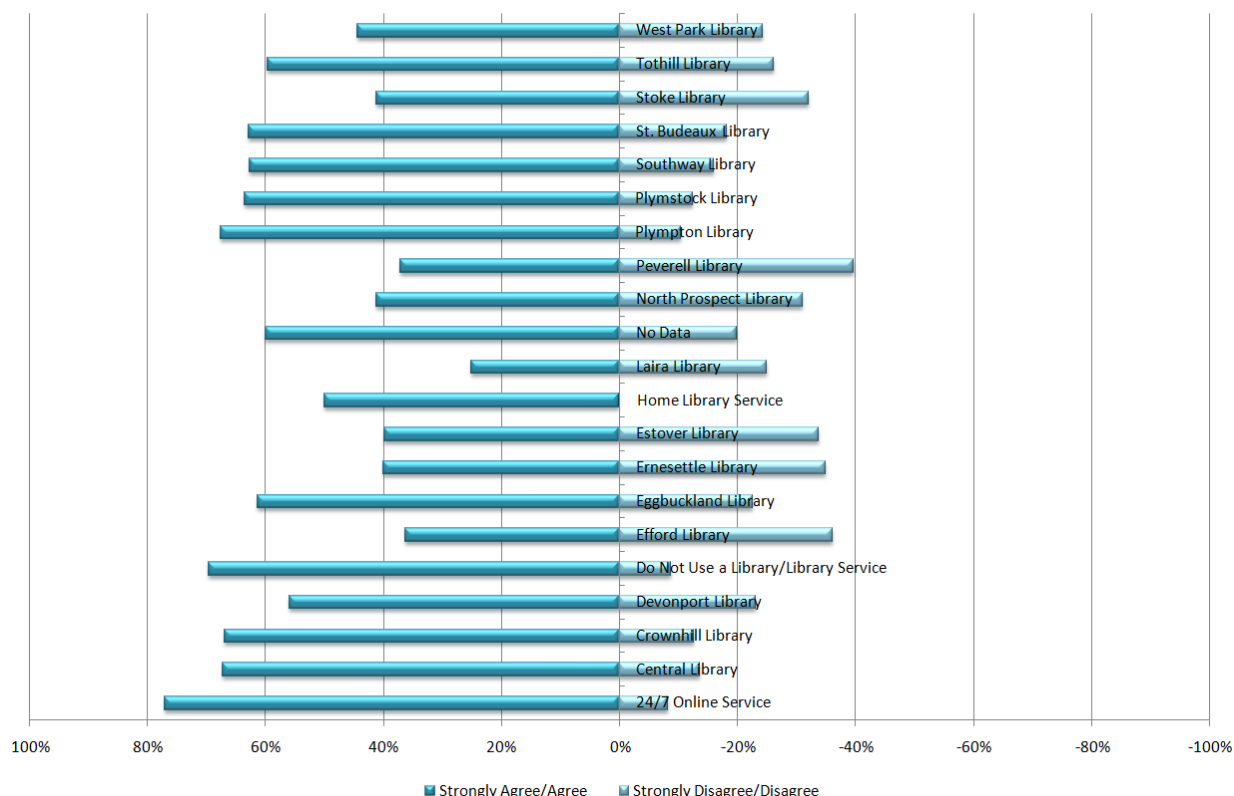
(Note: 170 non responses not included)

Differences

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

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

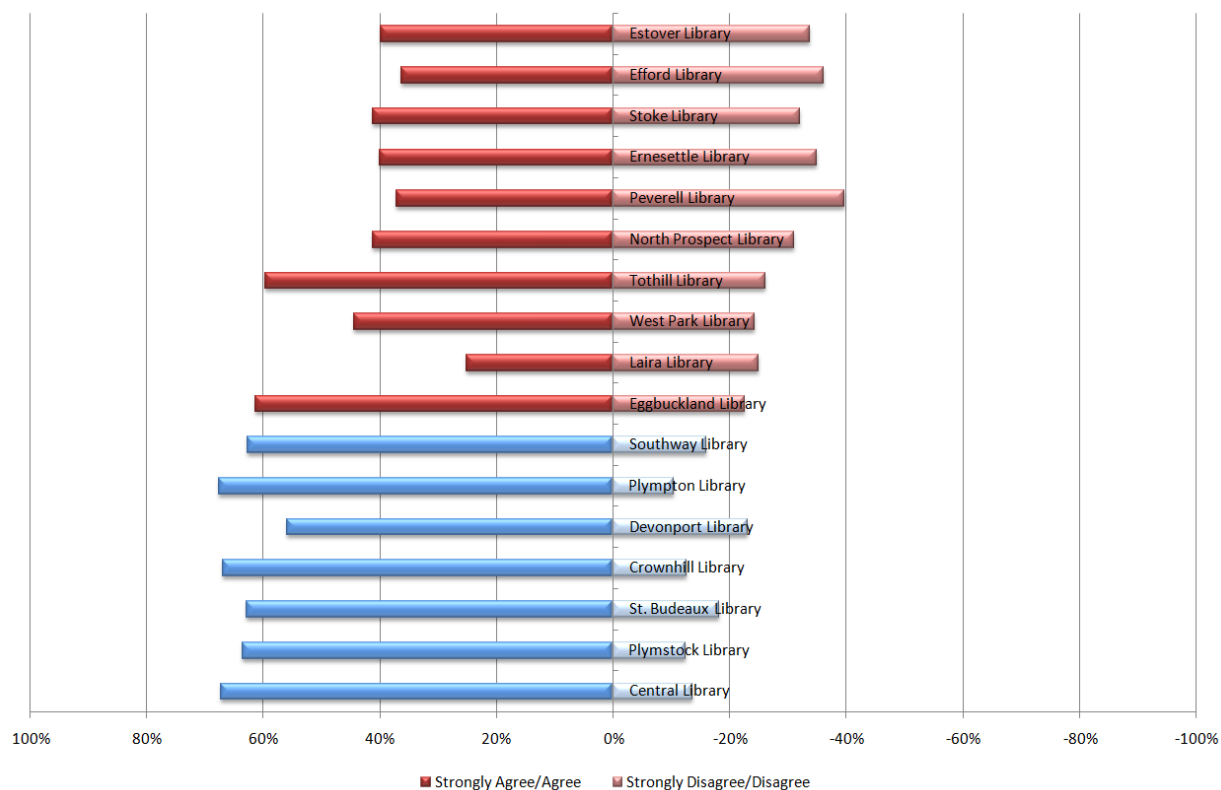
Chart 11: Library/Library service most used: Agree V Disagree with proposal to enhance outreach service



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

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

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



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

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

Most common responses are outlined in table 3 below:

Table 3: Agree, disagree with enhanced outreach service

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

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

Some of the more common responses were as follows:

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

Library Assessment

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

The criteria used were as follows:

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

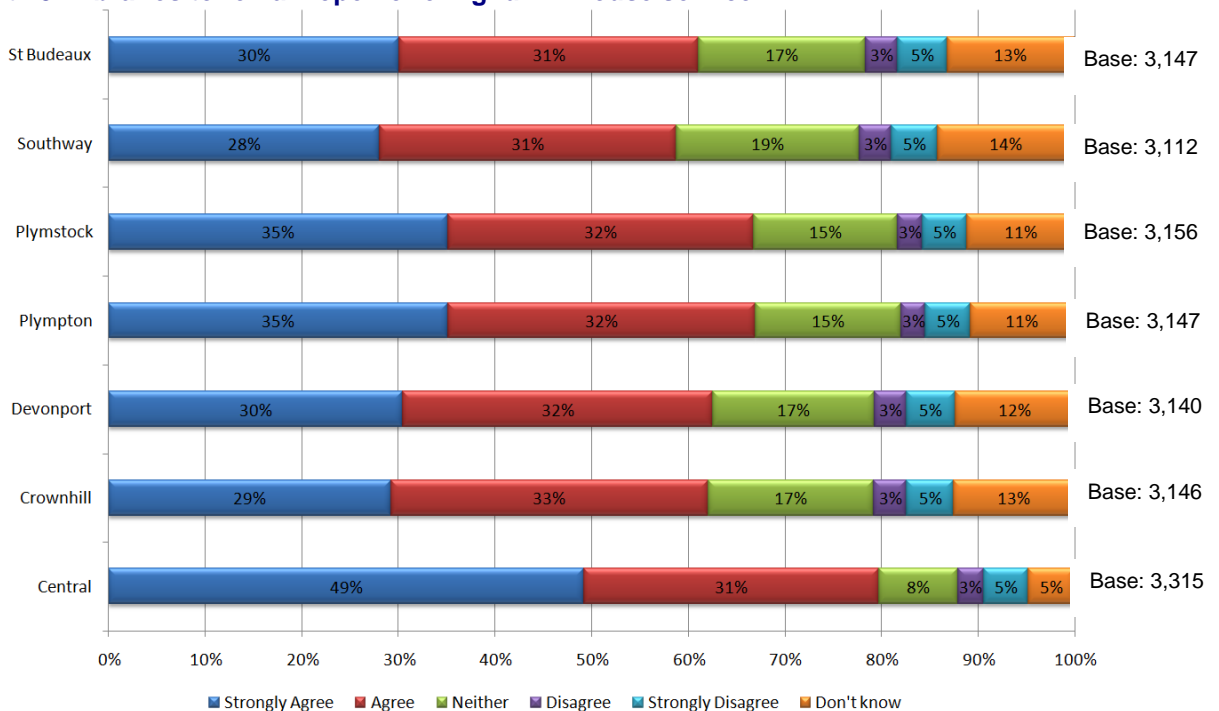
Proposed libraries to stay open

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

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

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

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



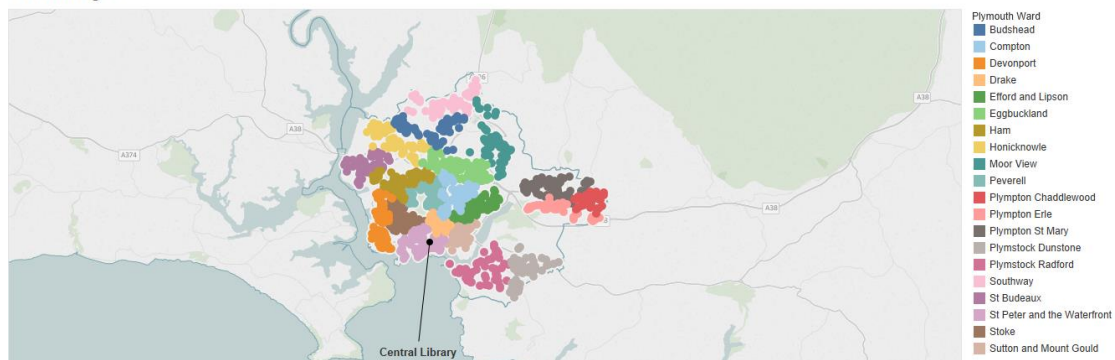
- 80% strongly agreed/agreed that Central library should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.
- Two thirds (67%) strongly agreed/agreed that Plympton and Plymstock libraries should remain open and provide full in-house library service, 7% strongly disagreed/disagreed.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

Differences

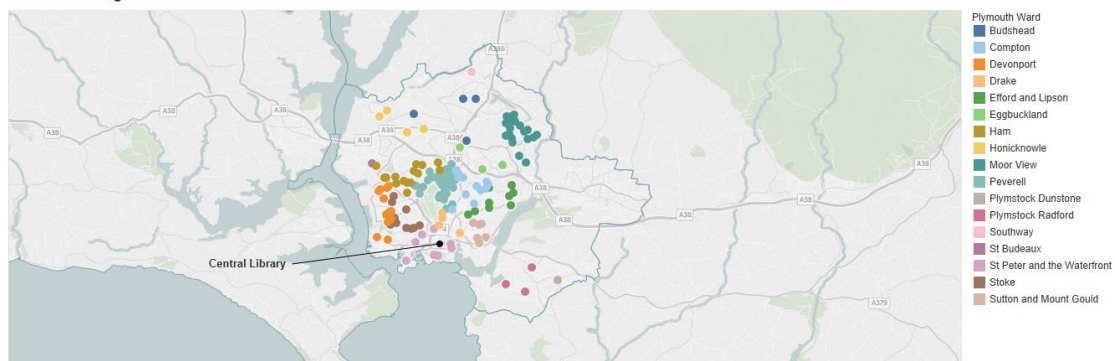
Central Library:

Differences based on where the respondent lives:

Central - Agree

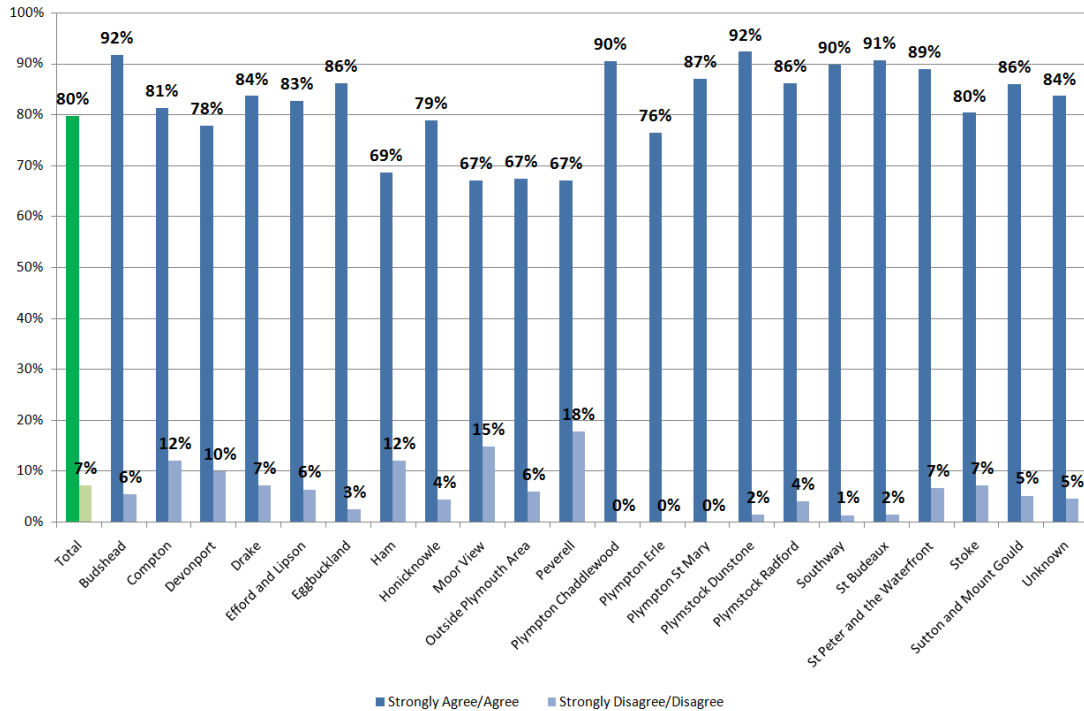


Central - Disagree



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

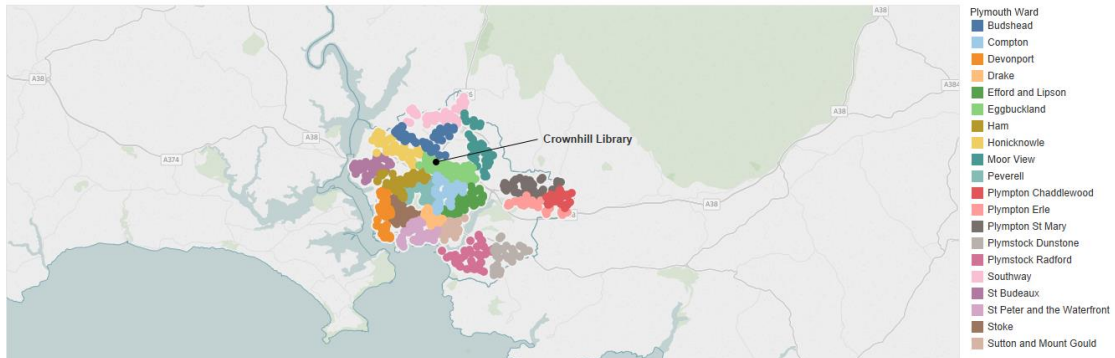
- Respondents living in the following wards recorded greatest levels of disagreement: Peverell (18%); and Moor View (15%).



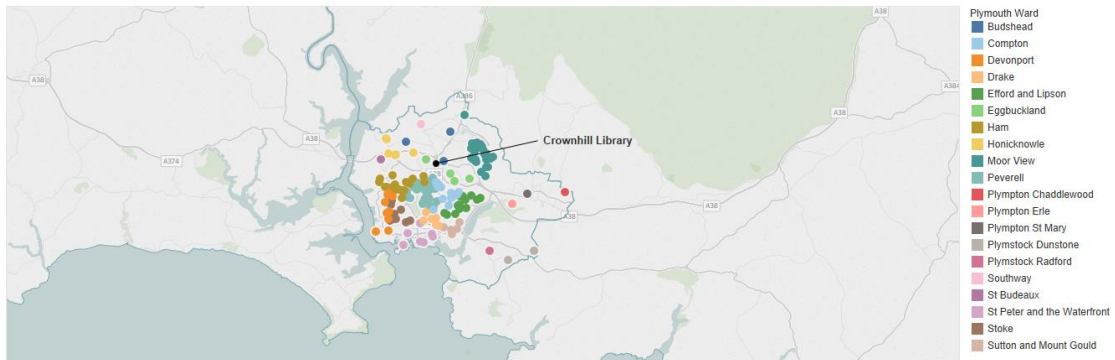
Crownhill Library:

Differences based on where the respondent lives:

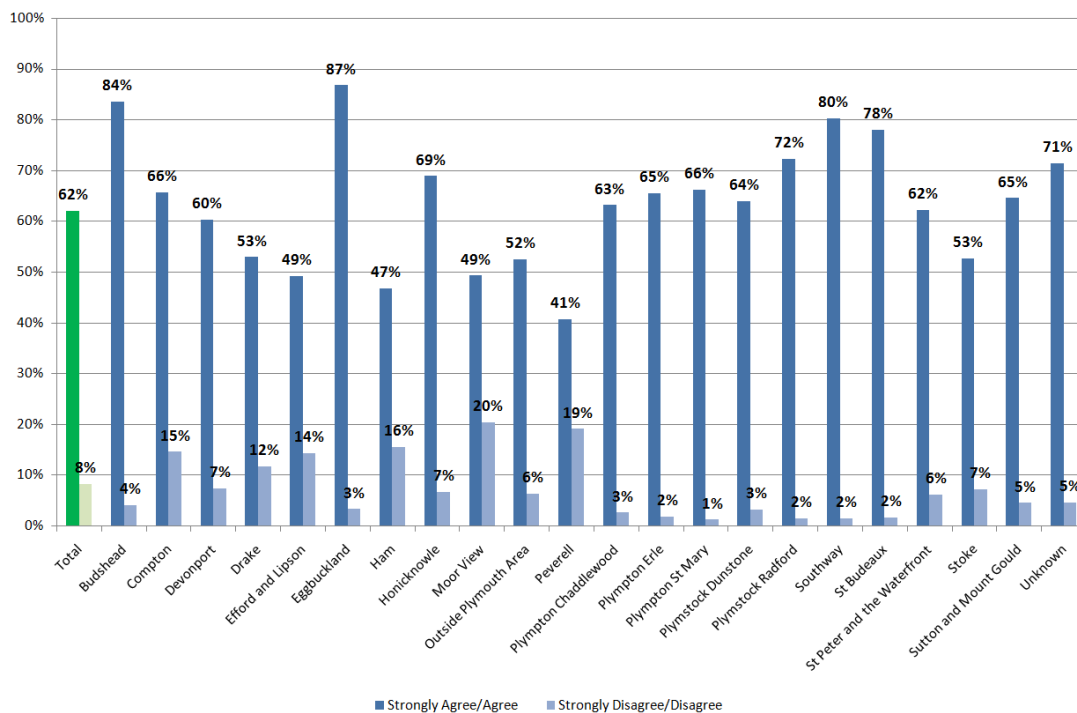
Crownhill - Agree



Crownhill - Disagree



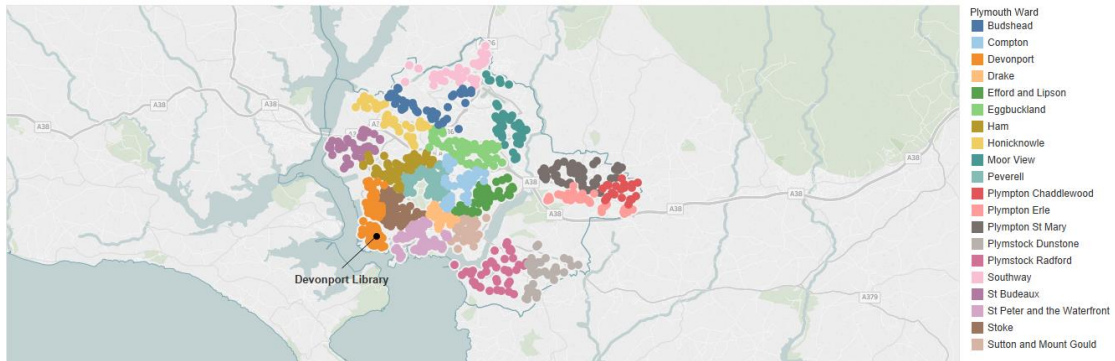
- Over 80% of respondents living in the following wards agreed that Crownhill library should remain open and provide full in-house library service: Egguckland (87%); Budshead (84%); and Southway (80%).
- Respondents living in the following areas recorded greatest levels of disagreement: Moor View (20%);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



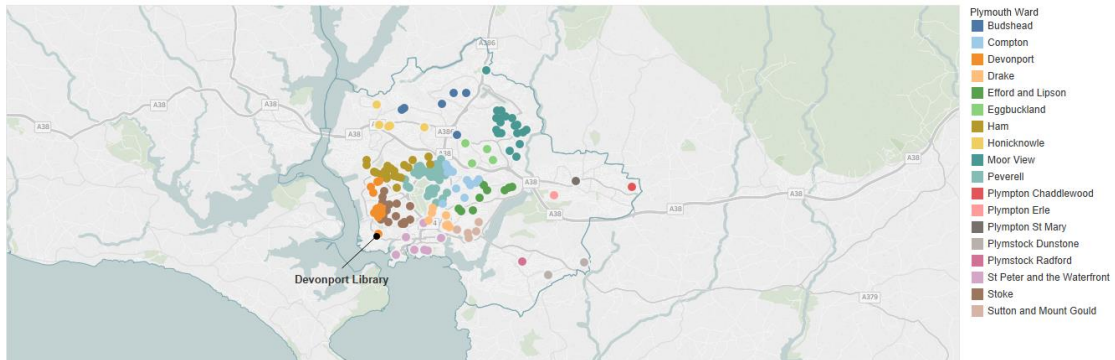
Devonport Library:

Differences based on where the respondent lives:

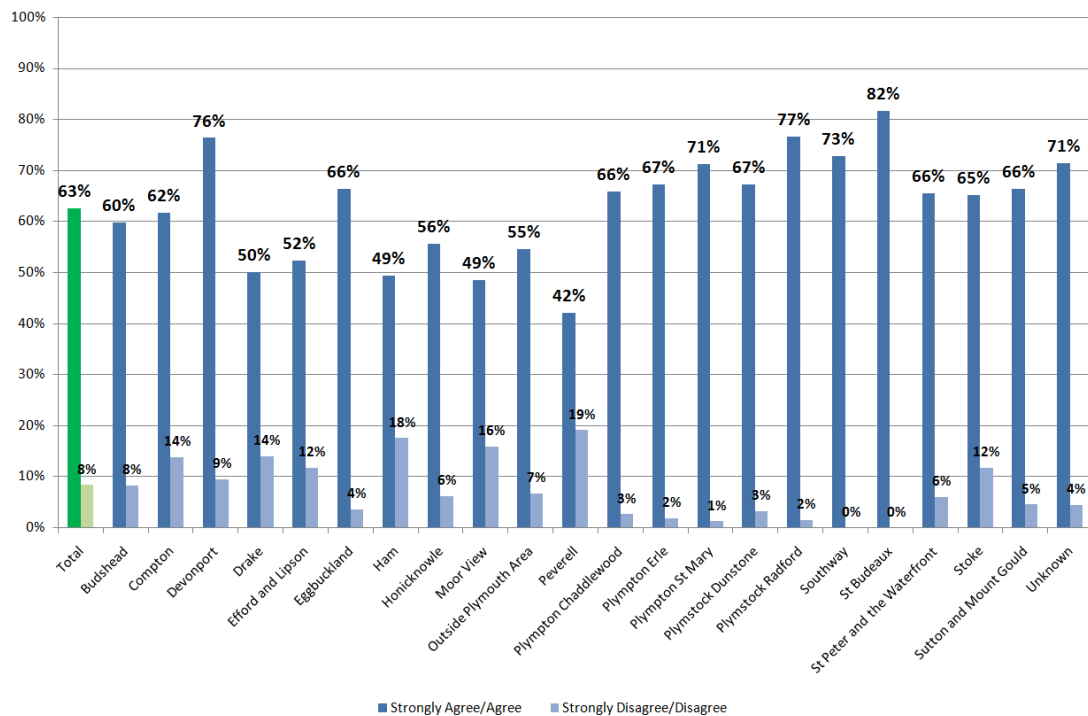
Devonport - Agree



Devonport - Disagree



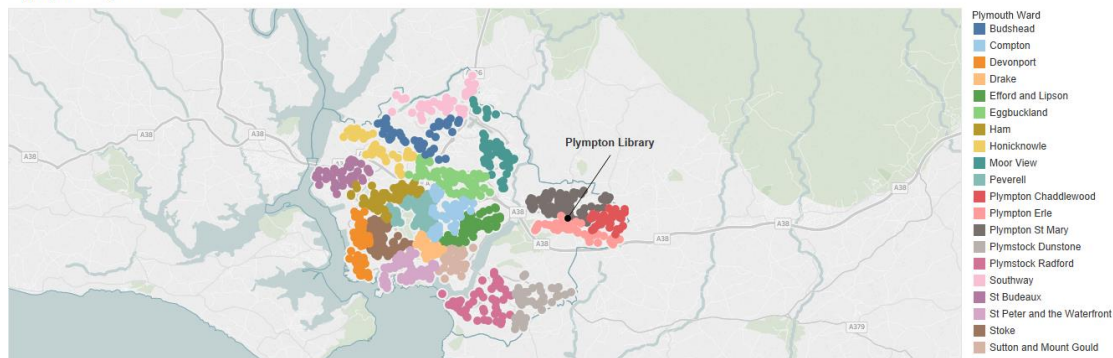
- Over 75% of respondents living in the following wards agreed that Devonport library should remain open and provide full in-house library service: St Budeaux (82%); Plymstock Radford (77%); and Devonport (76%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell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



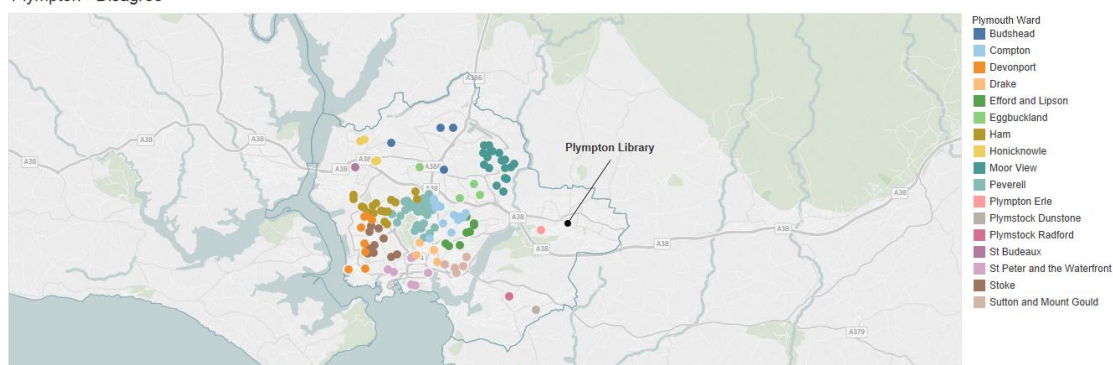
Plympton Library:

Differences based on where the respondent lives:

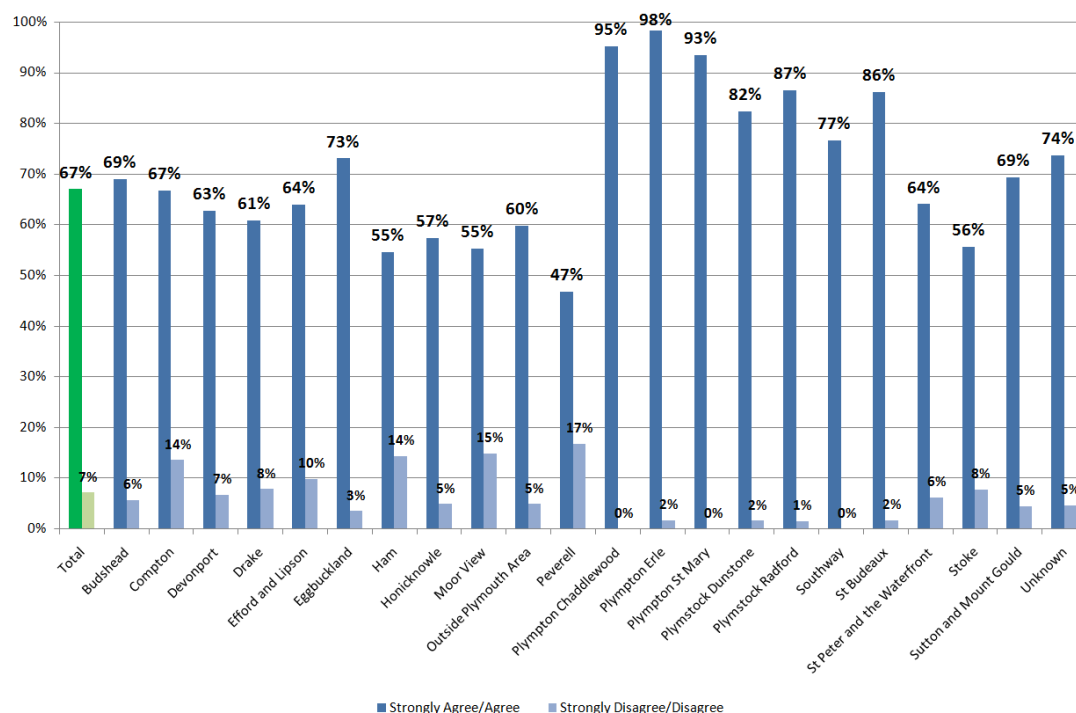
Plympton - Agree



Plympton - Disagree



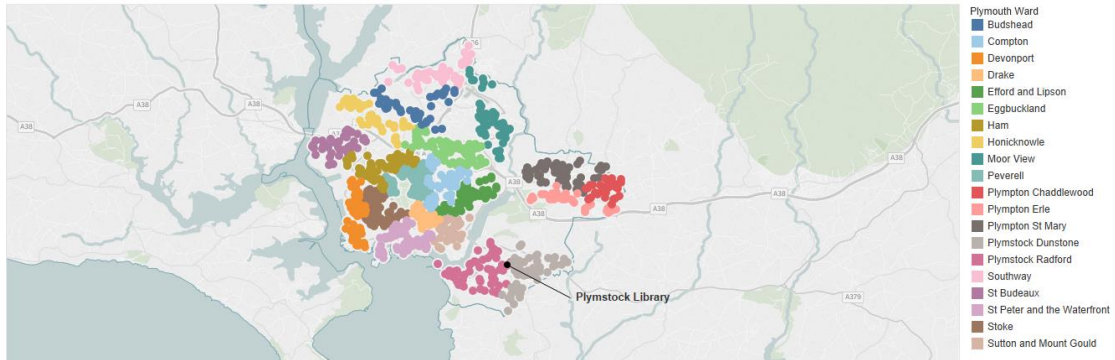
- Over 90% of respondents living in the three Plympton wards agreed that Plympton library should remain open and provide full in-house library service: Erle (98%); Chaddlewood (95%); and St Mary (93%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%);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



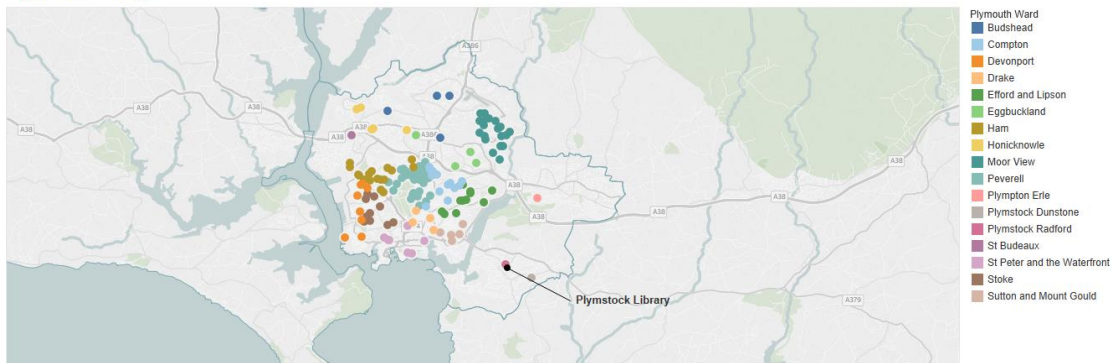
Plymstock Library:

Differences based on where the respondent lives:

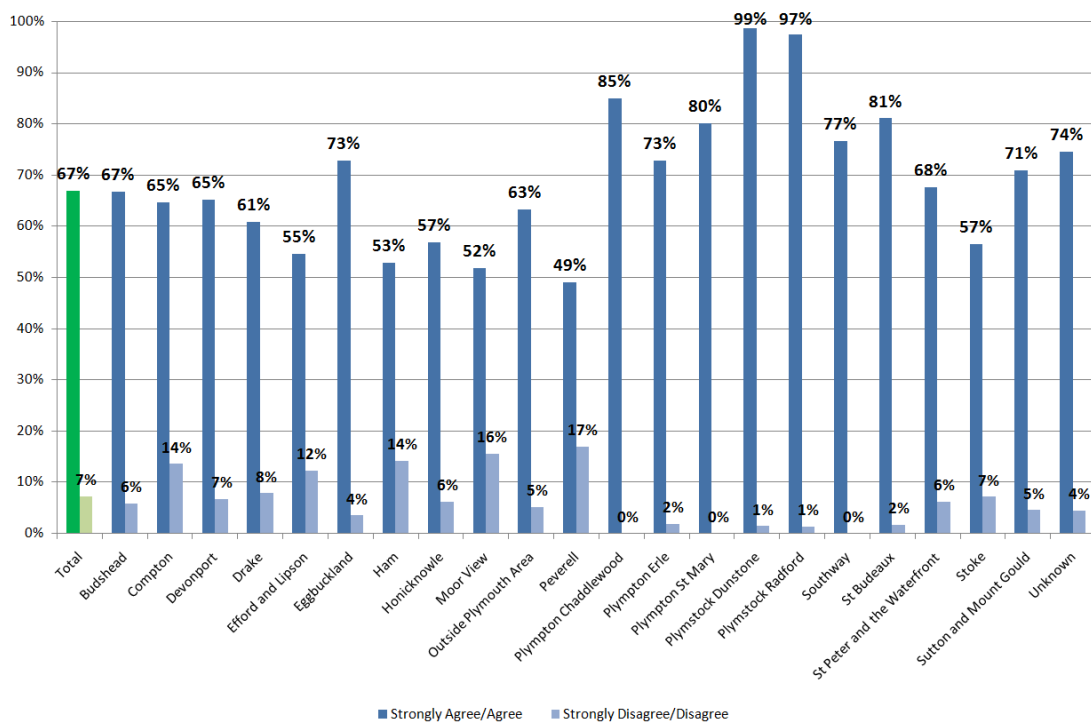
Plymstock - Agree



Plymstock - Disagree



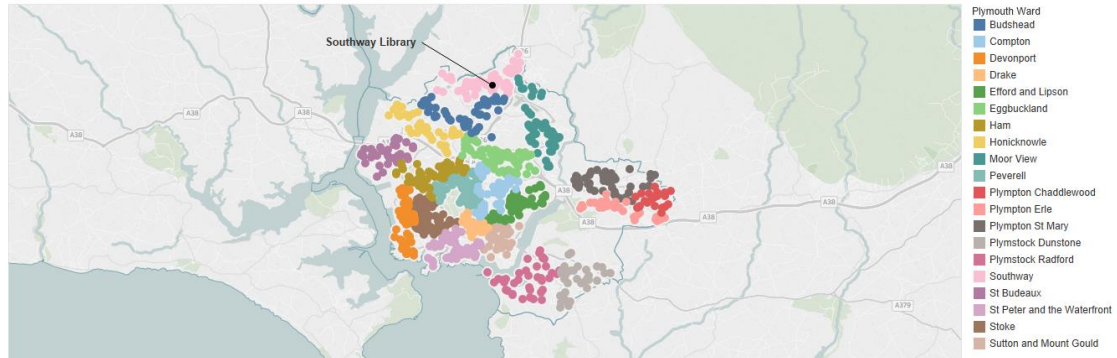
- Over 90% of respondents living in the two Plymstock wards agreed that Plymstock library should remain open and provide full in-house library service: Dunstone (99%); and Radford (97%).
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (17%); and Moor View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



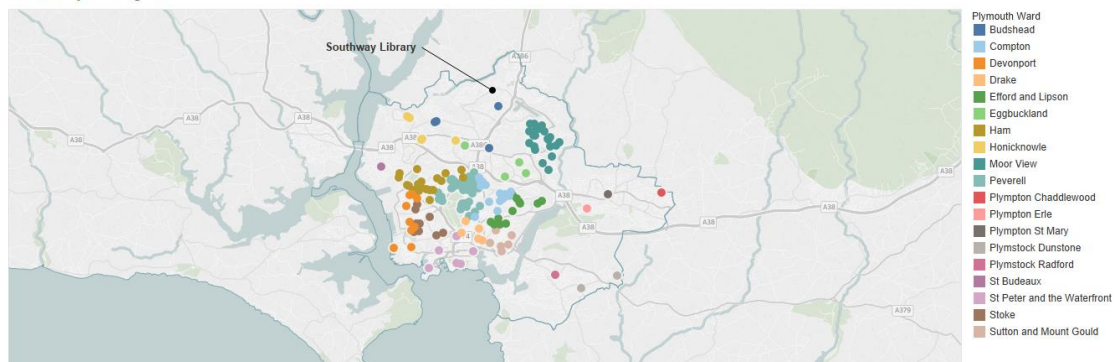
Southway Library:

Differences based on where the respondent lives:

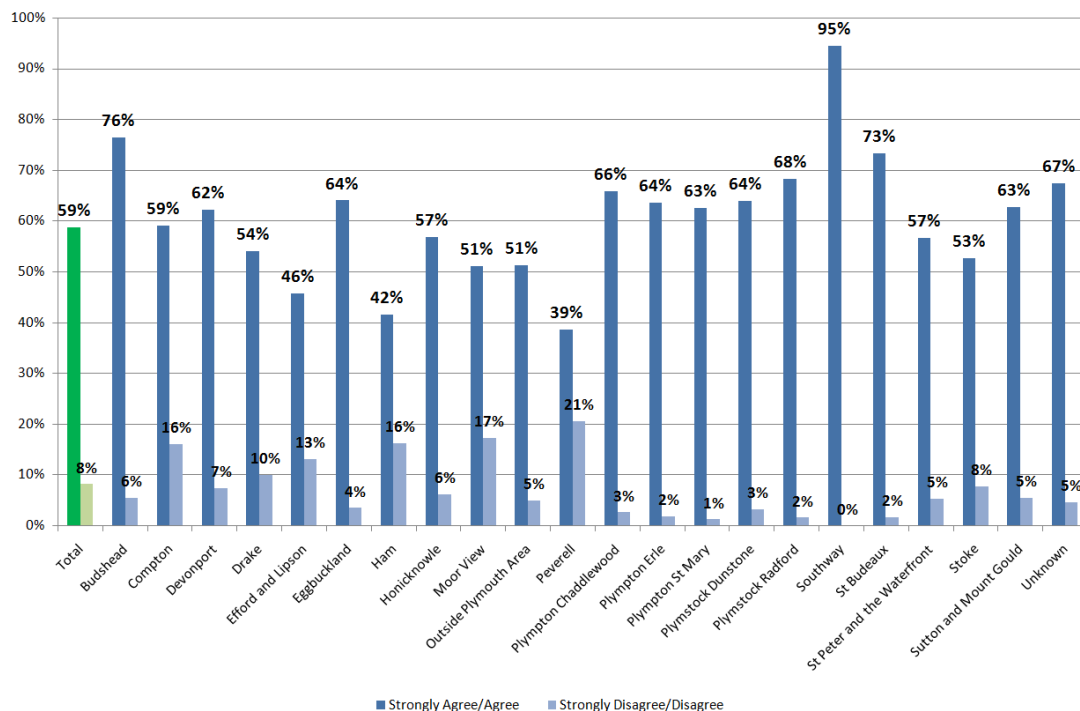
Southway - Agree



Southway - Disagree



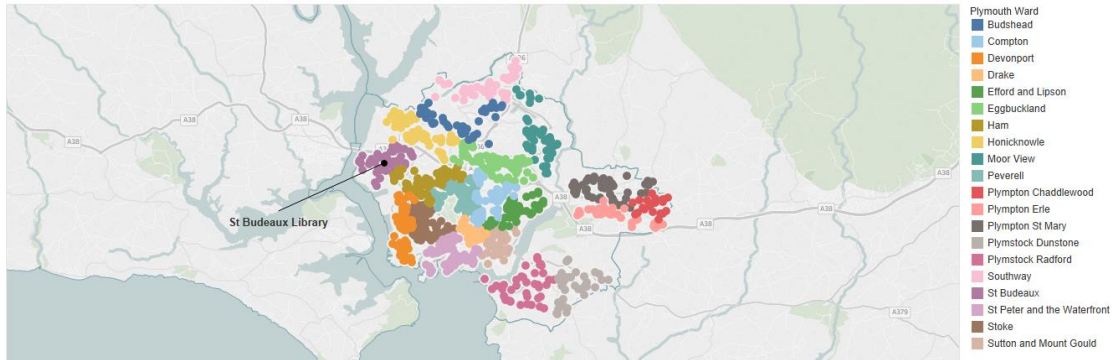
- 95% of respondents living in the ward of Southway agreed that Southway library should remain open and provide full in-house library service.
- Respondents living in the following areas recorded greatest levels of disagreement: Peverell (21%); Moor View (17%); Ham (16%) and Compton (16%).



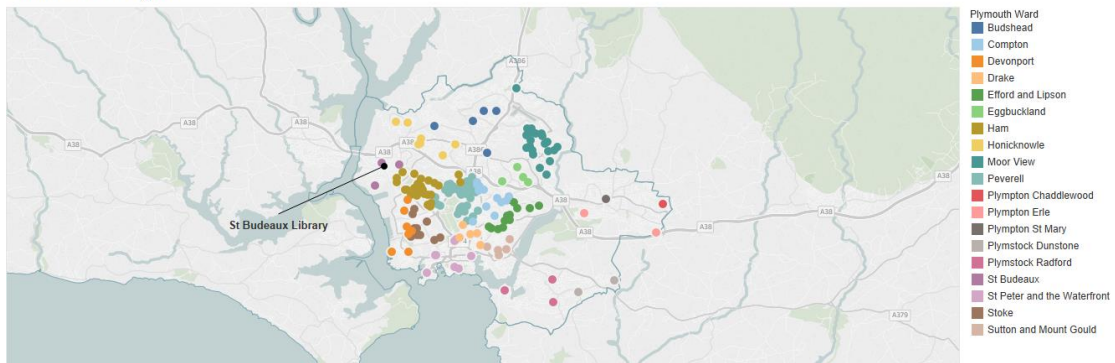
St Budeaux Library:

Differences based on where the respondent lives:

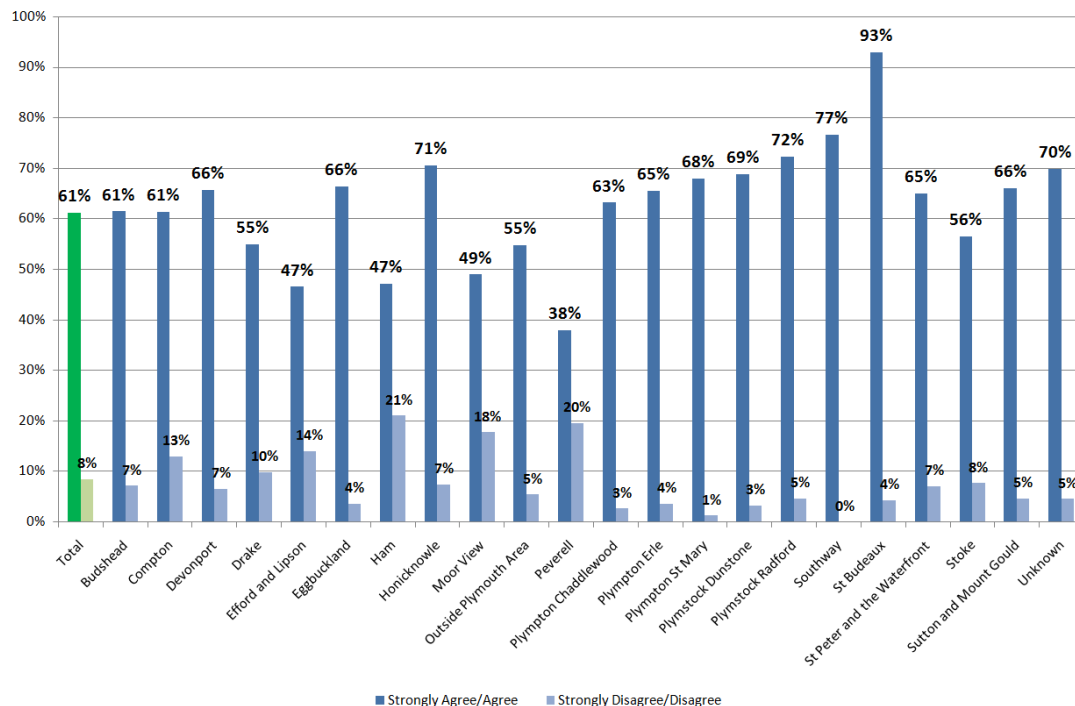
St Budeaux - Agree



St Budeaux - Disagree



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



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

Most common responses are outlined in table 4 below:

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

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

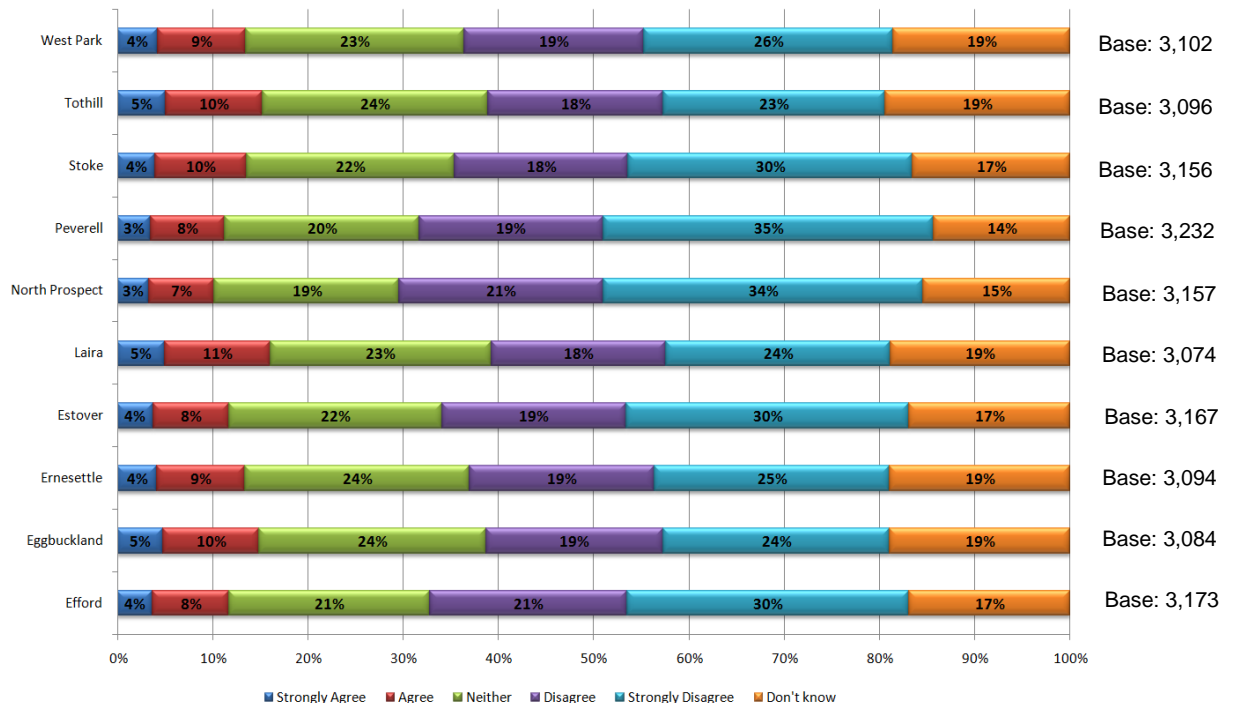
Proposed libraries to close

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

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

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

Chart 14: Libraries proposed to close



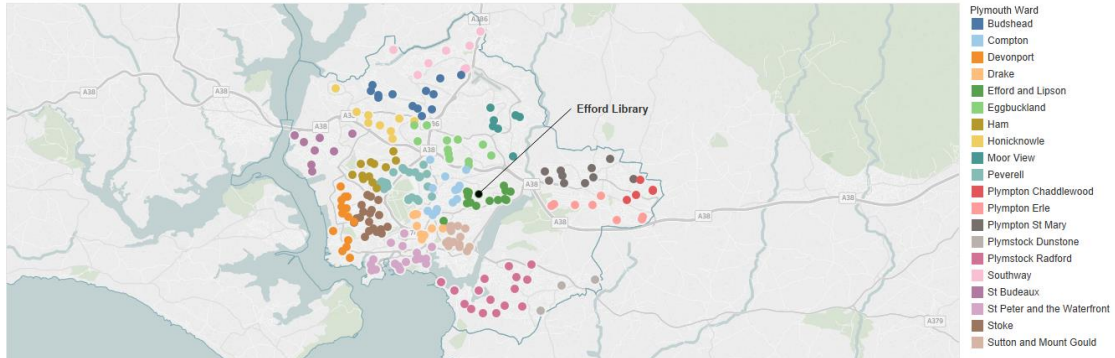
- Over half of respondents strongly disagreed/disagreed with the proposal to close North Prospect (55%) and Peverell (54%) libraries.
- Half of respondents (50%) strongly disagreed/disagreed with the proposal to close Efford library.
- Between 40-50% of respondents strongly disagreed/disagreed with the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

Differences

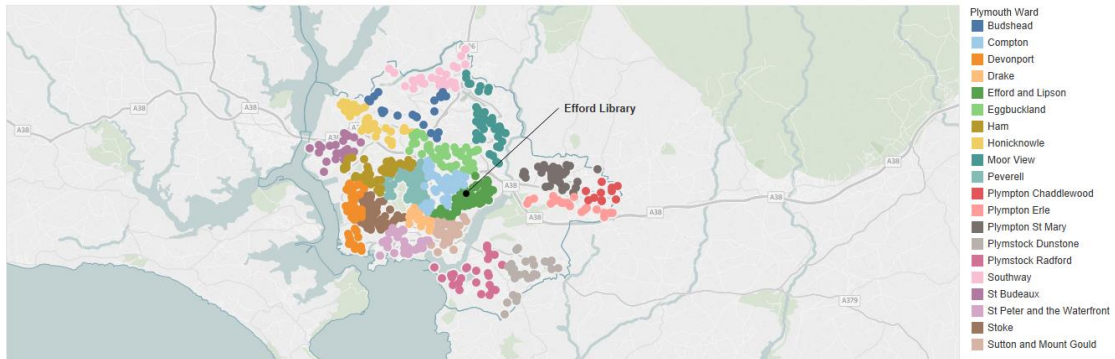
Efford Library:

Differences based on where the respondent lives:

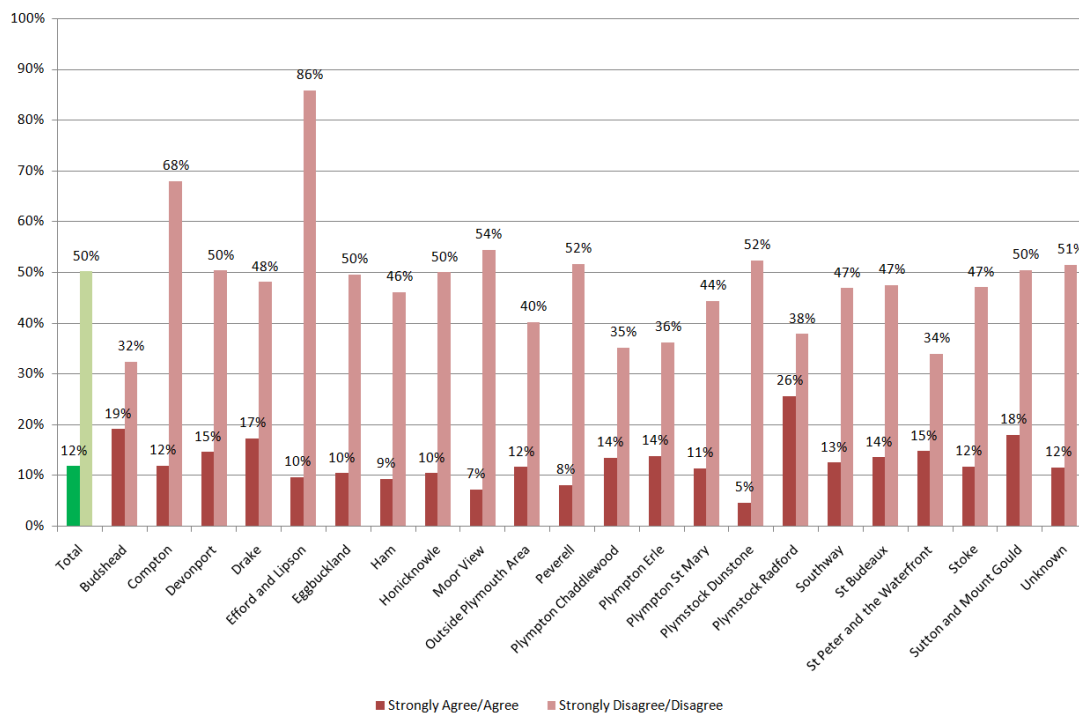
Efford - Agree



Efford - Disagree



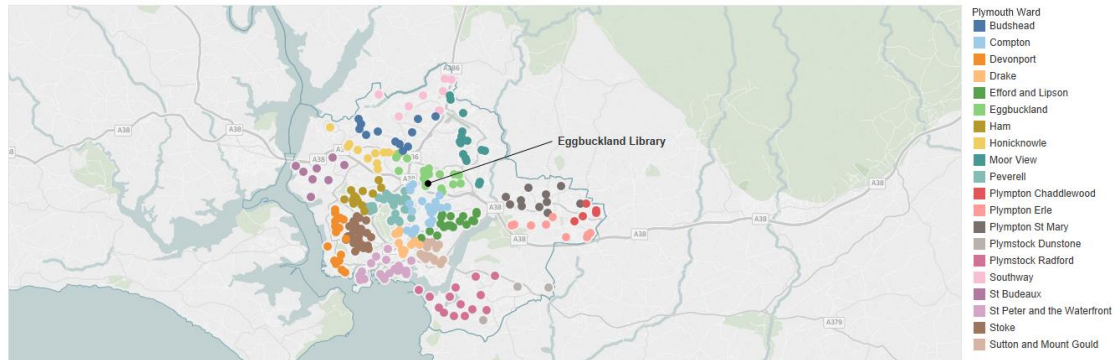
- 86% of respondents living in Efford and Lipson strongly disagree/disagree with the proposal to close Efford library. 68% strongly disagreed/disagreed in Compton.



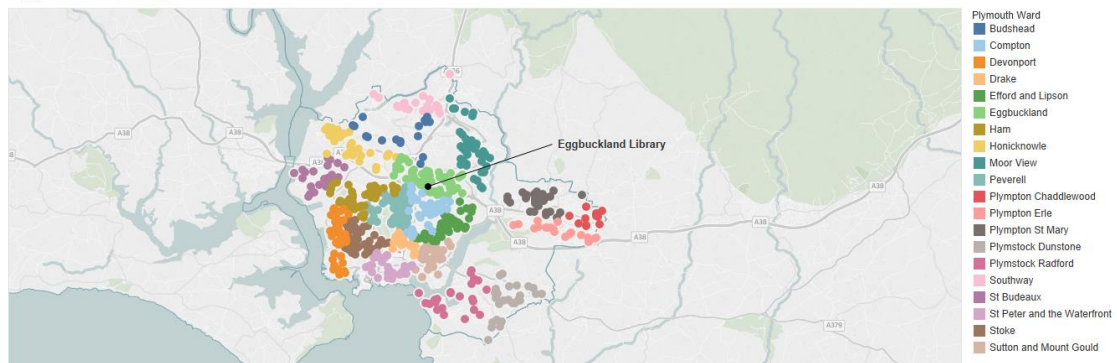
Eggbuckland Library:

Differences based on where the respondent lives:

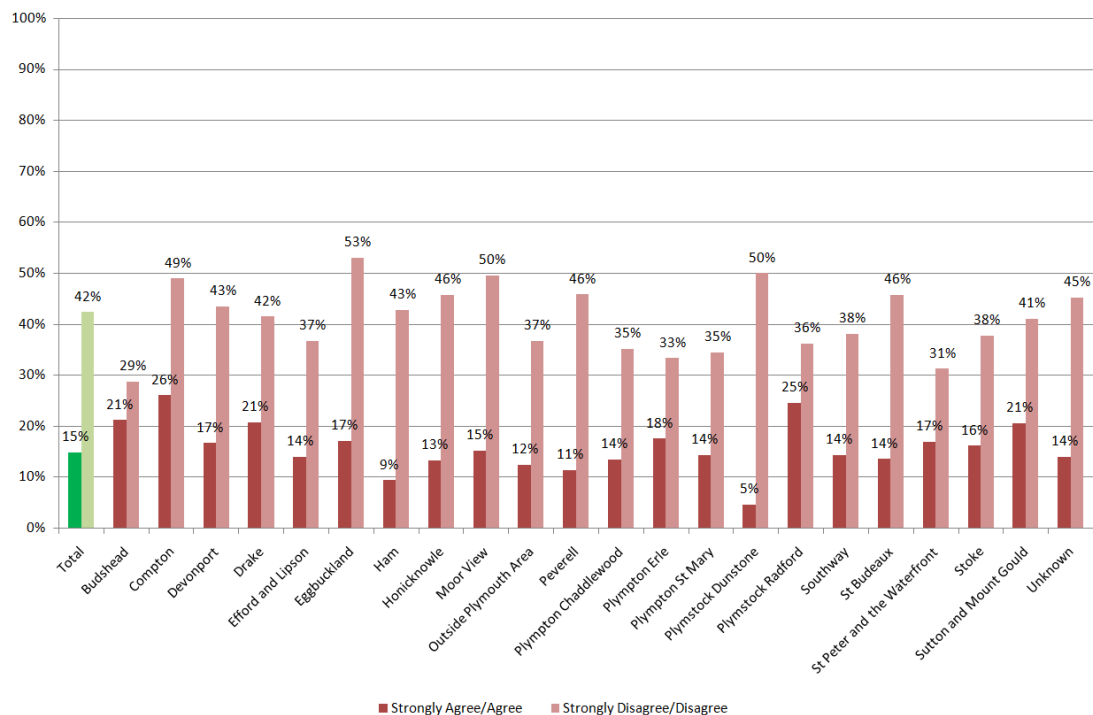
Eggbuckland - Agree



Eggbuckland - Disagree



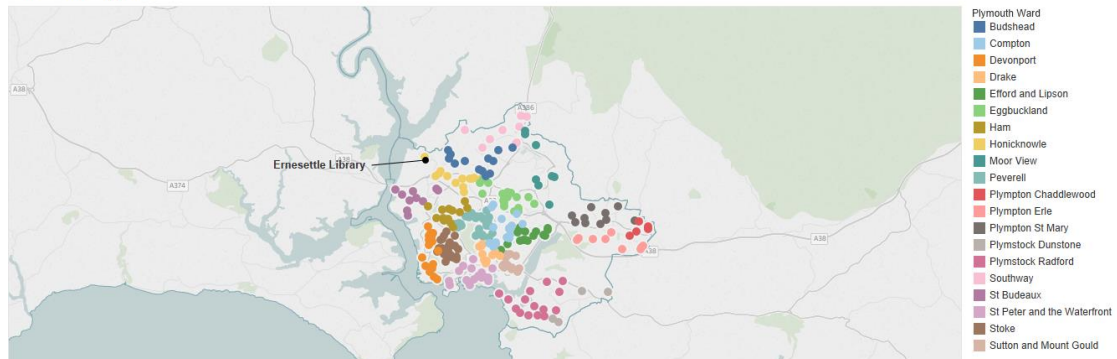
- Just over half (53%) of respondents living in Eggbuckland strongly disagreed/disagreed with the proposal to close Eggbuckland library. 50% strongly disagreed/disagreed in Moor View and Plymstock Dunstone.



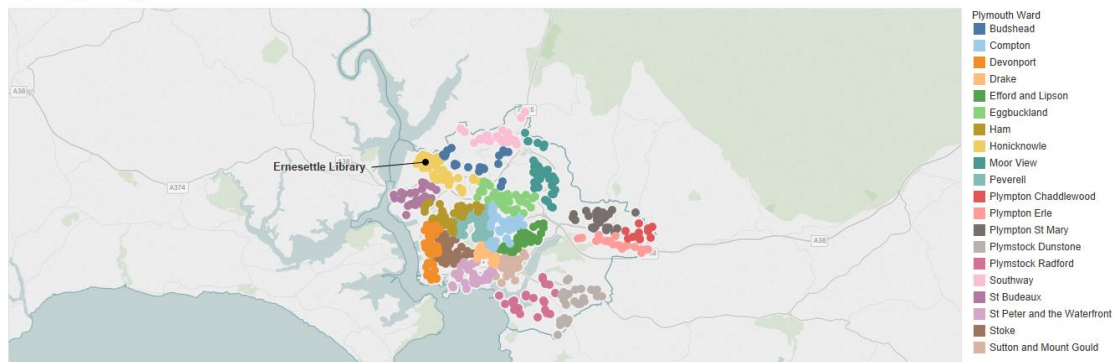
Ernesettle Library:

Differences based on where the respondent lives:

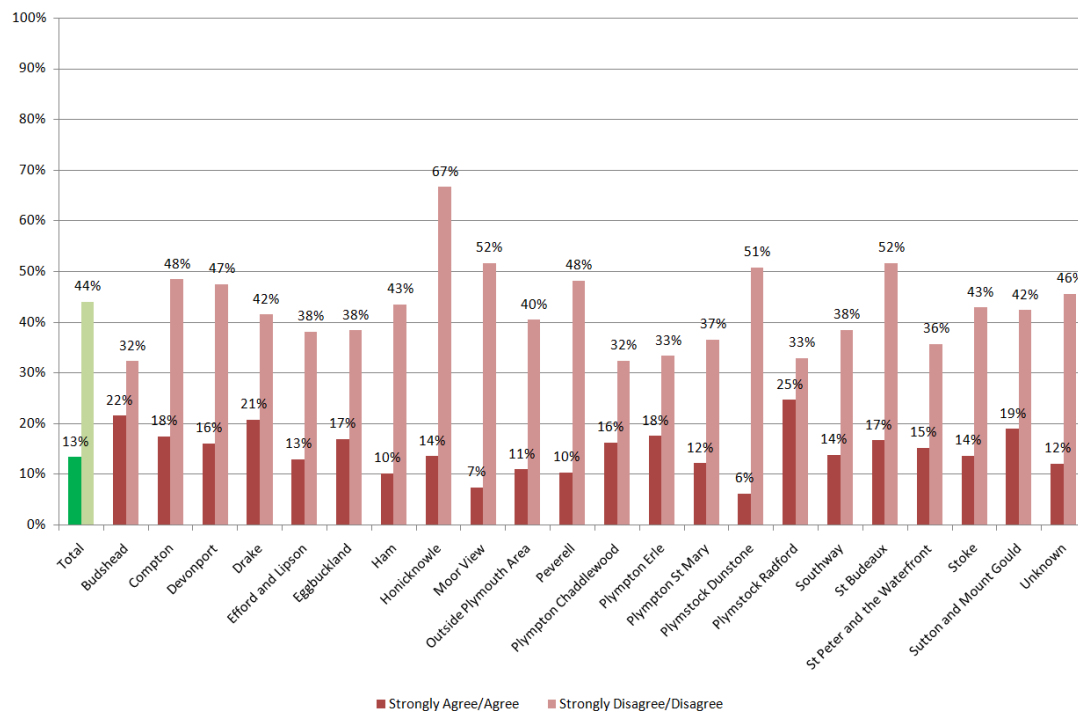
Ernesettle - Agree



Ernesettle - Disagree



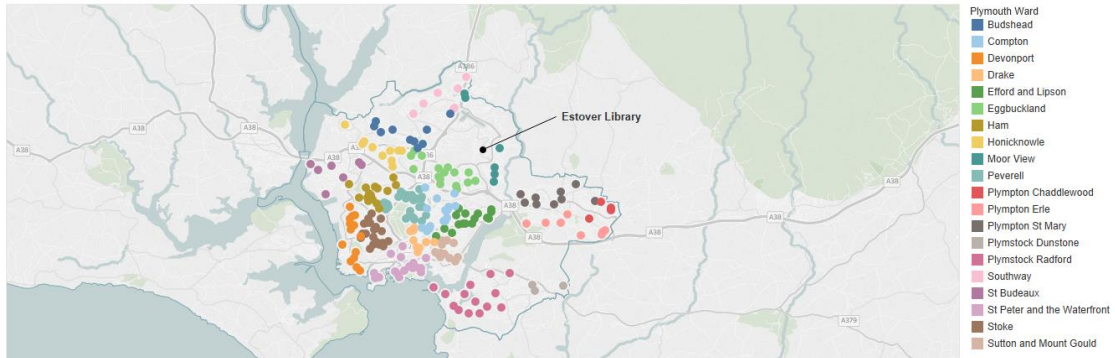
- Two thirds (67%) of respondents living in Honicknowle strongly disagreed/disagreed with the proposal to close Ernesettle library. Just over half strongly disagreed/disagreed in Moor View (52%), St Budeaux (52%) and Plymstock Dunstone (51%).



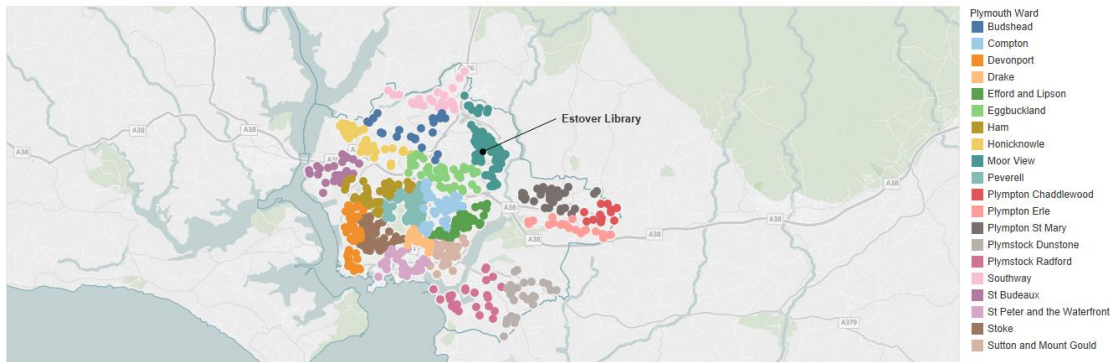
Estover Library:

Differences based on where the respondent lives:

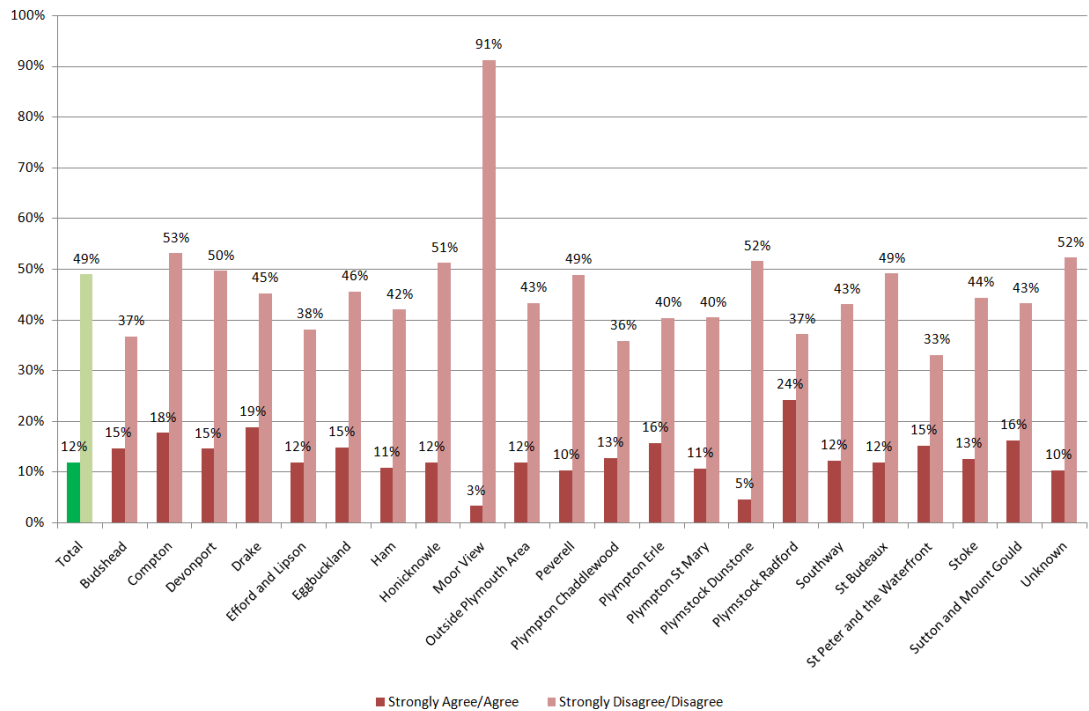
Estover - Agree



Estover - Disagree



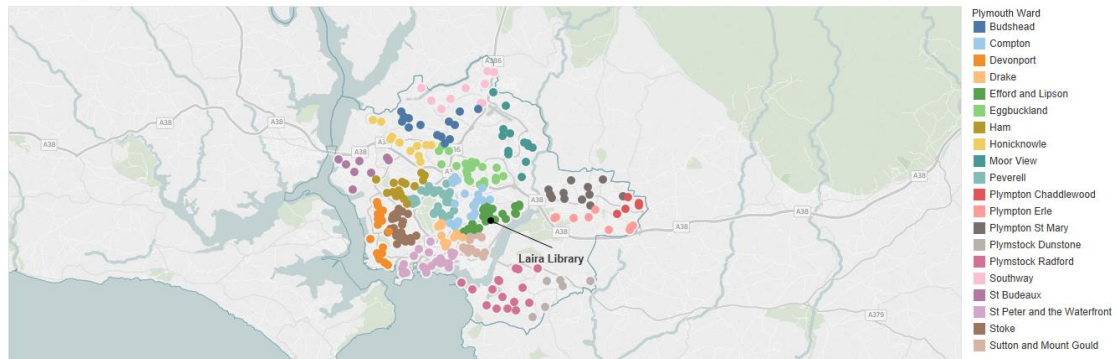
- 91% of respondents living in Moor View strongly disagreed/disagreed with the proposal to close Estover library.



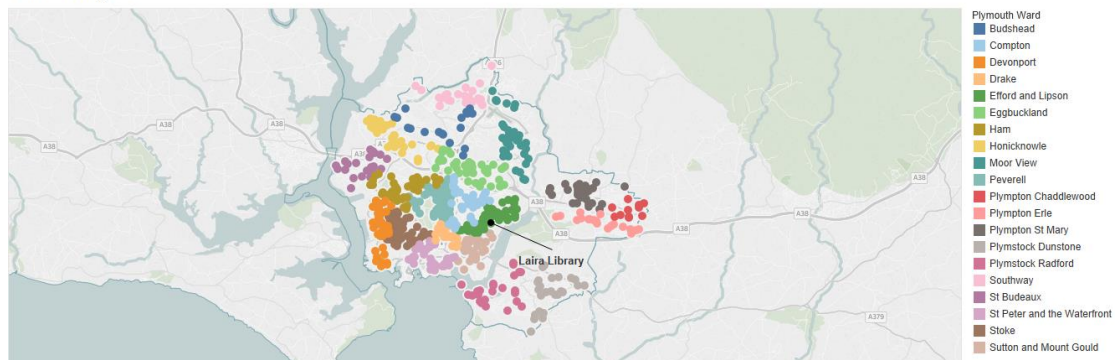
Laira Library:

Differences based on where the respondent lives:

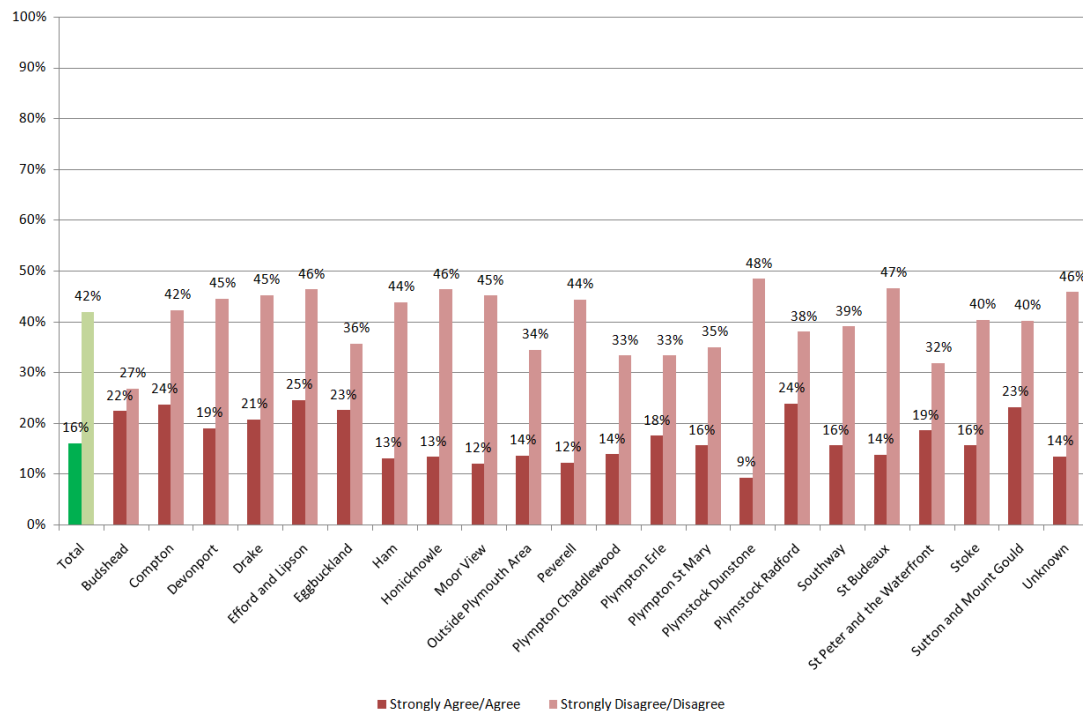
Laira - Agree



Laira - Disagree



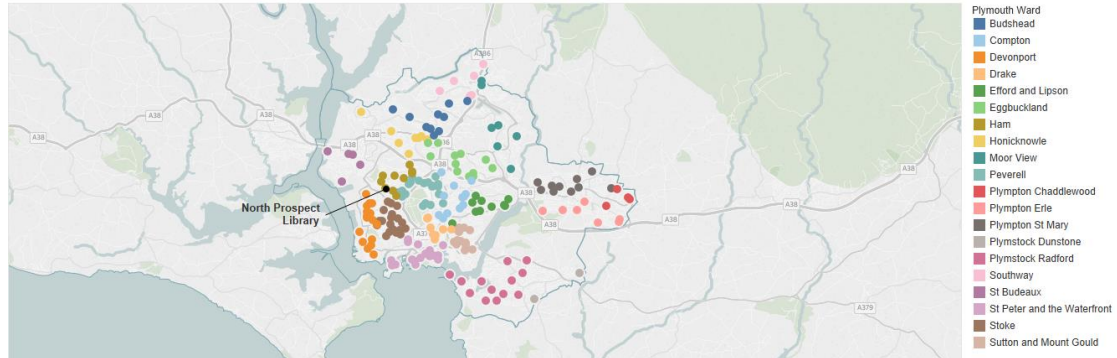
- Less than half of respondents living in each ward strongly disagreed/disagreed with the proposal to close Laira library.



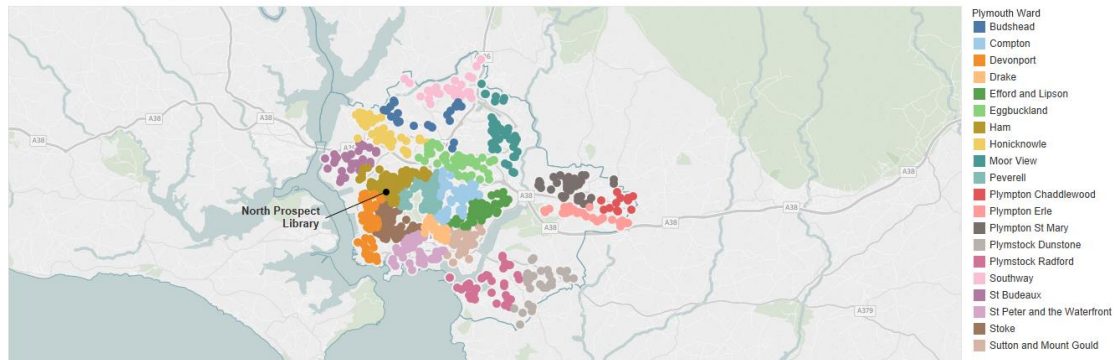
North Prospect Library:

Differences based on where the respondent lives:

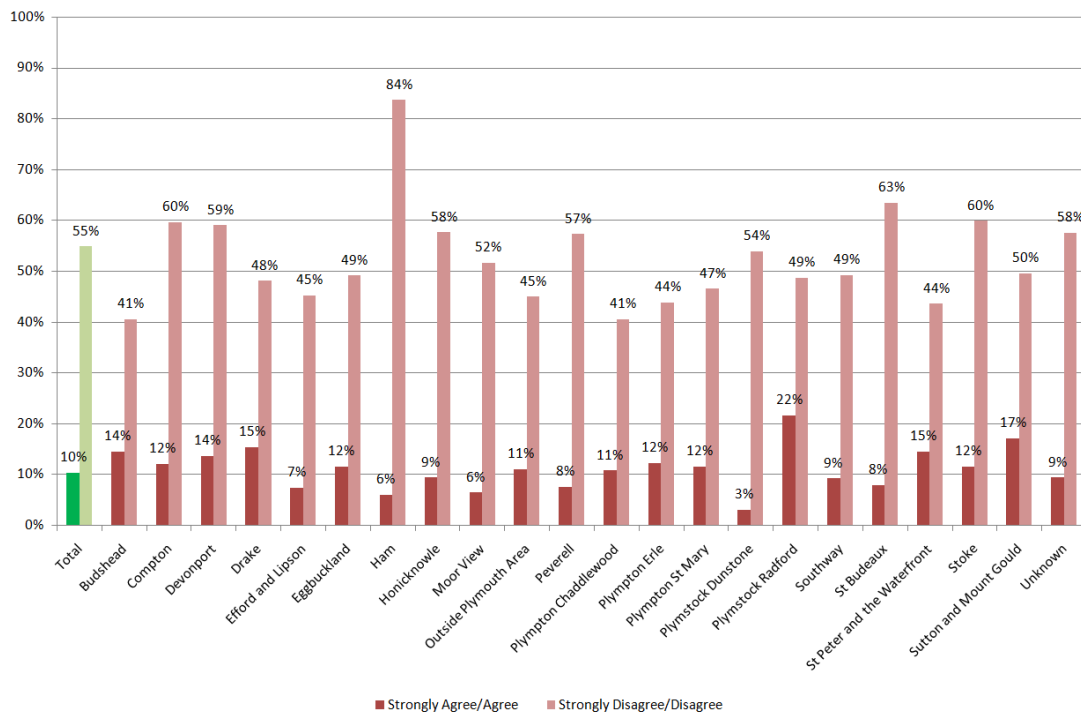
North Prospect - Agree



North Prospect - Disagree



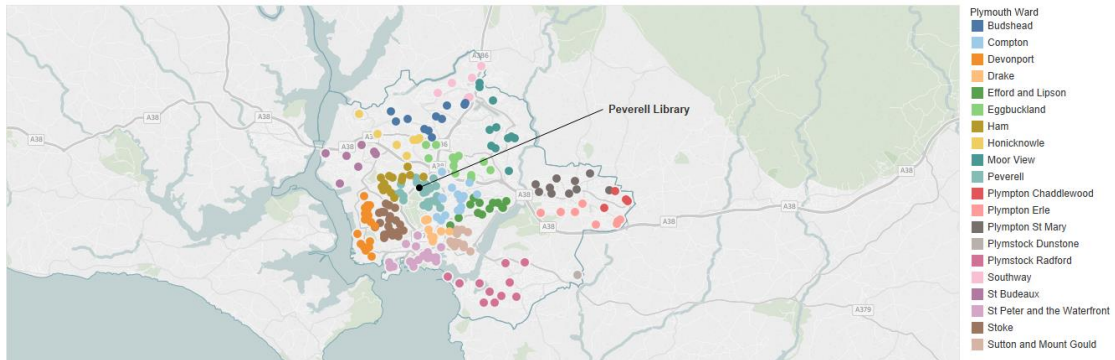
- 84% of respondents living in Ham strongly disagreed/disagreed with the proposal to close North Prospect library. Over 60% in St Budeaux (63%); Stoke (60%) and Compton (60%) strongly disagreed/disagreed.



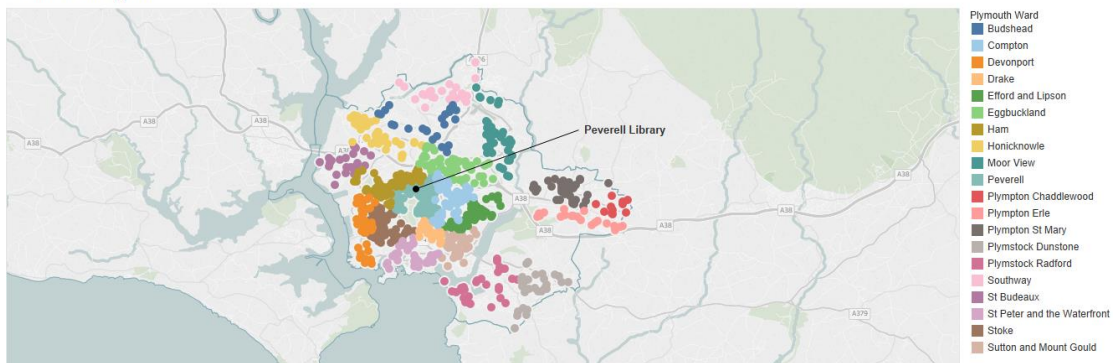
Peverell Library:

Differences based on where the respondent lives:

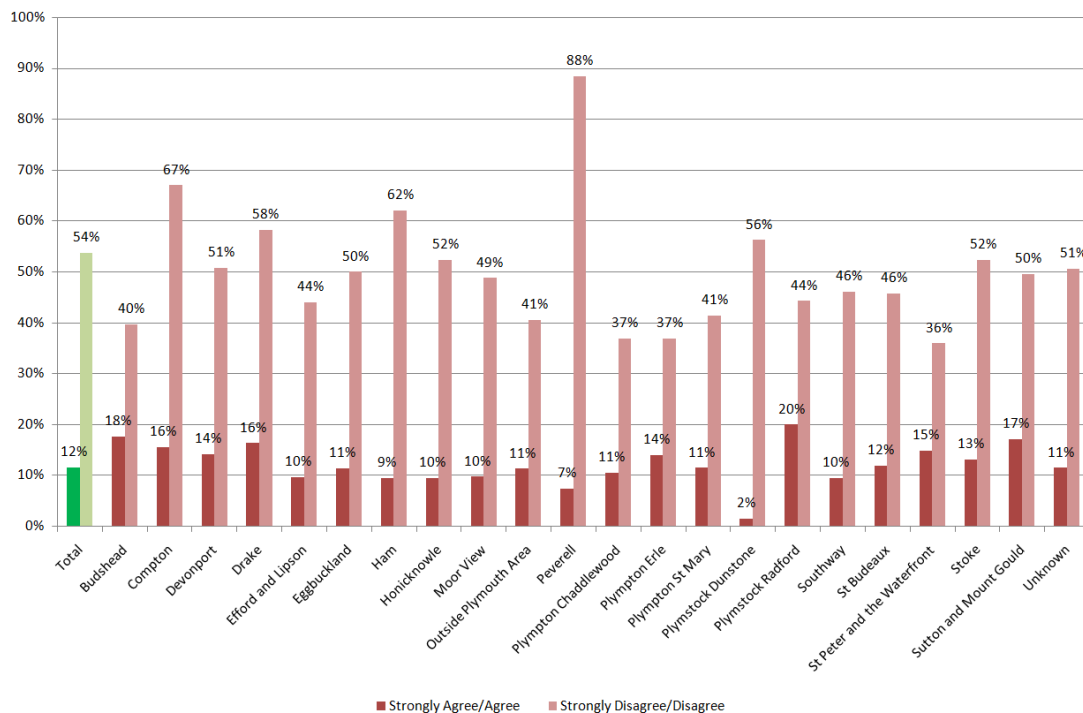
Peverell - Agree



Peverell - Disagree



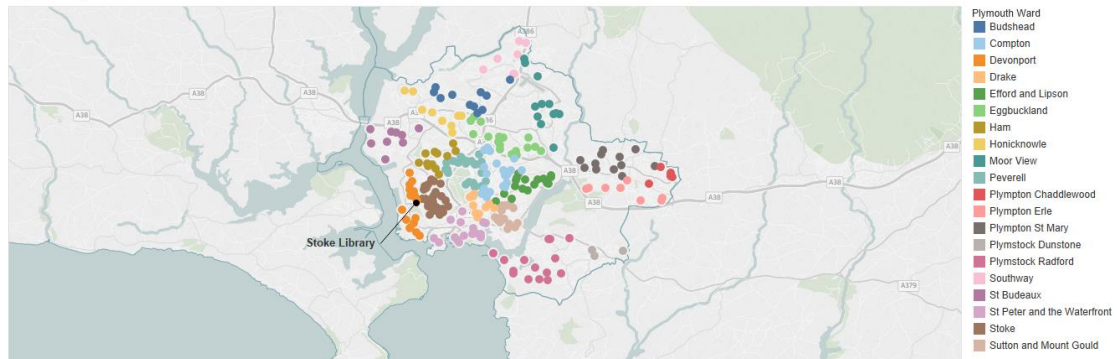
- 88% of respondents living in Peverell strongly disagreed/disagreed with the proposal to close Peverell library. Over 60% in Compton (67%) and Ham (62%) strongly disagreed/disagreed.



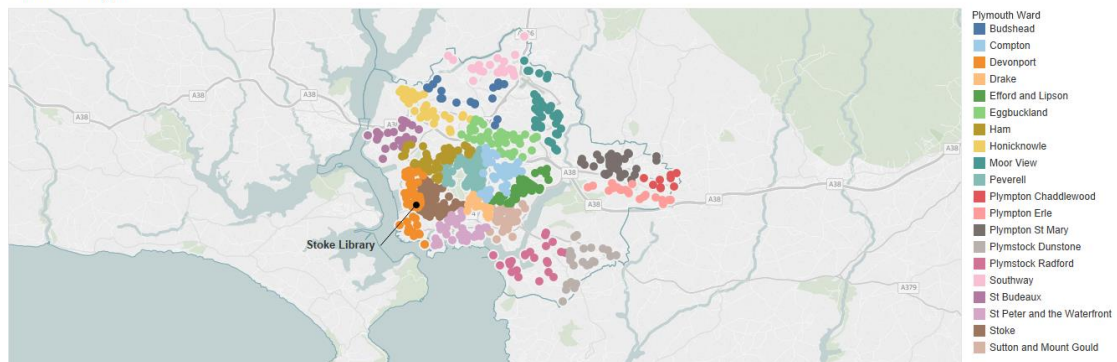
Stoke Library:

Differences based on where the respondent lives:

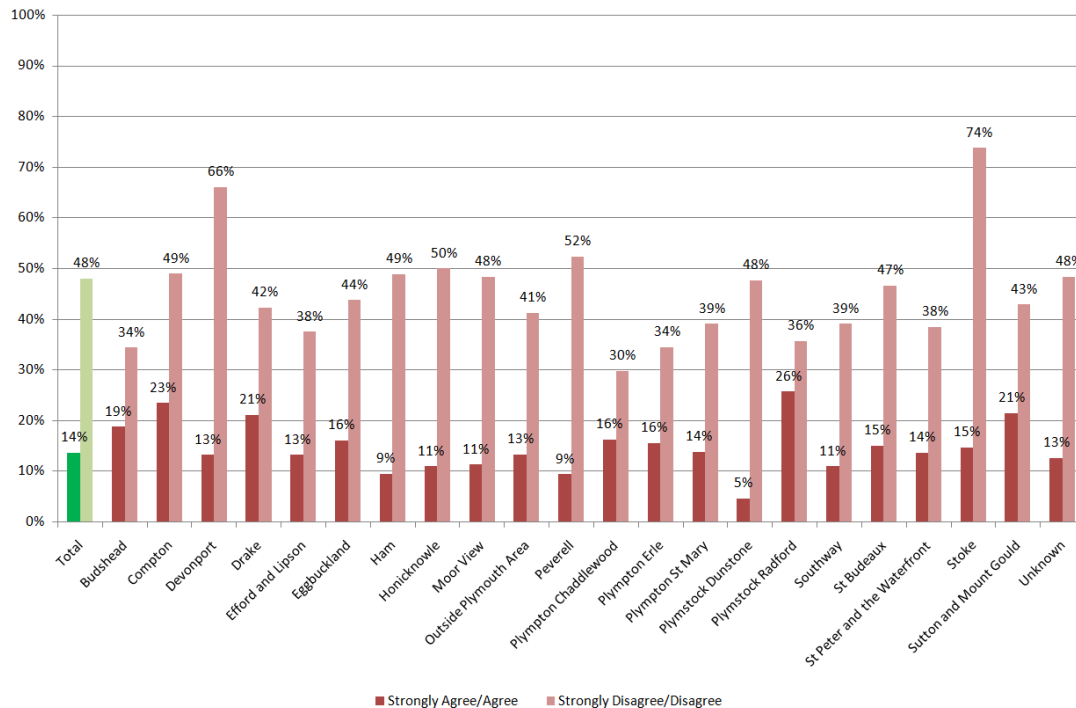
Stoke - Agree



Stoke - Disagree



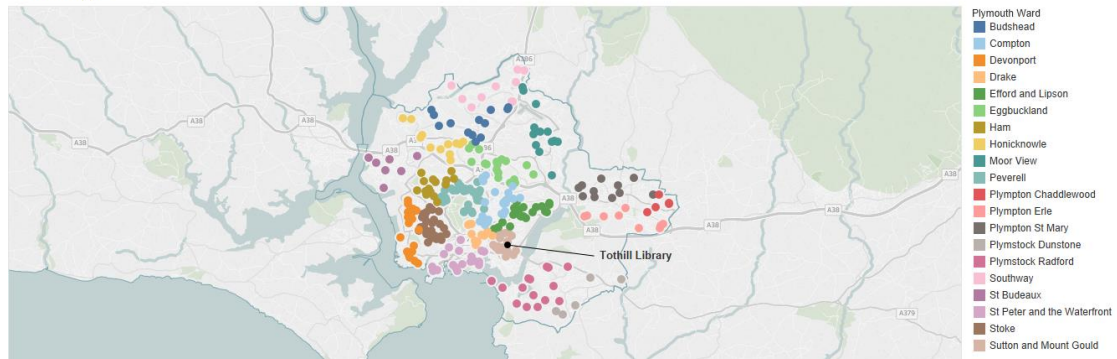
- 74% of respondents living in Stoke strongly disagreed/disagreed with the proposal to close Stoke library. 66% strongly disagreed/disagreed in Devonport.



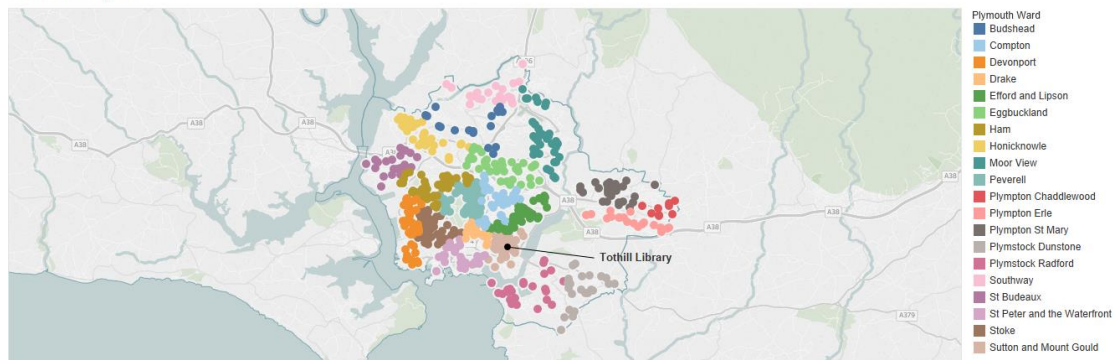
Tothill Library:

Differences based on where the respondent lives:

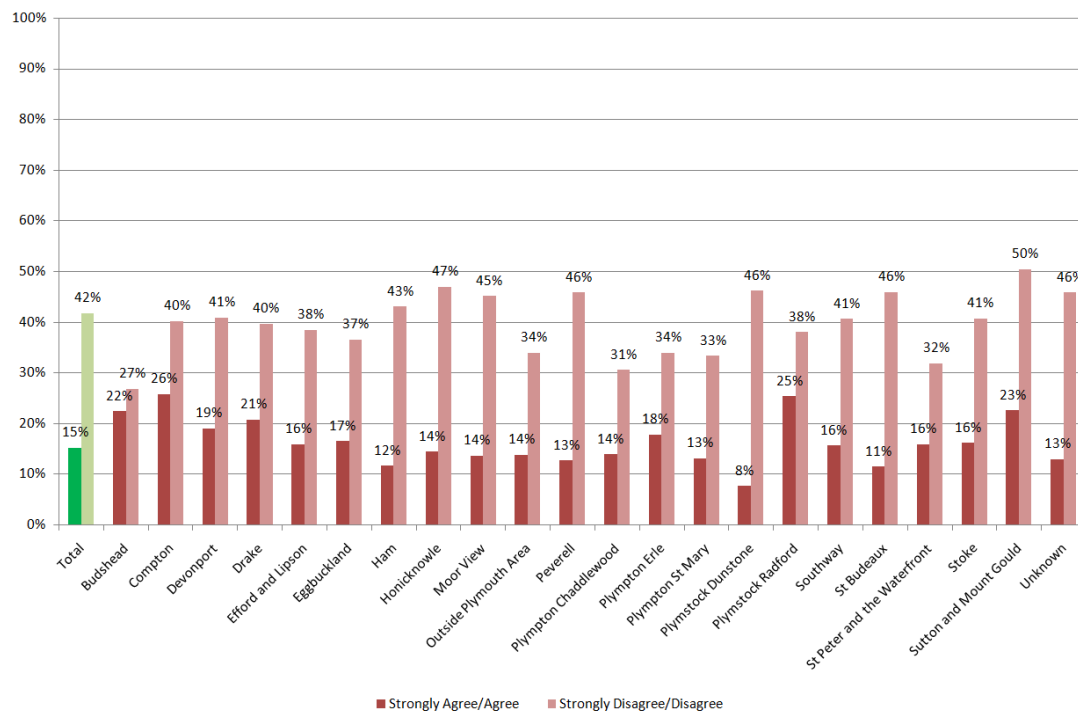
Tothill - Agree



Tothill - Disagree



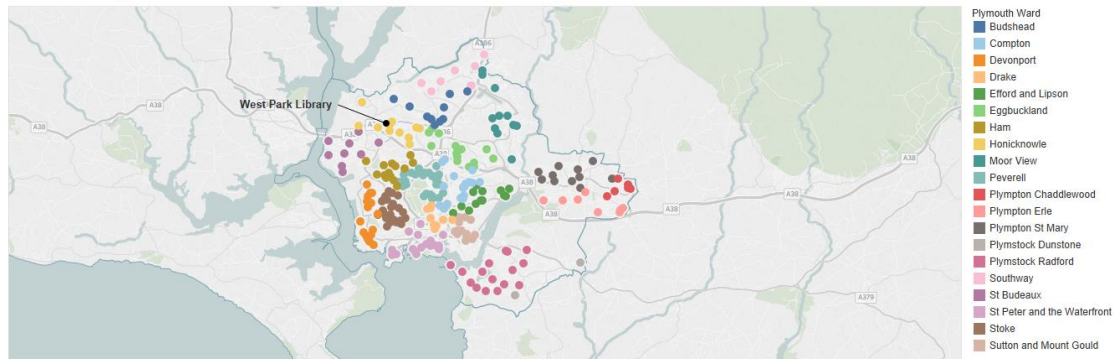
- Half (50%) or fewer respondents living in each ward strongly disagreed/disagreed with the proposal to close Tothill library.



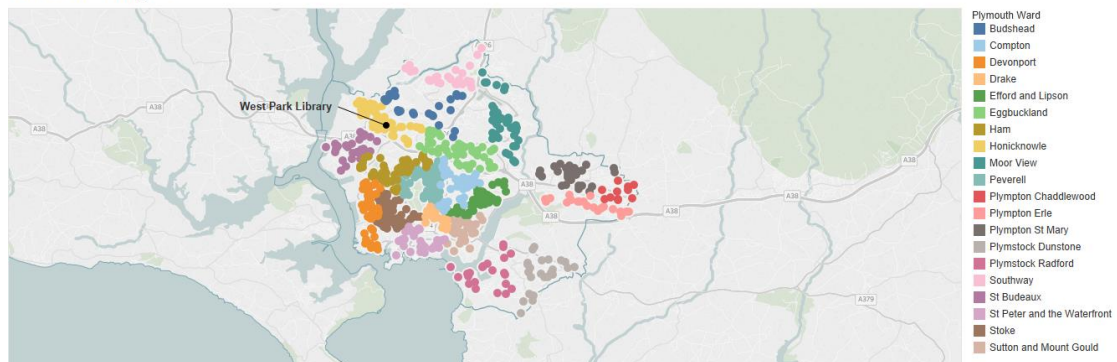
West Park Library:

Differences based on where the respondent lives:

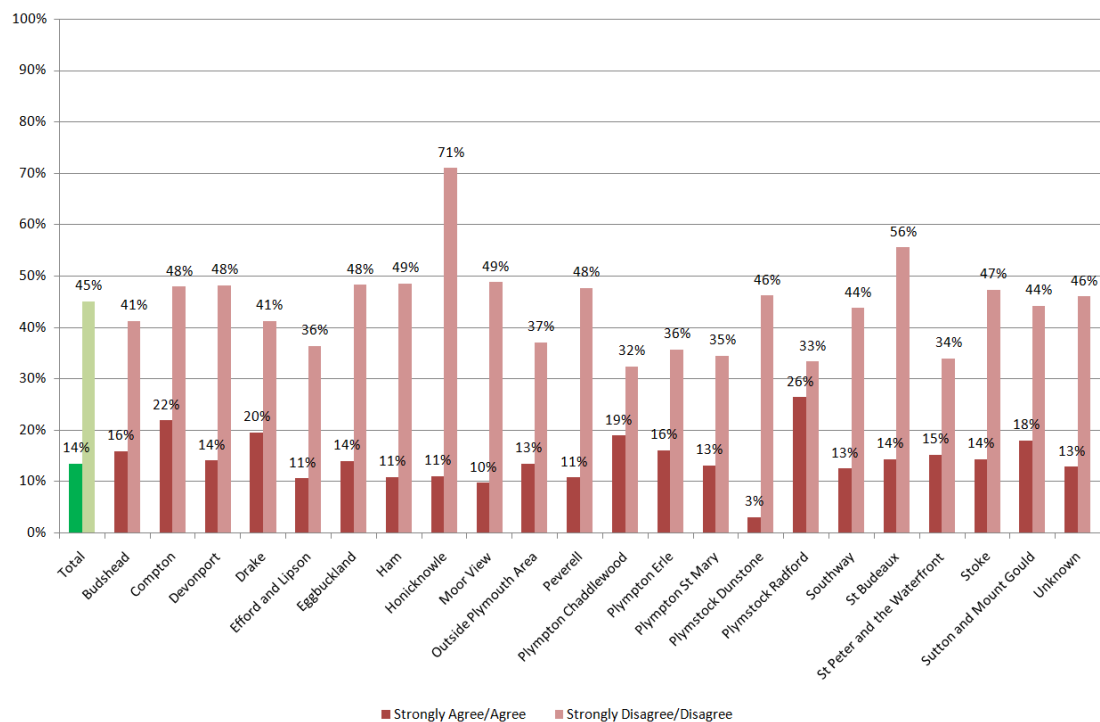
West Park - Agree



West Park - Disagree



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



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

Most common responses are outlined in table 5 below:

Table 5: Agree, disagree with libraries proposed to close

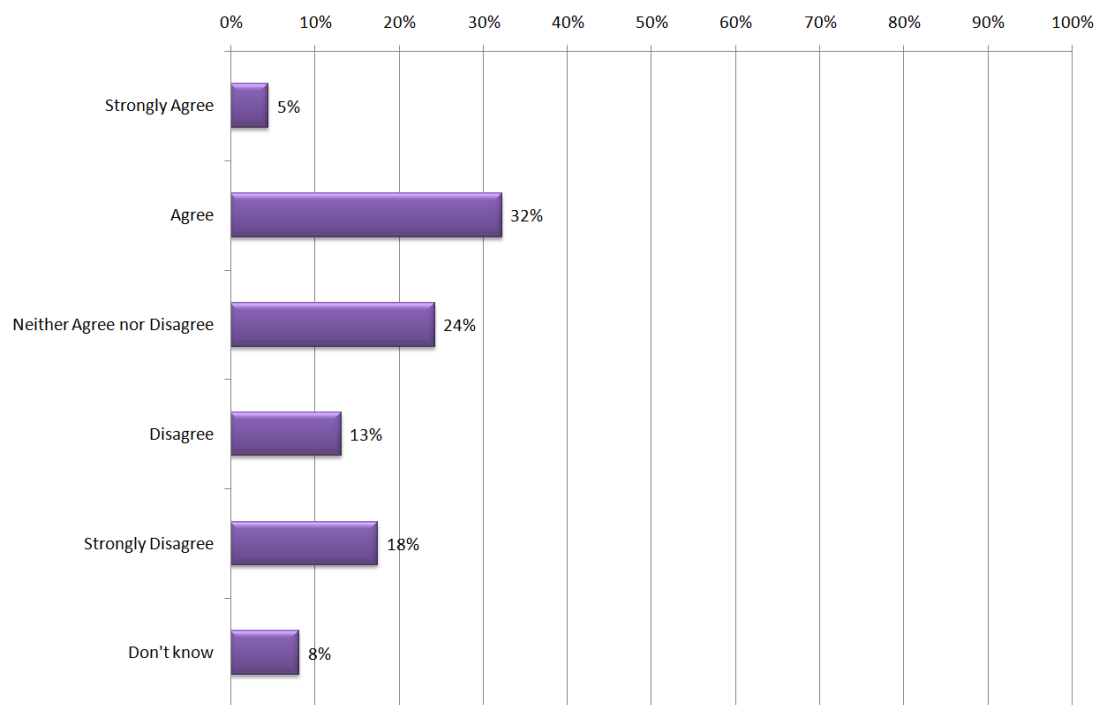
Q9A	#	%
Base	3748	100.0%
Library to close is an important part / local resource of the community	311	8.3%
Don't close any libraries / keep all open	310	8.3%
Specific mention of a library preferred / to keep open or close	295	7.9%
Importance of having a library within walking distance / a local library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

Assessment criteria

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

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

Chart 15: Criteria used in the assessment



Base: 3,435

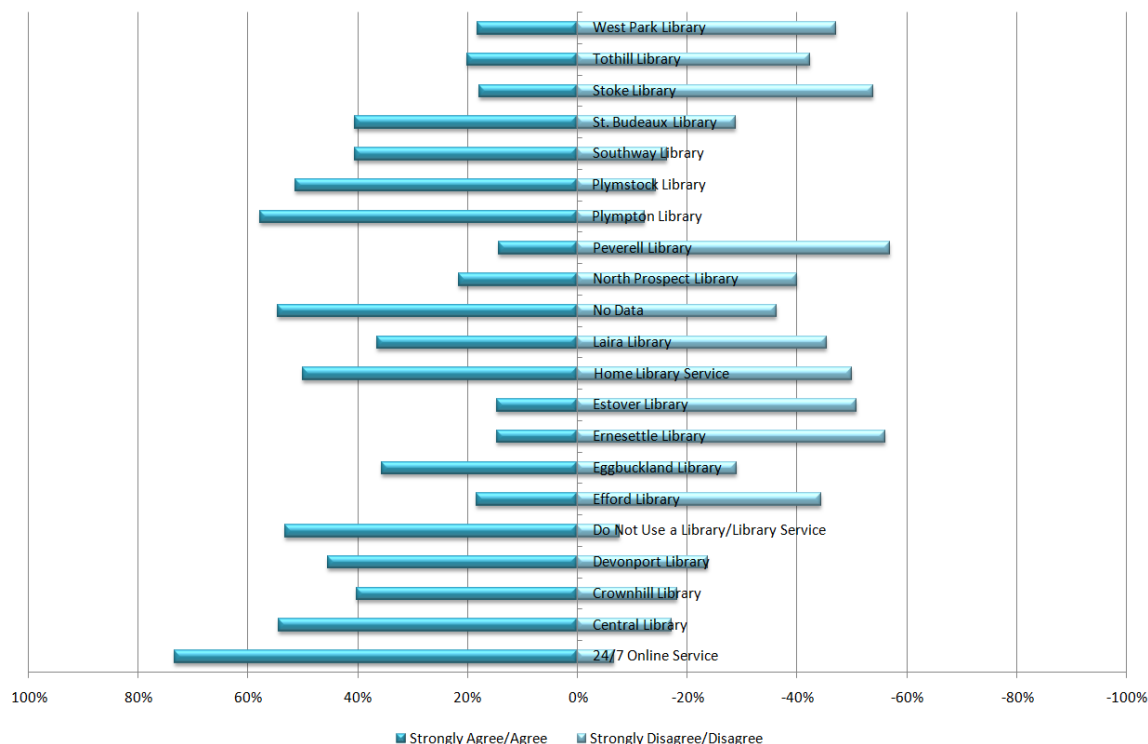
(Note: 313 non responses not included)

Differences

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

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

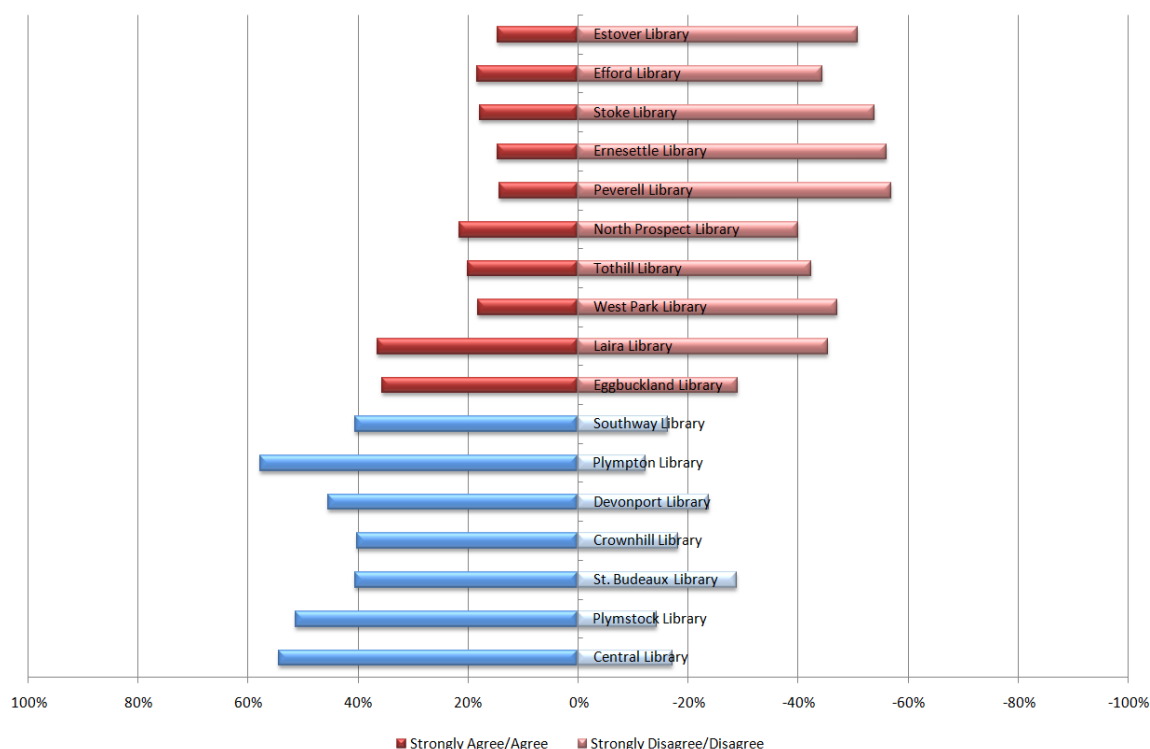
Chart 16: Library/Library service most used: Agree V Disagree with criteria used



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

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

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



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

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

Most common responses are outlined in table 6 below:

Table 6: Agree, disagree with criteria used

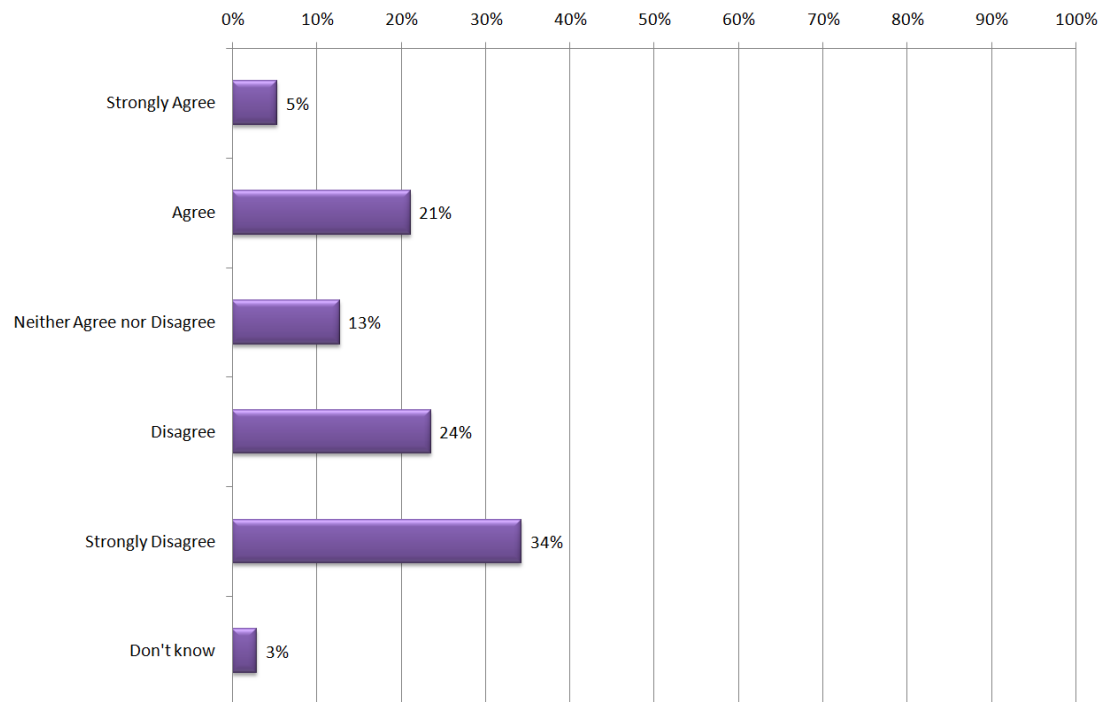
Q10A	#	%
Base	3748	100.0%
Criteria used seem fair / wide range / balanced / clear	158	4.2%
Don't agree with closing libraries or particular library	132	3.5%
Criteria / figures and statistics used create limited understanding / picture e.g. misses other qualitative aspects such as social and community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

Overall proposal

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

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

Chart 18: Plan for Libraries proposal



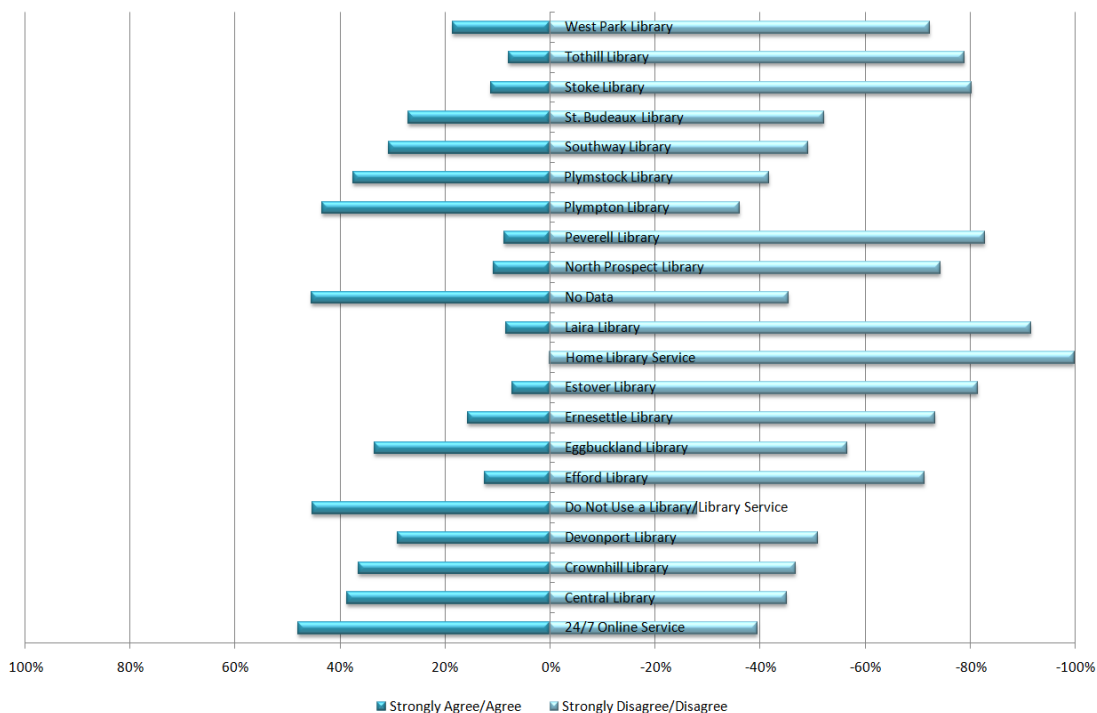
Base: 3,528

(Note: 220 non responses not included)

Differences

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

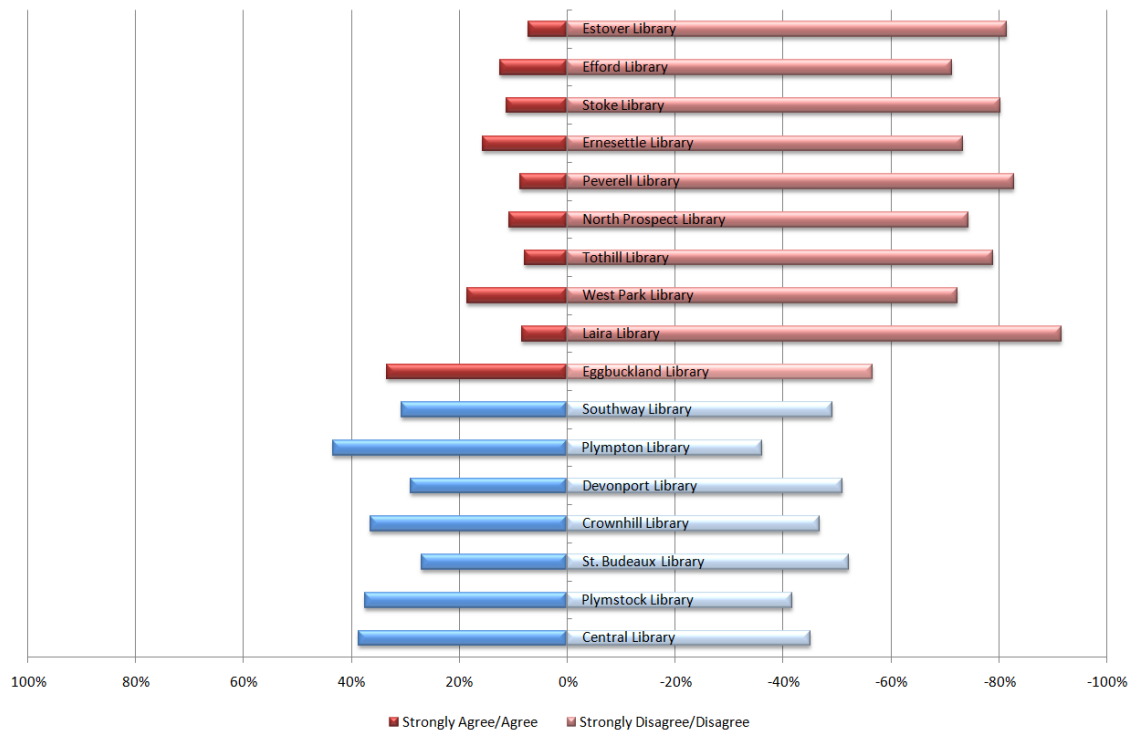
Chart 19: Library/Library service most used: Agree V Disagree with Plan for Libraries proposal



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

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

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



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

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

Most common responses are outlined in table 7 below:

Table 7: Agree, disagree with criteria used

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

Section 3: Community led libraries/Alternative ideas

Community led libraries

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

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

Alternative ideas

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

Most common responses are outlined in table 8 below:

Table 8: Alternative ideas

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

Section 4: Other engagement

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

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

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

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

APPENDIX A

EQUALITY IMPACT ASSESSMENT - PLAN FOR LIBRARIES



STAGE 1: 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>	Covered as part of the communication engagement and marketing plan

	<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). Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty. 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). 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. 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. Eggbuckland is well served by public transport and the nearest alternative tier 1 library, Crownhill is rated 3 star for parking by Disabled Go. 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 	Consider as part of implementation planning - Libraries Project Team.

	<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>			
Faith/religion or belief	<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>	No Impact Anticipated	N/A	N/A

	<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>			
Gender - including marriage, pregnancy and maternity	<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).</p> <p>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.</p> <p>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.</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.</p> <p>They felt that book choice would be limited and that their children would not have the</p>	<p>themselves.</p> <p>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.</p> <p>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.</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 libraries to provide additional capacity for in-library and outreach offers.</p> <p>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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	their views were not significantly different from those of the wider community.			
Sexual orientation - including civil partnership	<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>	No impact anticipated	N/A	N/A

	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

Please refer to guidance	<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>	
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STAGE 4: PUBLICATION



Date 310517

Faye Batchelor Hambleton

Assistant Director of Customer Services

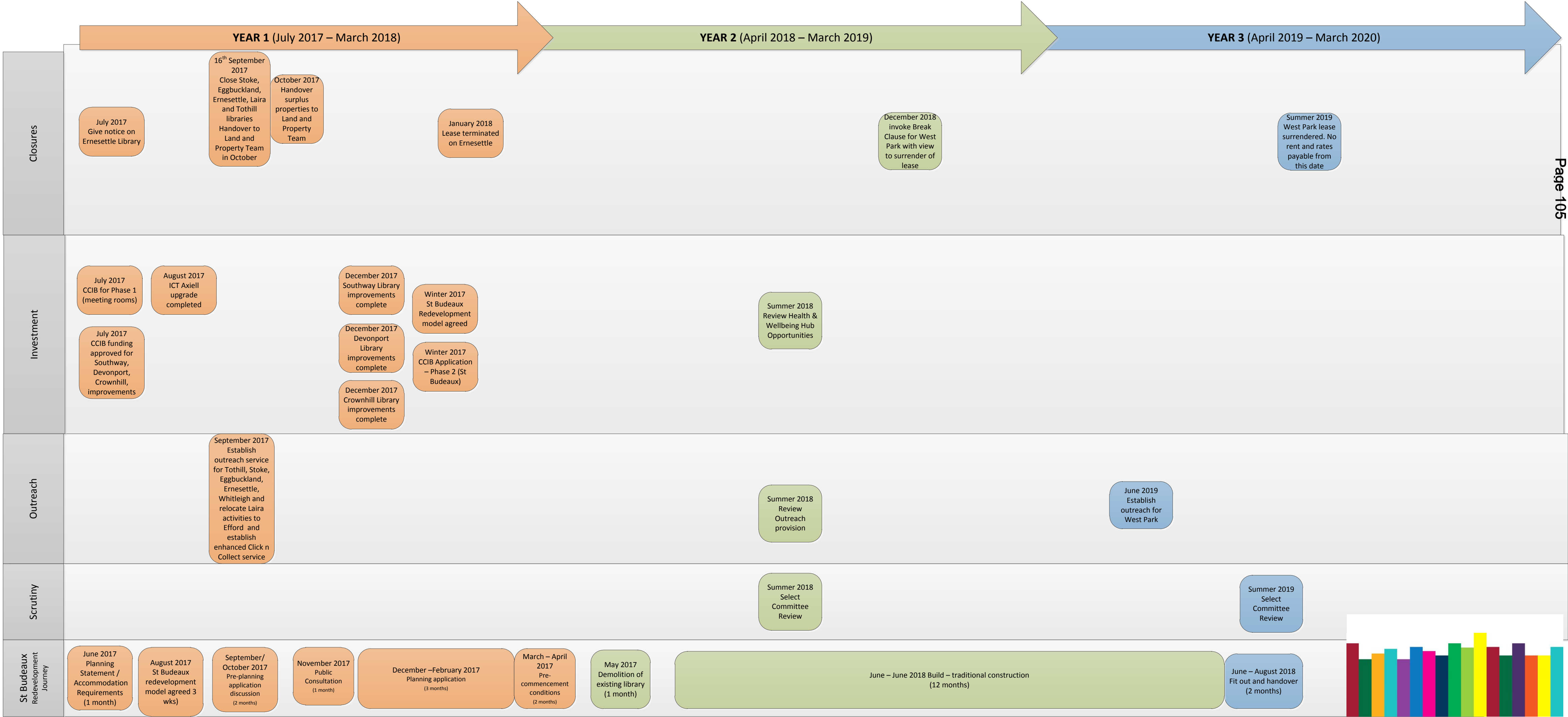
Appendix B

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:	Staff, public	List any groups vulnerable persons/staff	
--	---------------	---	--

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	Confirm with person responsible for building that windows open fully, heating and fans are in good working order. Any issues or concerns must be raised and dealt with in advance of event going ahead.	2	2	4				
9	Food preparation	If using outside caterers for event, essential to ensure that relevant risk assessment and checks are in place. 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. Allergy notices will be on display and possibility of food being in contact with nuts. All utensils, including those that are sharp will be kept away from public areas at all times. Beverages Preparation – staff/caterers to be in charge of preparing drinks and using hot water urns. Coffee, teabags, milk and sugar all to be checked for in date use.	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						
Likelihood		Insignificant	Minor	Moderate	Major	Fatal
	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
							5 – 9 amber	Medium
	Almost certain	5 Amber	10 Red	15 Red	20 Red	25 Red	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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Plan for Libraries

2017 - 2020



CONTENTS

- 1. Introduction**
- 2. Our delivery model**
- 3. Our vision**
- 4. Statutory requirements and national context**
- 5. The library service in Plymouth**
- 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. Whitleigh.
- 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 Eggbuckland, 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.”

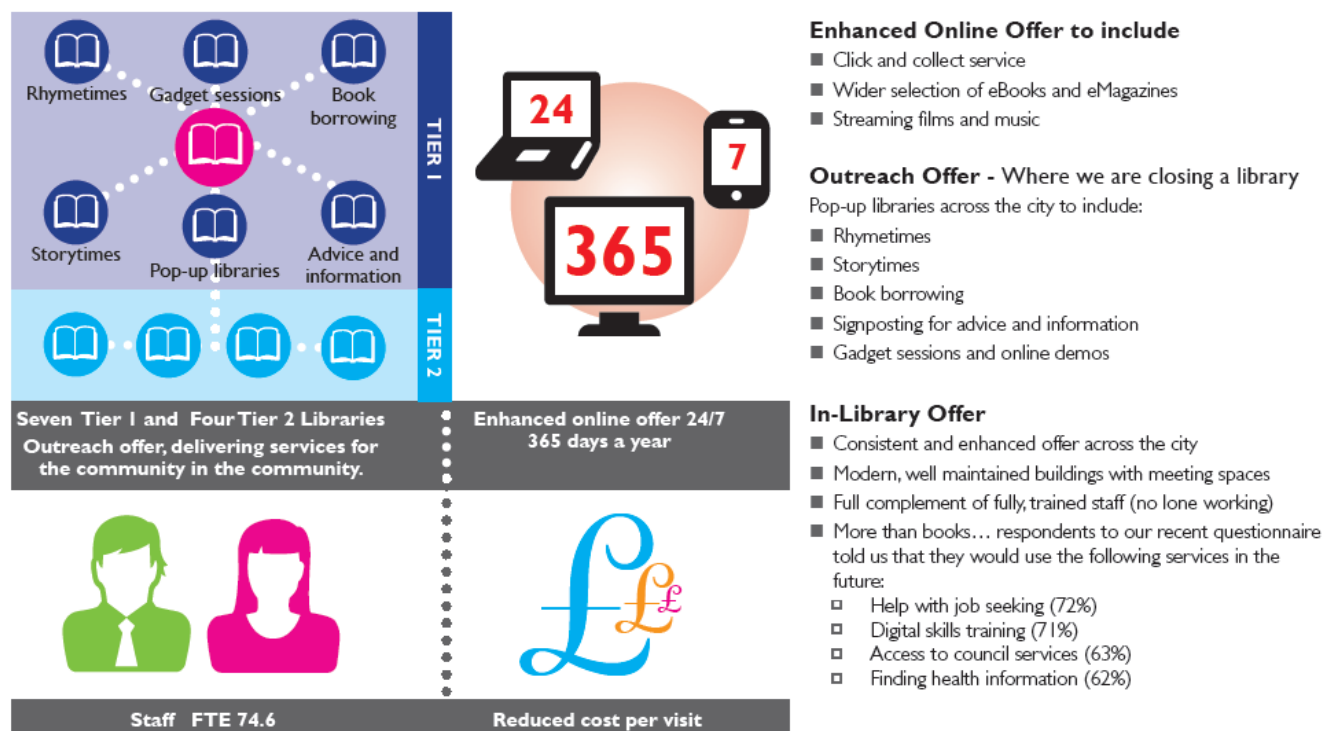
This plan gives the most effective use of our existing estate and delivers all the outputs and activities in the key areas of the city.

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?



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.

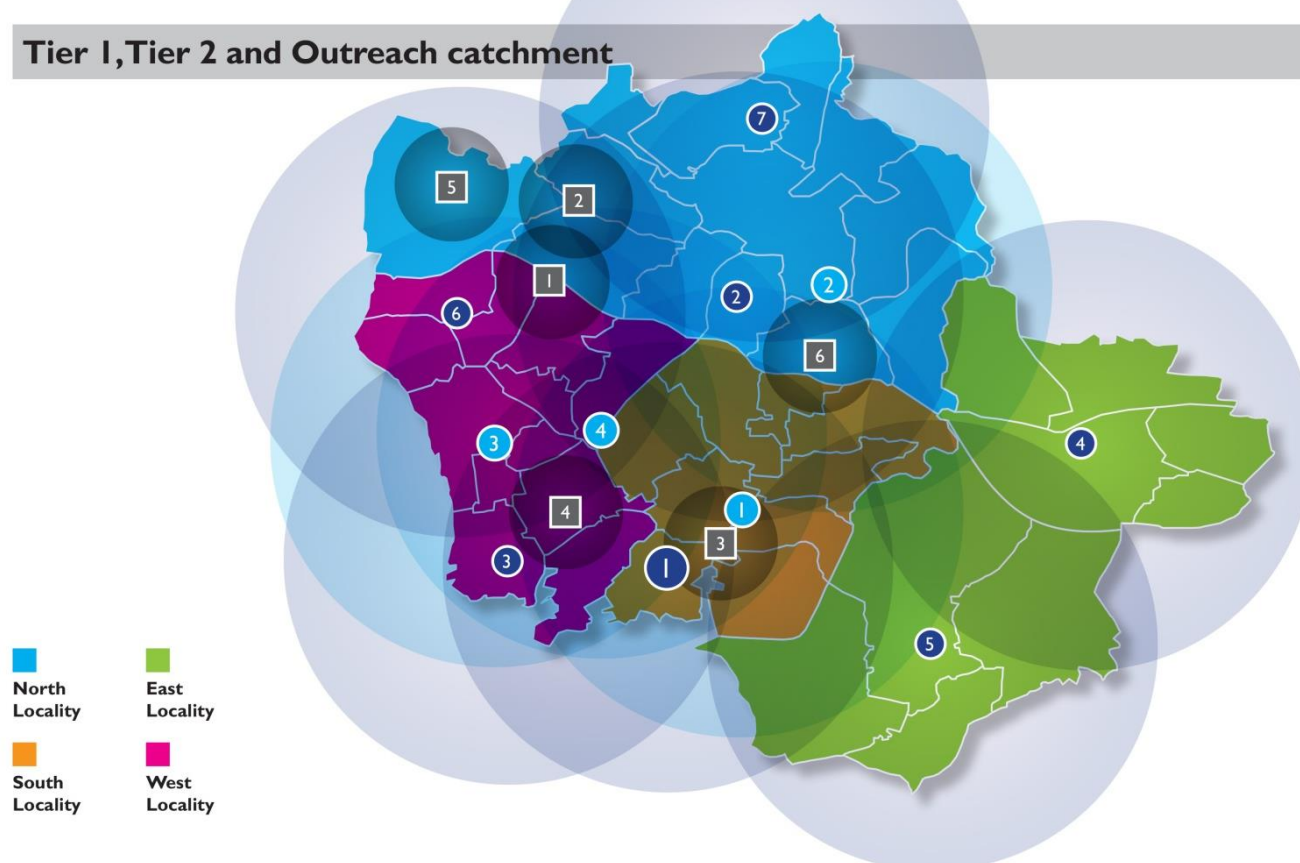
Library Closures

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)

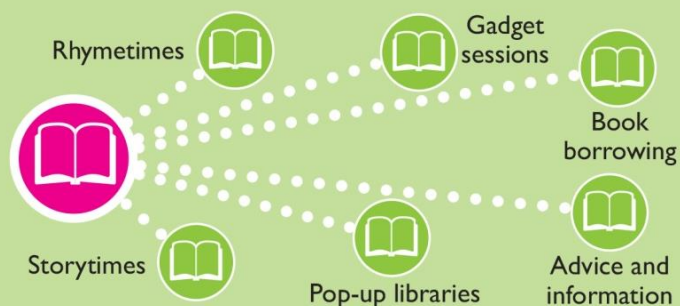
Tier 1, Tier 2 and Outreach catchment



Tier 1 libraries	Tier 2 libraries	Outreach
<ul style="list-style-type: none"> 1 Central Library 2 Crownhill Library 3 Devonport Library 4 Plympton Library 5 Plymstock Library 6 St Budeaux Library 7 Southway Library 	<ul style="list-style-type: none"> 1 Efford Library 2 Estover Library 3 North Prospect Library 4 Peverell Library 	<ul style="list-style-type: none"> 1 Four Greens Community Trust (Whitleigh) 2 Honicknowle Youth Centre (West Park)* 3 Tothill Community Centre (Tothill) 4 Stoke Christian Centre (Stoke) 5 River View Care Home (Ernesettle) 6 St Edwards Church (Eggbuckland)
Two mile radius	Two mile radius	0.25 mile radius
<p>*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)</p>		

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
 Reading	Reading and Literacy 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.	GROWING PLYMOUTH We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.
 Information	Information and History 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. We will make the most of the library's history collections ensuring access and preserving for future generations.	CARING PLYMOUTH We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.
 Digital	Digital 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.	PIONEERING PLYMOUTH We will be innovative by design, and deliver services that are more accountable, flexible and efficient.
 Health	Health and Wellbeing 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.	CARING PLYMOUTH We will work with our residents to have happy, healthy and connected communities where people lead safe and fulfilled lives.
 Learning	Learning 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.	GROWING PLYMOUTH We will make our city a great place to live by creating opportunities for better learning and greater investment, with more jobs and homes.

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>

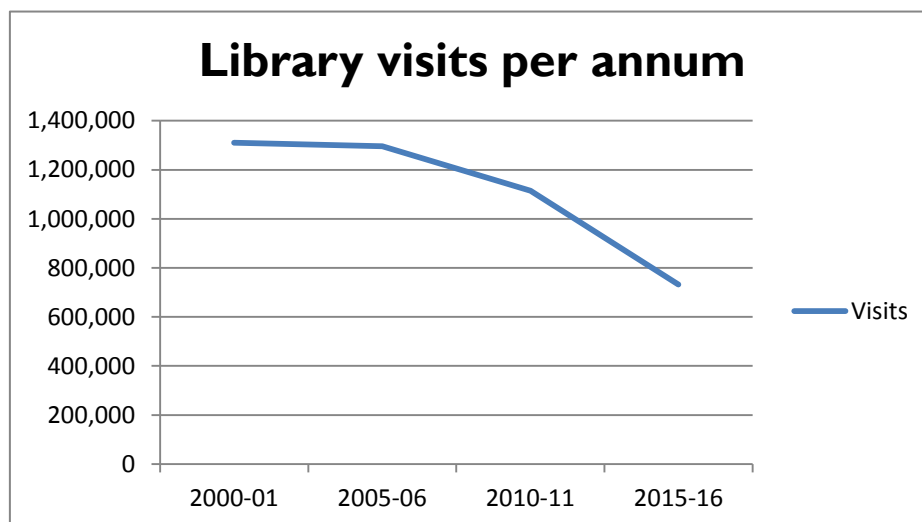
⁷ <https://www.gov.uk/government/publications/independent-library-report-for-england>

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

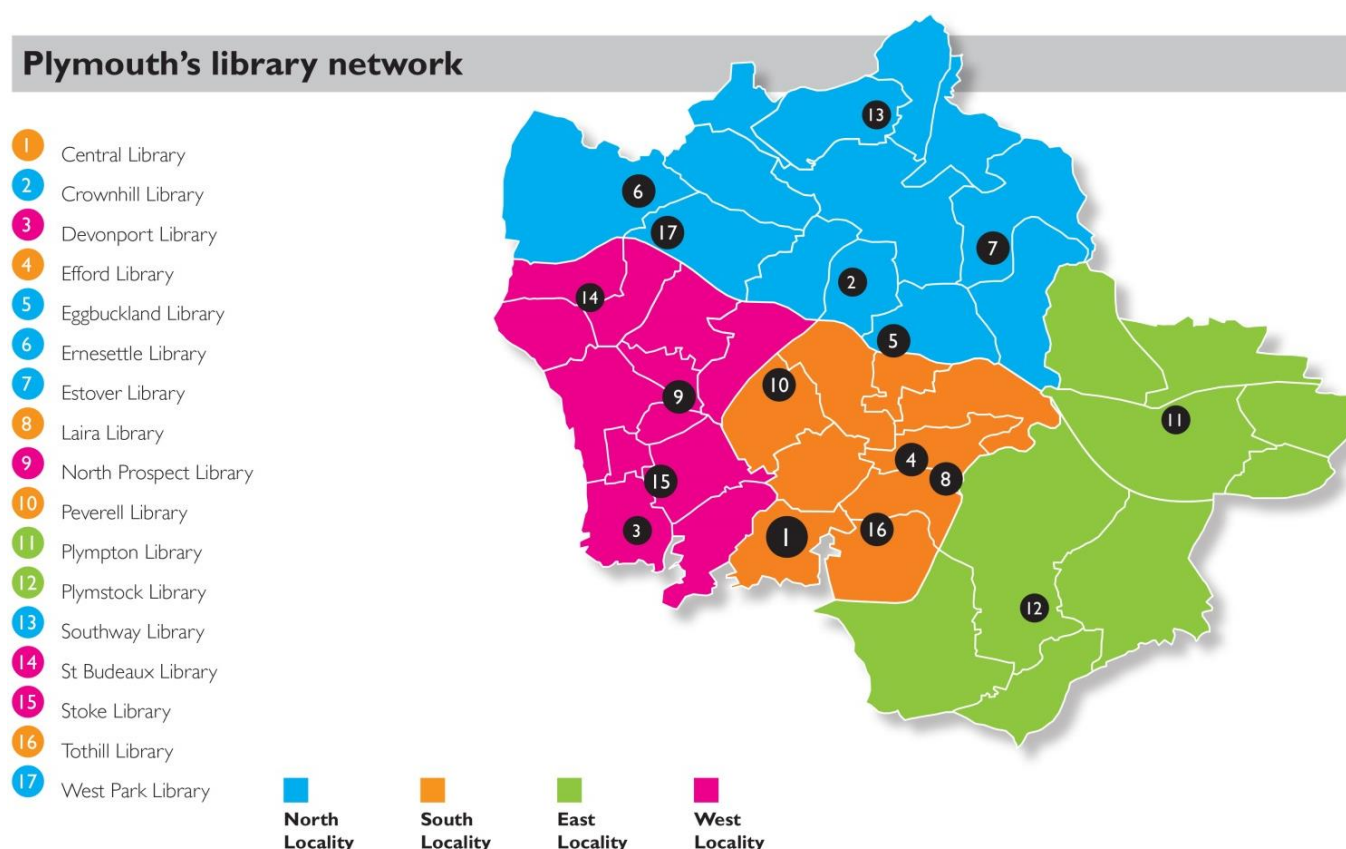
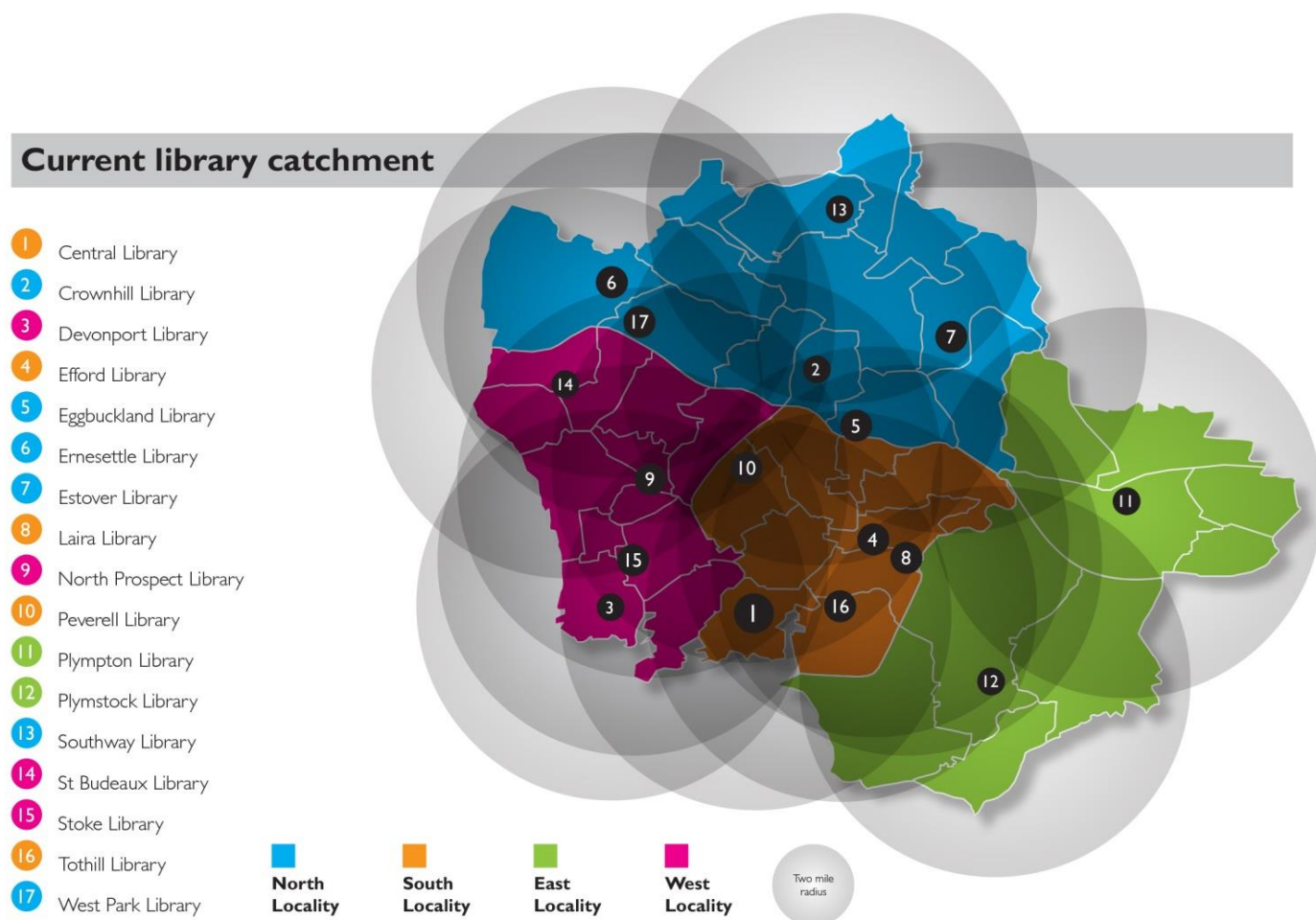


Figure 2: Map of libraries in Plymouth, showing two-mile catchment zones

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
Eggbuckland Library	Eggbuckland	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
Peverell Library	Peverell	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
Egguckland Library	Egguckland	14,920	3,133	21%	4
Peverell Library	Peverell	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
Peverell 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

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																
Age	<table><tr><th>Age</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><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></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</p> <p>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%																	

Disability					<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>		
	Day to day activities	Number in ward	%	% variance with	There is potential for a significant impact on disabled library users, especially those with mobility impairments.	Promote the outreach service effectively in areas where a library is closing Ensure that outreach	A Macdonald tbc

				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>																								
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><tr><td>Christian</td><td>8,889</td><td>66.6%</td><td>+8.5%</td></tr><tr><td>Buddhist</td><td>33</td><td>0.3%</td><td>0.0%</td></tr><tr><td>Hindu</td><td>67</td><td>0.5%</td><td>+0.3%</td></tr><tr><td>Jewish</td><td>5</td><td>0.0%</td><td>-0.1%</td></tr><tr><td>Muslim</td><td>92</td><td>0.7%</td><td>-0.1%</td></tr></table>	Religion	Number in ward	%	% variance with city wide average	Christian	8,889	66.6%	+8.5%	Buddhist	33	0.3%	0.0%	Hindu	67	0.5%	+0.3%	Jewish	5	0.0%	-0.1%	Muslim	92	0.7%	-0.1%	No impact anticipated.	N/A	N/A
Religion	Number in ward	%	% variance with city wide average																									
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	<table><tr><td>Sikh</td><td>1</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Other Religion</td><td>51</td><td>0.4%</td><td>+0.1%</td></tr><tr><td>No religion</td><td>3,380</td><td>25.3%</td><td>-7.6%</td></tr><tr><td>Not stated</td><td>833</td><td>6.2%</td><td>-0.9%</td></tr></table> <p>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.</p>	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%			
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%																	
Gender - including marriage, pregnancy and maternity	<p>Residents are slightly more likely to be female than the citywide average (+1.0%). Men 48.4%, Women 51.6%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>We have committed running the activities that the community would wish to see in the future from alternative locations in the area.</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</p> <p>tbc</p>																
Gender reassignment	<p>Data covering gender reassignment is not available at ward level.</p>	<p>No adverse impact anticipated</p>	<p>N/A</p>	<p>N/A</p>																
Race	<table><tr><td>Ethnicity</td><td>Number in ward</td><td>%</td><td>% variance with city</td></tr></table>	Ethnicity	Number in ward	%	% variance with city	<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</p> <p>tbc</p>												
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>	N/A
<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>	N/A
<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>	N/A

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, Whitleigh
- 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><thead><tr><th>Age</th><th>Number in Ward</th><th>%</th><th>% variance with city wide average</th></tr></thead><tbody><tr><td>0-15</td><td>2852</td><td>20.3</td><td>+2.8</td></tr><tr><td>16- 64</td><td>8640</td><td>61.6</td><td>-3.4</td></tr><tr><td>64+</td><td>2530</td><td>18.0</td><td>+0.6</td></tr></tbody></table> <p>Source annual populations survey 2012.</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	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<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</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</p> <p>tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
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16- 64	8640	61.6	-3.4																	
64+	2530	18.0	+0.6																	

		<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>														
Disability	<table><tr><td>Day to day activities</td><td>Number</td><td>%</td><td>% var</td></tr><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></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</p> <p>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)</p> <p>Opening times: 7:00-22:00 Mon-Sun</p>	<p>Promote nearest alternative Safe Space as part of Library closure arrangements</p>	<p>A Macdonald tbc</p>																																								
Faith/religion or belief	<table><tr><th>Religion</th><th>Number</th><th>%</th><th>% var</th></tr><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></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	-	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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Not stated	988	7.1	-																																									

	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																												
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Race	<table><tr><th>Ethnicity</th><th>Number</th><th>%</th><th>% var</th></tr><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></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 British	77	0.6	-0.9	Black/Black British	41	0.3	-0.4	Other ethnic group	9	0.1	-0.3	No adverse impact anticipated -	Consider making library closure information available in other languages where required / requested	A Macdonald tbc
Ethnicity	Number	%	% var																													
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Other ethnic group	9	0.1	-0.3																													

	<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

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

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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)

Rationale for proposed closure

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

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- 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
- 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><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>	<p>A Macdonald Tbc</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>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					There is potential for a significant impact on disabled library users, especially those with mobility impairments. Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently. 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. To Efford library the bus service numbers 8 & 9. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus. 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 from Efford. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run	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 Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services Promote the Home Library Service	A Macdonald tbc
	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			
	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 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. There are three people who recorded their first language as British Sign Language in the last census. Laira library is not Equality Act 2010 compliant due to accessibility issues (front step into the building). There is a lack of potential Equality Act 2010 compliant outreach venues in the						

	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><tr><th>Religion</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><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></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
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																	

	Jewish	10	0.7	+0.06			
	Muslim	117	0.8	-			
	Sikh	8	0.07	+0.04			
	Other Religion	69	0.48	-0.02			
	No religion	5555	39.4	+6.5			
	Not stated	1017	7.2	+0.1			
	Residents were less likely to profess Christianity and more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.						
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.	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.				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:

- 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)
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- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Stoke ranked number 13 out of 17 libraries.**

Opening hours

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

Services and facilities

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

Events

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

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

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

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

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.

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> <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>
Author	Chris Jones and 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
Age	Age	Number in Ward	%	% variance with city	Our home library service will need to meet the needs of an increasing number of physically frail older people. Libraries will face a similar	Promote online lending of eBooks. Library staff will provide assistance to anyone who needs help accessing the	A Macdonald tbc

				wide average		
	0-15	2178	15.8	-1.7%	challenge in meeting the needs of older people with visual and hearing impairments and dementia.	service on line.
	16- 64	9666	69.9	+4.9%	Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.	Promote click and collect service which will be available at outreach venues.
	64+	1975	14.3	-3.1%	Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.	Promote the outreach locations where library services will be delivered.
Source annual populations survey 2012.					Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.	Promote alternative transport arrangements in libraries including Access Plymouth services.
Currently people aged 60+ are entitled to a free bus pass					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.	Promote the Home Library Service.
					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	

		<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>														
Disability	<table><tr><th>Day to day activities</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><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></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</p> <p>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

	(+2.3%), but less likely to be widowed (-0.9%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries		Promote click and collect service which will be available at outreach venues Promote the outreach locations where library services will be delivered																									
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								
Race	<table><tr><th>Ethnicity</th><th>Number in Ward</th><th>%</th><th>% variance with City wide average</th></tr><tr><td>White British</td><td>12,396</td><td>89.4</td><td>-3.5%</td></tr><tr><td>White Other</td><td>663</td><td>4.8</td><td>+1.6%</td></tr><tr><td>Mixed</td><td>265</td><td>1.9</td><td>+0.6%</td></tr><tr><td>Asian/Asian British</td><td>287</td><td>2.1</td><td>+0.6%</td></tr><tr><td>Black/Black British</td><td>149</td><td>1.1</td><td>+0.4%</td></tr></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%	No adverse impact anticipated - The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
Ethnicity	Number in Ward	%	% variance with City wide average																									
White British	12,396	89.4	-3.5%																									
White Other	663	4.8	+1.6%																									
Mixed	265	1.9	+0.6%																									
Asian/Asian British	287	2.1	+0.6%																									
Black/Black British	149	1.1	+0.4%																									

	<table><tr><td>Other ethnic group</td><td>101</td><td>0.7</td><td>+0.3%</td></tr></table> <p>Over 95% of residents over three years old speak English as their main language. This is 1.4% lower than the citywide average. Kurdish (57) and Polish (165) are the most common alternative main languages.</p> <p>Source: Census 2011.</p>	Other ethnic group	101	0.7	+0.3%			
Other ethnic group	101	0.7	+0.3%					
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

cohesion)	<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>	
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 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>	N/A

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	Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.	anyone who needs help accessing the service on line
	0-15	2219	15.4	-2.1	Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.	Promote click and collect service which will be available at outreach venues
	16- 64	10694	74.0	+9	Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.	Promote the outreach locations where library services will be delivered
	64+	1541	10.7	-6.7	Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.	Promote alternative transport arrangements in libraries including Access Plymouth services
	Source: annual populations survey 2012.				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.	Promote the Home Library Service.
Currently people aged 60+ are entitled to a free bus pass					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	

		<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>														
Disability	<table><tr><th>Day to day activities</th><th>Number in Ward</th><th>%</th><th>% variance with City wide average</th></tr><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></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													
Limited a lot	1238	8.7	-1.3													
Limited a little	1287	9.0	-1.4													

	<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																																								
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in Ward</th><th>%</th><th>% variance with City wide average</th></tr><tr><td>Christian</td><td>7178</td><td>50.2</td><td>-8.1</td></tr><tr><td>Buddhist</td><td>80</td><td>0.56</td><td>+0.02</td></tr><tr><td>Hindu</td><td>40</td><td>0.28</td><td>-</td></tr><tr><td>Jewish</td><td>11</td><td>0.08</td><td>-0.02</td></tr><tr><td>Muslim</td><td>231</td><td>1.6</td><td>+0.8</td></tr><tr><td>Sikh</td><td>11</td><td>0.08</td><td>+0.05</td></tr><tr><td>Other Religion</td><td>110</td><td>0.77</td><td>+0.2</td></tr><tr><td>No religion</td><td>5620</td><td>39.3</td><td>+6.4</td></tr><tr><td>Not stated</td><td>1013</td><td>7.1</td><td>-</td></tr></table>	Religion	Number in Ward	%	% variance with City wide average	Christian	7178	50.2	-8.1	Buddhist	80	0.56	+0.02	Hindu	40	0.28	-	Jewish	11	0.08	-0.02	Muslim	231	1.6	+0.8	Sikh	11	0.08	+0.05	Other Religion	110	0.77	+0.2	No religion	5620	39.3	+6.4	Not stated	1013	7.1	-	No impact anticipated.	N/A	N/A
Religion	Number in Ward	%	% variance with City wide average																																									
Christian	7178	50.2	-8.1																																									
Buddhist	80	0.56	+0.02																																									
Hindu	40	0.28	-																																									
Jewish	11	0.08	-0.02																																									
Muslim	231	1.6	+0.8																																									
Sikh	11	0.08	+0.05																																									
Other Religion	110	0.77	+0.2																																									
No religion	5620	39.3	+6.4																																									
Not stated	1013	7.1	-																																									

	Residents were slightly more likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were less likely to profess no religion.						
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.	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.				N/A	N/A	N/A
Race					No adverse impact anticipated - The local area similar in terms of diversity to the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in Ward	%	% variance with City Wide average			
	White British	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			
	<p>Over 87% of residents over three years old speak English as their main language. This is 5.7% less than the citywide average. Polish (258 individuals) and Chinese (75) 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 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

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.

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

		<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>														
Disability	<table><tr><th>Day to day activities</th><th>Number in Ward</th><th>%</th><th>% variance with City wide average</th></tr><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></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:</p> <p>St Budeaux library is 1.4 miles from</p>	Promote alternative transport arrangements in libraries prior to closure	A Macdonald tbc
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>																																						
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in Ward</th><th>%</th><th>% variance with city wide strategy</th></tr><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></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	No impact anticipated.	N/A	N/A
Religion	Number in Ward	%	% variance with city wide strategy																																					
Christian	7728	55.4	-2.7																																					
Buddhist	26	0.19	-0.11																																					
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Sikh	1	0.007	0.004																																					
Other Religion	42	0.30	-0.2																																					
No	5092	36.5	+3.6																																					

	<table><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><tr><th>Ethnicity</th><th>Number</th><th>%</th><th>% var</th></tr><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></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				
<p>The second most widely spoken language is Polish (48) and South Asian (18)</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
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	<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

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

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

	<p>▪ Laura Library</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							
	Age	Number in Ward	%	% variance with City wide average			
	0-15	1835	11.6	-5.9	Our home library service will need to meet the needs of an increasing number of physically frail older people.	Promote online lending of eBooks	A
	16- 64	11768	74	+9.0	Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.	Library staff will provide assistance to anyone who needs help accessing the service on line	Macdonald
	64+	2182	13.8	-3.6	Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.	Promote click and collect service which will be available at outreach venues	tbc
	Above data based is based on Office of National Statistics demographic indicator data for Central Library ward. (St Peter and Waterfront)				Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the	Promote the outreach locations where library services will be delivered	

		<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>														
Disability	<table><tr><th>Day to day activities</th><th>Number in Ward</th><th>%</th><th>% variance with City wide average</th></tr><tr><td>Limited a lot</td><td>1862</td><td>11.79</td><td>+1.79</td></tr><tr><td>Limited a little</td><td>1758</td><td>11.3</td><td>+0.9</td></tr></table> <p>Figures above relate to Central Library Ward (St Peter and the Waterfront) In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+4%) than the citywide average.</p> <p>There are five people who recorded their first language as British Sign Language in the last census.</p> <p>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													
Limited a little	1758	11.3	+0.9													

			our libraries and our proposed community outreach buildings.																									
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>Central Library is a designated safe place along with 20 other City Centre locations.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A																								
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in Ward</th><th>%</th><th>% variance with City wide strategy</th></tr><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></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	No adverse impact anticipated.	N/A	N/A
Religion	Number in Ward	%	% variance with City wide strategy																									
Christian	7713	48.9	-9.2																									
Buddhist	119	0.8	+0.5																									
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Muslim	395	2.5	+1.7																									

	<table><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>	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			
	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																
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.																				
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	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.	library closure information available in other languages where required / requested.	Macdonald tbc
	White British	12646	80%	-12.9			
	White Other	1553	9.8	+6.1			
	Mixed	457	2.8	+1.5			
	Asian/Asian British	654	4.1	+2.6			
	Black/Black British	260	1.6	+0.9			
	Other ethnic group	215	1.3	+0.9			
<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

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>														
Disability		<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>												
	<table><tr><td>Day to day activities</td><td>Number</td><td>%</td><td>% var</td></tr><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></table>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%			
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	-0.3%													
Limited a little	1703	12.2	-0.5%													
	<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>															

	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><tr><th>Religion</th><th>Number</th><th>%</th><th>% var</th></tr><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></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
Religion	Number	%	% var																									
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Buddhist	26	0.19	-0.11																									
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	<table><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></table>				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	-			
	Sikh	1	0.007	0.004																			
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	Not stated	988	7.1	-																			
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.																							
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>	<p>A Macdonald tbc</p>																
Gender reassignment	Data covering gender reassignment is not available at ward level.																						
Race					No adverse impact anticipated	Consider making library closure	A Macdonald tbc																
	<table><tr><td>Ethnicity</td><td>Number</td><td>%</td><td>% var</td></tr></table>							Ethnicity	Number	%	% var												
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			
	The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community. The second most widely spoken language is Polish (48) and South Asian (18) Census 2011.						
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 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	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

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><tr><th>Age</th><th>Number in Ward</th><th>%</th><th>% variance with city wide average</th></tr><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></table> <p>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>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>The representation of the 16-64 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>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	3170	19.9	+2.4																	
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		<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>						
Disability	<table><tr><td>Day to day activities</td><td>Number</td><td>%</td><td>% var</td></tr></table>	Day to day activities	Number	%	% var	Access for disabled people to Devonport Library has been assessed	Promote the outreach service effectively in areas	A Macdonald
Day to day activities	Number	%	% var					

	Limited a lot	1595	10.8	+0.8	<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>	tbc
	Limited a little	1558	10.5	-0.1%			
	<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>						
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</p>				No impact anticipated.	N/A	N/A

	<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>																																											
Faith/religion or belief	<table><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	-	No impact anticipated.	N/A	N/A
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No religion	5092	36.5	+3.6																																									
Not stated	988	7.1	-																																									
Gender - including marriage, pregnancy and	<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>	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other	Promote the outreach service effectively in areas where a Library is closing Reassess staffing levels to provide additional capacity	A Macdonald																																								

maternity	<div>divorced +2.3%) or widowed (+1.9%)</div> <div>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</div>	<div>children orientated activities.</div> <div>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.</div>	<div>for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</div>																													
Gender reassignment	<div>Data covering gender reassignment is not available at ward level.</div>	<div>N/A</div>	<div>N/A</div>	<div>N/A</div>																												
Race	<table><tr><th>Ethnicity</th><th>Number</th><th>%</th><th>% var</th></tr><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></table> <div>The second most widely spoken language is Polish (48) and South Asian (18).</div> <div>Source: Census 2011.</div> <div>There is a higher than average representation of White British citizens in this community.</div>	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	<div>No adverse impact anticipated -The local area similar in terms of diversity to the citywide average.</div> <div>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.</div>	<div>Consider making library closure information available in alternative languages.</div>	<div>A Macdonald</div>
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																													

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 • Eggbuckland • 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><tr><th>Age</th><th>Number in Ward</th><th>%</th><th>% variance with city wide average</th></tr><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></table> <p>Source annual populations survey 2012.</p> <p>Above data based is based on Office of National Statistics demographic indicator data for Efford Library ward. (Efford and Lipson)</p> <p>This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p>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>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>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</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</p>	<p>A Macdonald tbc</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>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>													
Disability	<table><tr><th>Day to day activities</th><th>Number</th><th>%</th><th>% var</th></tr><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></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>
Day to day activities	Number	%	% var													
Limited a lot	1,394	9.89	-0.2													
Limited a little	1,368	9.70	-0.7													

			libraries elsewhere. Promote the Home Library Service																																	
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																																
Faith/religion or belief	<table><tr><th>Religion</th><th>Number</th><th>%</th><th>% var</th></tr><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><tr><td>Jewish</td><td>10</td><td>0.7</td><td>+0.06</td></tr><tr><td>Muslim</td><td>117</td><td>0.8</td><td>-</td></tr><tr><td>Sikh</td><td>8</td><td>0.07</td><td>+0.04</td></tr><tr><td>Other Religion</td><td>69</td><td>0.48</td><td>-0.02</td></tr></table>	Religion	Number	%	% var	Christian	7242	51.4	-6.7	Buddhist	48	0.3	+0.04	Hindu	26	0.18	-0.02	Jewish	10	0.7	+0.06	Muslim	117	0.8	-	Sikh	8	0.07	+0.04	Other Religion	69	0.48	-0.02	No impact anticipated.	N/A	N/A
Religion	Number	%	% var																																	
Christian	7242	51.4	-6.7																																	
Buddhist	48	0.3	+0.04																																	
Hindu	26	0.18	-0.02																																	
Jewish	10	0.7	+0.06																																	
Muslim	117	0.8	-																																	
Sikh	8	0.07	+0.04																																	
Other Religion	69	0.48	-0.02																																	

	<table><tr><td>No religion</td><td>5555</td><td>39.4</td><td>+6.5</td></tr><tr><td>Not stated</td><td>1017</td><td>7.2</td><td>+0.1</td></tr></table> <p>Residents were less likely to profess Christianity more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.</p>	No religion	5555	39.4	+6.5	Not stated	1017	7.2	+0.1			
No religion	5555	39.4	+6.5									
Not stated	1017	7.2	+0.1									
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>	<p>A Macdonald tbc</p>								
Gender reassignment	<p>Data covering gender reassignment is not available at ward level.</p>	<p>No adverse impact anticipated</p>	<p>N/A</p>	<p>N/A</p>								
Race		<p>No adverse impact anticipated</p>	<p>Consider making library closure</p>									

	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

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 Efford & Lipson is 76%, this is the same as the citywide average and 13% below the national average. The library makes some contribution to providing an effective community space. There are local community alternatives, but there could be a temporary impact on community cohesion between the library closing and alternative community spaces being established.	N/A
Human rights Please refer to <u>guidance</u>	<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

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																
Age	<table><thead><tr><th>Age</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr></thead><tbody><tr><td>0-15</td><td>1754</td><td>14.8</td><td>-2.7%</td></tr><tr><td>16- 64</td><td>7477</td><td>63.1</td><td>-1.9%</td></tr><tr><td>64+</td><td>2615</td><td>22.1</td><td>+4.7%</td></tr></tbody></table> <p>Source annual populations survey 2012.</p> <p>Above data based is based on Office of National Statistics demographic indicator data for Estover Library ward. (Moor View)</p> <p>This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p>64+ are significantly more represented in this area than the citywide average.</p>	Age	Number in ward	%	% variance with city wide average	0-15	1754	14.8	-2.7%	16- 64	7477	63.1	-1.9%	64+	2615	22.1	+4.7%	<p>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>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>	<p>A Macdonald</p> <p>tbc</p>
Age	Number in ward	%	% variance with city wide average																	
0-15	1754	14.8	-2.7%																	
16- 64	7477	63.1	-1.9%																	
64+	2615	22.1	+4.7%																	

		<p>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>														
Disability	<table><tr><th>Day to day activities</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><tr><td>Limited a lot</td><td>1372</td><td>11.7</td><td>+1.7%</td></tr><tr><td>Limited a little</td><td>1434</td><td>12.2</td><td>+1.8%</td></tr></table>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1372	11.7	+1.7%	Limited a little	1434	12.2	+1.8%	<p>Access for disabled people to Estover 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													
Limited a lot	1372	11.7	+1.7%													
Limited a little	1434	12.2	+1.8%													

	<p>In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+3.5%) than the citywide average.</p> <p>There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.</p> <p>There are four people who recorded their first language as British Sign Language in the last census.</p> <p>The library is 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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Disability	<p>Safe Space Scheme</p> <p>Estover 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 Estover Library will continue to be;</p> <p>Asda, Leypark Walk (9 min walk)</p> <p>Opening times:</p> <p>24 hours Tues-Fri</p> <p>7am – 12am Mon</p> <p>12am – 10pm Sat</p> <p>10am – 4pm Sun</p>	N/A	A Macdonald tbc																																				
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><tr><td>Christian</td><td>7,595</td><td>64.1%</td><td>+6.0%</td></tr><tr><td>Buddhist</td><td>35</td><td>0.3%</td><td>0.0%</td></tr><tr><td>Hindu</td><td>25</td><td>0.2%</td><td>0.0%</td></tr><tr><td>Jewish</td><td>2</td><td>0.0%</td><td>-0.1%</td></tr><tr><td>Muslim</td><td>113</td><td>0.9%</td><td>+0.1%</td></tr><tr><td>Sikh</td><td>1</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Other Religion</td><td>32</td><td>0.3%</td><td>-0.2%</td></tr><tr><td>No religion</td><td>3141</td><td>26.7%</td><td>-6.2%</td></tr></table>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	64.1%	+6.0%	Buddhist	35	0.3%	0.0%	Hindu	25	0.2%	0.0%	Jewish	2	0.0%	-0.1%	Muslim	113	0.9%	+0.1%	Sikh	1	0.0%	0.0%	Other Religion	32	0.3%	-0.2%	No religion	3141	26.7%	-6.2%	No impact anticipated.	N/A	N/A
Religion	Number in ward	%	% variance with city wide average																																					
Christian	7,595	64.1%	+6.0%																																					
Buddhist	35	0.3%	0.0%																																					
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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><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>	<p>A Macdonald</p> <p>tbc</p>								
Gender reassignment	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
Race	<table><tr><th>Ethnicity</th><th>Number in ward</th><th>%</th><th>% variance in city wide average</th></tr><tr><td>White British</td><td>11,247</td><td>95.6</td><td>+2.7%</td></tr></table>	Ethnicity	Number in ward	%	% variance in city wide average	White British	11,247	95.6	+2.7%	No adverse impact anticipated	Consider making library closure information available in other languages where required / requested.	<p>A Macdonald</p> <p>tbc</p>
Ethnicity	Number in ward	%	% variance in city wide average									
White British	11,247	95.6	+2.7%									

	White Other	188	1.6	- 1.6%			
	Mixed	67	0.6	- 0.7%			
	Asian/Asian British	215	1.8	- 0.3%			
	Black/Black British	20	0.2	- 0.5%			
	Other ethnic group	31	0.3	- 0.1%			
	<p>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><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>Source annual populations survey 2012.</p> <p>Above data based is based on Office of National Statistics demographic indicator data for North Prospect Library ward. (Ham)</p> <p>This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p>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>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</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>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
0-15	2709	20.4	+2.9%																	
16- 64	8243	62.3	-3.3%																	
64+	2288	17.3	+0.5%																	

Disability					<p>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>		
	Day to day activities	Number in Ward	%	% variance	Access for disabled people to Peverell Library has been assessed as adequate however	Promote the outreach service effectively in areas where a library is closing	A Macdonald tbc

	<table><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%	access to Tier 1 libraries will be significantly better.	Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant	
			with City wide average													
Limited a lot	1,680	12.6	+2.6%													
Limited a little	1,660	12.5	+2.2%													
Disability	<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>	No adverse impact as this Safe Space will be retained.	N/A	A Macdonald tbc												

	<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>																																											
Faith/religion or belief	<table><tr><th>Religion</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><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></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%	No impact anticipated.	N/A	N/A
Religion	Number in ward	%	% variance with city wide average																																									
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Not stated	928	7.0%	-0.1%																																									

	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.	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.				N/A	N/A	N/A	N/A	N/A	N/A
Race					No adverse impact anticipated	Consider making library closure information available in other languages where required / requested.				A Macdonald Tbc
	Ethnicity	Number in Ward	%	% variance with city wide average						
	White British	12,776	96.1	+3.2%						
	White Other	218	1.6	- 1.6%						
	Mixed	106	0.8	- 0.5%						
	Asian/Asian	123	0.9	- 0.6%						

	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

Good relations between different communities (community cohesion)	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.	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

EQUALITY IMPACT ASSESSMENT

Peeverell 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?

PEVEERELL LIBRARY

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

Peeverell 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

Peeverell was originally earmarked for closure however, as a result of the consultation Peeverell has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. Peeverell 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. **Peeverell 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><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.</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>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</p> <p>tbc</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>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>					
Disability	<table><tr><td>Day to day activities</td><td>Number in Ward</td><td>%</td><td>% 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><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> <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>	Limited a lot	952	7	-3.0%	Limited a little	1245	9.2	-1.1%		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.	
Limited a lot	952	7	-3.0%									
Limited a little	1245	9.2	-1.1%									
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><tr><td>Religion</td><td>Number in Ward</td><td>%</td><td>% variance with City wide average</td></tr><tr><td></td><td></td><td></td><td></td></tr></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									

	Christian	8116	59.9%	+1.8
	Buddhist	55	0.41%)	+0.1
	Hindu	28	0.21%	+0.01
	Jewish	13	0.10%	+0.0
	Muslim	89	0.66%	-0.14
	Sikh	4	0.03%	+0.03
	Other Religion	57	0.42%	-0.1
	No religion	4170	30.8%	-2.9
	Not stated	1021	7.5%	+0.4
	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	Residents are slightly more likely to be female than the citywide average (+0.7%). Men 48.6%, Women 51.4%.			
	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%)			
	Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries			
Gender reassignment	Data covering gender reassignment is not available at ward level.			

Race					No adverse impact anticipated.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in Ward	%	% variance with City wide average			
	White British	12549	92.6%	-0.3%			
	White Other	476	3.5%	+0.0%			
	Mixed	173	1.3%	+0.0%			
	Asian/Asian British	253	1.9%	+0.4			
	Black/Black British	67	0.5%	-0.1%			
	Other ethnic group	35	0.3%	-0.1%			
Over 97% of residents over 3 years old speak English as their main language. This is 0.8% higher than the citywide average. Polish (64) and Chinese (33) are the most common alternative main languages. 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
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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

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																
Age	<table><thead><tr><th>Age</th><th>Number in Ward</th><th>%</th><th>% variance with city wide average</th></tr></thead><tbody><tr><td>0-15</td><td>2310</td><td>20.3</td><td>+2.8</td></tr><tr><td>16- 64</td><td>7554</td><td>58.6</td><td>-6.4</td></tr><tr><td>64+</td><td>3035</td><td>23.5</td><td>+5.1</td></tr></tbody></table> <p>Above data based is based on Office of National Statistics demographic indicator data for Plympton Library ward. (Plympton St Mary)</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2310	20.3	+2.8	16- 64	7554	58.6	-6.4	64+	3035	23.5	+5.1	<p>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>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</p>	<p>A Macdonald</p> <p>tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
0-15	2310	20.3	+2.8																	
16- 64	7554	58.6	-6.4																	
64+	3035	23.5	+5.1																	

	<p>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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		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.														
Disability	<table><tr><th>Day to day activities</th><th>Number in ward</th><th>%</th><th>% variance with city wide average</th></tr><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></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	Access for disabled people to Plympton 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	1159	9.0	-1.0													
Limited a little	1381	10.7	-0.3													

	<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.							
Gender - including marriage, pregnancy and maternity	<p>Residents are more likely to be female than the citywide average (+1.2%). Men 48%, Women 52%.</p> <p>Residents are less likely to be single and never married than the city wide average (-14.7%), less likely to be divorced (-2.0%) and more likely to be widowed (+2.3%)</p> <p>Anecdotal evidence suggests that it's</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</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</p>	A Macdonald

	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				
	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
	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. 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.			
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.		N/A	N/A	

	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

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

	<ul style="list-style-type: none"> ▪ Request a library item – books, periodicals, plays, DVD's, Audiobooks <p>Events at Plymstock Library</p> <p><u>Children & Young People</u></p> <ul style="list-style-type: none"> ▪ Rhymetimes – Thursdays and Saturdays weekly ▪ Half Term activities ▪ Share a Story – Wednesdays weekly ▪ Chatterbooks – Mondays monthly <p><u>Health & Wellbeing</u></p> <ul style="list-style-type: none"> ▪ Active Steps – Wednesday weekly ▪ Stop Smoking – Mondays weekly ▪ Feel better with a book – Tuesday weekly ▪ Mindfulness workshop – ad hoc; run by Plymouth Options <p><u>Community and Leisure</u></p> <ul style="list-style-type: none"> ▪ History presentations – ad hoc ▪ Film Shows – Mondays monthly ▪ Classic Movie shows – Tuesday monthly ▪ Craft Group – Friday monthly ▪ Book Group – Friday monthly <p><u>Training, Skills & Employability</u></p> <ul style="list-style-type: none"> ▪ Gadget Drop In – Tuesdays monthly ▪ Hello Word – Coding and Making – Tuesdays fortnightly ▪ IT for Beginners – Tuesday 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																
Age	<table><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																	
16- 64	7172	57.8	-7.2																	
64+	2972	24.0	+6.6																	

		<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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		that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers																	
Disability	<table><tr><th>Day to day activities</th><th>Number</th><th>%</th><th>% var</th></tr><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></table>				Day to day activities	Number	%	% var	Limited a lot	1180	9.5	-0.5	Limited a little	1389	11.1	+1.3	Access for disabled people to Plymstock 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	%	% var															
	Limited a lot	1180	9.5	-0.5															
	Limited a little	1389	11.1	+1.3															
	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.																		
There are six people who recorded their first language as British Sign Language in the last census.																			
Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).																			
Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.																			
There are some health related activities and provision available at Plymstock Library. This aimed at mixed ability groups and there are some events targeting particular issues																			

	<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>																							
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>Plymstock Library is a designated safe place along with 8 other Plymstock locations.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A																				
Faith/religion or belief	<table><tr><th>Religion</th><th>Number</th><th>%</th><th>% var</th></tr><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></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	No impact anticipated.	N/A	N/A
Religion	Number	%	% var																					
Christian	8322	66.7	+8.6																					
Buddhist	30	0.2	-0.1																					
Hindu	4	0.0	-0.2																					
Jewish	4	0.0	-0.1																					

	Muslim	19	0.2	-0.6			
	Sikh	2	0.0	0.0			
	Other Religion	33	0.3	-0.2			
	No religion	3184	25.5	-7.4			
	Not stated	882	7.1	0.0			
	Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population.						
Gender - including marriage, pregnancy and maternity	Residents are more likely to be female than the citywide average (+1%). 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 (-1.8%) and more likely to be widowed (+2.5%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries				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.	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 there is a significant displacement of users from of libraries elsewhere.	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 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			
	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. Census 2011. Residents are more likely to be White British (+5.4%) than the average across the city. All other minority and BME groups are substantially less represented in this ward.						
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 Plymstock Radford is 85%, this is 9% above the citywide average and 4% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
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

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	Age	Number in ward	%	% variance with city wide average	<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
	0-15	2716	20.5	+3.0			
	16- 64	7996	60.2	-4.8			

	64+	2560	19.3	+1.9		Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.	venues	
	<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 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 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>																			
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>Southway Library is a designated safe space.</p>				No adverse impact is as this Safe Space will be retained.	N/A	N/A													
Faith/religion or belief	<table><tr><td>Religion</td><td>Number</td><td>%</td><td>% var</td></tr><tr><td>Christian</td><td>8089</td><td>62.1</td><td>+4.0</td></tr><tr><td>Buddhist</td><td>35</td><td>0.3</td><td>0.0</td></tr><tr><td>Hindu</td><td>25</td><td>0.2</td><td>0.0</td></tr></table>	Religion	Number	%	% var	Christian	8089	62.1	+4.0	Buddhist	35	0.3	0.0	Hindu	25	0.2	0.0	No impact anticipated.	N/A	N/A
Religion	Number	%	% var																	
Christian	8089	62.1	+4.0																	
Buddhist	35	0.3	0.0																	
Hindu	25	0.2	0.0																	

	<table><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																									
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																									
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>	<p>A Macdonald tbc</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					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

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	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	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.	
	0-15	3039	22.4	+4.9%			
	16- 64	8554	63.0	-2.0%			
	64+	1993	14.7	-2.7%			
	Above data based is based on Office of National Statistics demographic indicator data for St Budeaux Library at ward level 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>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>										
Disability	<table><tr><th>Day to day activities</th><th>Number</th><th>%</th><th>% var</th></tr><tr><td>Limited a lot</td><td>1556</td><td>11.6 %</td><td>+1.6</td></tr></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><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		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.	
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>	No adverse impact anticipated.	Explore possibility of St Budeaux Library being made a designated Safe Place.	A Macdonald																								
Faith/religion or belief	<table><tr><th>Religion</th><th>Number</th><th>%</th><th>% var</th></tr><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></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	No impact anticipated.	N/A	N/A
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																									

	Sikh	4	0.03	-0.03			
	Other Religion	38	0.28	-0.2			
	No religion	4774	35.7	+2.8			
	Not stated	927	6.9	-0.2			
	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.						
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> <p>.</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

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SELECT COMMITTEE REVIEW

Plan for Libraries



Context

The Select Committee review on the Plan for Libraries met on the 15 May 2017. The Committee reviewed the Plan for Libraries and consultation analysis, received representations from the community and Councillors, and have made the following recommendations for consideration by the Cabinet.

Recommendations

Throughout the day, Members of the Select Committee raised significant concerns over the lack of weighting within criteria used to assess libraries. Members felt that where opening hours, number of computers affected the criteria directly; weighting should have been applied to provide a more accurate picture of library use.

Some Members of the committee expressed disappointment over the level of response to the consultation, in particular children and young people.

The Committee agreed –

1. to note 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;
2. 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;
3. 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);
4. Needs assessment criteria should be weighted, with the greater weighting applied to criterion that reflect the aspiration for improved outcomes as a result of the Plan for Libraries;
5. All libraries currently subject to closure should be ranked to additional criteria which could include –

- a. an assessment of accessibility for each building, paying regard to areas of growth within the city;
 - b. information from partner organisations gathered through the consultation;
 - c. the use of libraries by educational institutions and the impact of any closures on the education of Children and Young People and protected groups;
 - d. Sustainability and cost of building leaseholds, and previous investment committed to the estate;
6. When final proposals for changes to Library Services are presented to council they should be accompanied by;
- a. a high level Equalities Impact Assessment for the entire Plan for Libraries;
 - b. draft performance measures for the new library service;
 - c. delivery plan, to include any transitional measures for customers impacted by proposed closures;
 - d. draft capital budget requirements for improvements to the library estate;
 - e. impact assessment for all staff, including temporary staff;
 - f. draft communications and marketing plan for the future of services.
7. The Plan for Libraries, subject to agreement by council, is scrutinised on an annual basis by the relevant committee.

Subject: Financial Outturn 2016/17 - including Capital Programme (Subject to External Audit)

Committee: Council

Date: 3 July 2017

Cabinet Member: Councillor Darcy

CMT Member: Andrew Hardingham, Interim Joint Strategic Director for Transformation and Change

Authors: Paul Looby, Head of Financial Planning and Reporting
Hannah West, Business Partner (Finance)

Contact details: Tel: 01752 307271
Email: paul.looby@plymouth.gov.uk
Tel: 01752 305171
Email: hannah.west@plymouth.gov.uk

Ref:

Key Decision: No

Part: I

Purpose of the Report:

This report is the final monitoring, or outturn, report for 2016/17 and details the financial position of the Council as at the end of March 2017.

The Council's gross revenue budget for 2016/17 was £531.615m which after allowing for income and grant was £186.702m. The financial outturn position before any adjustments is an overspend of £1.272m. Assuming the transfers to and from reserves and making use of capital receipts as proposed in the report are approved, a breakeven position will be declared i.e. an outturn of £186.702m.

As is normal practice, this report proposes a number of adjustments to the financial accounts following the financial review always undertaken by the Section 151 Officer at the end of the year. Decisions made as part of this report will feed into the Council's annual Statement of Accounts which is subject to external audit. The external audit is expected to commence in June 2017 with the final accounts approved and signed off by our external auditors in September 2017.

As at 31 March 2017 the Working Balance stands at £9.701m and the final Capital outturn position is £90.423m. The Working Balance represents 5.2% of the net revenue budget which remains above the 5% recommended minimum as set out in the budget approved by Council.

Council approved the use of £0.150m from the Working Balance to support the 2017/18 budget. As there is scope to release a further £0.350m from the Working Balance it is recommended this amount is transferred to the Redundancy Reserve. After this transfer the Working Balance will be 5% of the net revenue budget for 2017/18.

The Corporate Plan 2016/17-2018/19

This outturn report is fundamentally linked to delivering the priorities within the Council's Corporate Plan and sets out how the Council has allocated its limited resources to key priorities to maximise the benefits to the residents of Plymouth.

Implications for Medium Term Financial Strategy and Resource Implications

The overall outturn position is break even against our gross budget of £531.615m which is testament to the robust financial management and discipline across all areas of the Council.

Given the size of the financial challenge faced for 2017/18, with a total savings target of £18.231m, balancing the budget is a major achievement for the Council. This continues to put the Council in a strong position going into the even more financially challenging 2017/18.

A range of financing options are available in order to balance the budget and without working balances are maintained at 5% of the net revenue budget. By using a nominal sum of £0.267m of capital receipts the Council has protected its General Fund Balance and therefore declared a balanced budget position at year end.

The Medium Term Financial Strategy (MTFS) will now be updated to take account of the outturn position as detailed in this report.

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

In considering the budget variations for the year, Directors will identify any potential risks to delivering the budget in future years and risk assess the delivery of approved budget savings in 2017/18. These will be monitored as part of the corporate reporting process.

All actions taken as part of the Corporate Adjustments have been considered for their impact on: council priorities, legal obligations, customers and other services and partners.

Equality and Diversity

We have given due-regard to our Public Sector Equality Duty for all relevant managers.

Recommendations and Reasons for Recommended Action

That Council -

1. Notes the provisional outturn position as at 31 March 2017
2. Notes the use of capital receipts - £0.267m - to write down Minimum Revenue Provision (MRP) to ensure a balanced budget position is achieved in 2016/17.
3. Notes the additional transfers to and from reserves reflected within the outturn figures:
 - Release the Business Rates Reserve (£1.000m).
 - Transfer to Housing Benefits Overpayments Provision £1.000m.
 - Release of Stock Transfer Release (£1.005m).
4. Notes the release of £0.350m from Working Balances and transfer to the Redundancy reserve.
5. Notes the Capital Report including the Capital Financing Requirement of £90.423m.

Alternative Options Considered and Rejected

None considered as it is a statutory requirement to report on the use of the Council's budget funds.

Published Work / Information

- The Local Government Act 2003
- The Local Authorities (Capital Finance and Accounting) (England) Regulations 2003
- The Local Authorities (Capital Finance and Accounting) (England) (Amendment) Regulations 2015
- Capital Financing Regulations (2012)
- 2016/2017 Annual report

Sign off

Fin	DJN1718. 24	Leg	DVS28143.	Mon Off		HR		Assets		IT		Strat Proc	
Originating CMT Member: Andrew Hardingham													
Have the Cabinet Members agreed the contents of the report? Yes													

Plymouth City Council

Finance Monitoring – 2016/17

Quarter 4 Outturn at 31 March 2017

I. Introduction

- I.1 This report reviews the Council's financial performance for the year ended 31 March 2017.
- I.2 The provisional outturn position (subject to external audit review) for 2016/17 is showing a breakeven position after the application of reserves and capital receipts. This outturn position needs to be seen in context of the financial challenges the Council faced during the year.
- I.3 Despite significant pressures within Social Care due to increasing demands arising from demographic growth and complex client needs a small overspend has been declared within People Services which will compare favourably with other Unitary and Upper Tier authorities. However, caution needs to be exercised when making comparisons as budgets for 2016/17 were developed from widely differing starting points.
- I.4 Within the Place Directorate identified pressures within Waste Services and Fleet and Garage have been managed by identifying savings and maximising income across Directorate. Where pressures have been identified earlier in the year decisions were made to address some of these challenges to assist the Council and reaching this position.
- I.5 Further details of the main variations are contained within section A of this report.
- I.6 It is appropriate, given the financial challenges facing the Council in the next financial year and the medium term, that as part of reporting the final position for 2016/17 further consideration is now given to future levels of the Working Balance and reserves. As is normal practice at this time of year, the Chief Finance Officer, the Interim Joint Strategic Director for Transformation & Change is recommending adjustments to provisions and reserves within the report. Full details of the Council's reserves and provisions will be set out within the Statement of Accounts.
- I.7 The outturn figures will now feed into the Council's formal Statement of Accounts, which will include the Balance Sheet position. Under the Accounts and Audit Regulations 2011 the Interim Joint Strategic Director for Transformation & Change, as the Council's Section 151 Officer, is required to formally approve the Accounts by 30 June 2017. The External Auditor is required to audit the accounts by 30 September 2017 – the statutory deadline for their publication; the Audit Committee will be formally asked to approve the final accounts for the year following completion of the audit.

I.8 This report contains the following sections and appendices:-

- **Section A** **Revenue Finance Outturn 2016/17**
- **Section B** **Capital Programme Outturn 2016/17**

- Appendix A Revenue Outturn Variances by Department 2016/17
- Appendix B Capital Programme additions January 2017 – March 2017
- Appendix C Capital Budget (Priority List).

I.9 Full details of how we have allocated our financial resources to our priorities are set out in our Annual Report 2016/17, which can be accessed using the link on page three. The Annual Report summaries how we are delivering the priorities for Plymouth.

I.10 It sets out what we aim to achieve going forward and details what we achieved during 2016/17 despite the financial challenges we are facing including the creation of more jobs and homes for the city and our ambitious capital investment.

SECTION A: REVENUE FINANCE OUTTURN

2. Revenue Finance Outturn 2016/17

- 2.1 Council approved a gross revenue budget of £531.615m with a net revenue budget of £186.702m for 2016/17 at its meeting 29 February 2016. Table I below provides a summary of the Council's overall revenue expenditure and compares the provisional (outturn subject to Audit) with the latest approved budget.
- 2.2 The financial outturn position before any adjustments is an overspend of £1.272m which is a 0.68% variance. The outturn position needs to be considered in the context of a challenging financial climate and the continuation of the Government's austerity programme with respect to public finances. In 2016/17 the Council has managed a £23.871m savings programme in addition to increasing service demands and customer expectations. In addition increased pension costs have arisen due to reducing workforce numbers and pressures have been experienced within housing benefit subsidy and recovery of overpayments.

Table I End of Year Revenue Outturn by Directorate

Directorate	2016/17 Gross Expenditure	2016/17 Gross Income	2016/17 Council Approved Net Budget	2016/17 Budget Virements	2016/17 Latest Budget	2016/17 Outturn	Year End Over / (Under) Spend
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Executive Office	4.419	(0.409)	4.010	(0.075)	3.935	3.914	(0.021)
Corporate Items	11.012	(10.094)	0.918	(1.154)	(0.236)	0.929	1.165
Transformation and Change Directorate	150.335	(115.629)	34.706	0.796	35.502	35.408	(0.094)
People Directorate	275.807	(153.318)	122.489	0.262	122.751	122.910	0.159
Public Health	20.007	(19.644)	0.363	(0.001)	0.362	0.362	0.000
Place Directorate	70.035	(45.819)	24.216	0.172	24.388	24.451	0.063
TOTAL	531.615	(344.913)	186.702	0.000	186.702	187.974	1.272

- 2.3 The following proposals have been recommended to reach a breakeven position for the Council.
- use of capital receipts - £0.267m - to reduce the MRP budget.
 - release of Stock Transfer Reserve - £1.005m.
- 2.4 Further details for other adjustments and reserve movements are set out in section 5 of the report.
- 2.5 Across the Council, management actions to reduce the overspend being reported over the last months of the financial year included a review of all discretionary spend and delayed expenditure wherever possible.
- 2.6 Given the closedown timetable, both PCC and N.E.W. Devon CCG have agreed to formalise the financial position as shown in Table 2 for the Plymouth Integrated Fund as at February 2017.
- 2.7 We have therefore closed the books with the risk share for 2016/17 being a transfer to PCC of £0.088m.

Table 2 Plymouth Integrated Fund for Period 11

Plymouth Integrated Fund	Section 75 indicative position	2016/17 Latest Budget	Forecast Outturn	Forecast Year End Over / (Under) Spend
	£m	£m	£m	£m
N.E.W. Devon CCG – Plymouth locality	356.000	357.727	358.346	0.619
Plymouth City Council	*136.000	137.665	138.090	0.425
TOTAL	492.000	495.392	496.436	1.044

*This represents the net People Directorate budget plus the gross Public Health Commissioning budget (which is financed by a ring fenced Department of Health Grant).

3. Analysis of the Final Outturn Position by Directorate

Executive Office

- 3.1 This service area has recorded a small underspend for the year of (£0.021m) arising mainly as a consequence of a restructure of the department.

Corporate Items

- 3.2 Corporate items is showing an overspend position for the year of £1.165m. The key variations are;
- 3.3 Significant pressure of approximately £0.500m Pension Deficit which reflects the reduction in the Council's workforce since the last actuarial valuation in 2013 and the impact this has on our pension contribution to Devon County Pension Fund.
- 3.4 Other adverse movements on the Corporate Items budget include reduced trading activity on recharges (£0.500m) and a shortfall on corporate efficiency savings. These have partially been offset by a better than budgeted Treasury Management outturn performance.
- 3.5 As part of Council's Treasury Management function the Council will borrow and make investments in accordance with its Strategy. Inevitably such activities do expose the Council to financial risks as well as opportunities which impact upon revenue budget. The Treasury Management budget is held within the Corporate Items Budget and includes the Minimum Revenue Provision (MRP) which is the amount charged to for the repayment of debt arising from capital investment.
- 3.6 Local authorities have an option that part or all of the MRP payment could be funded from capital receipts. Use of capital receipts to write down MRP realises a revenue underspend that could be applied should it be considered prudent to do so. Capital receipts to the value of £0.267m have been applied in 2016/17 to ensure a balanced budget position is achieved in 2016/17.
- 3.7 Further capital receipts realised in 2016/17 have been carried forward for use in future years either to support capital expenditure as per the capital programme or to use in accordance with the Council's decision regarding the "Flexible use of Capital Receipts".

- 3.8 Performance of the treasury management function is reported to the Audit Committee in accordance with the Chartered Institute of Public Finance and Accountancy's Treasury Management Code (CIPFA's TM Code). This will include a commentary on the Council's investment and borrowing strategy and a review of the Prudential Indicators set in 2016/17. This report will be presented to the Audit Committee on 29 June 2017.

Transformation and Change

- 3.9 Transformation and Change Directorate has achieved a £0.094m underspend at year end. This has primarily been achieved through Human Resources (HR) & Organisational Development (OD) and Transformation's service reviews both achieving their efficiency targets in full. This has been partly offset by pressures that have arisen elsewhere within the Directorate. The biggest pressure is within Finance following a review of Facilities Management staffing costs and increase in postage costs and the reallocation of corporate savings to the directorate.
- 3.10 Delt was set the challenge of delivering efficiencies of £0.400m which was built into the base budget and achieved in full as part of the outturn position. Delt delivered over 100 projects during the year with a total value of £2.600m and increased opening hours with no additional cost to the Council. The ICT budget declared a small overspend due to additional licensing costs incurred as a consequence of not being able to decommission some software as early as planned Firmstep (our digital platform) was fully commissioned.
- 3.11 Legal Services generated a small underspend following efforts to generate additional income.
- 3.12 As identified in the first half of the year there were pressures identified with Housing Benefit subsidy and recovery of overpayments. Actions were taken during the year to address this which resulted in improved recovery assisted by improved processing of Housing Benefit claims. New claims are now being processed within 17 days which is below the national average and change of circumstances processed within 13 days. However, there remain challenges in ensuring all housing benefit overpayments are recovered and that the provision for bad debt can be minimised in future years.

People Directorate

- 3.13 In the December 2016 quarter 3 report, the People Directorate was showing a forecast £0.973m overspend. The directorate has continued to work closely with finance colleagues to minimise the outturn overspend. The improvement in the quarter is £0.814m leaving an overspend for the year of £0.159m.
- 3.14 This is a fantastic result given the complexity of the demand-led budgets and the requirement to find £9.144m of savings in the year.
- 3.15 This is the second year of our Integrated Fund with the Plymouth locality of the N.E.W. Devon CCG and represents a major step in working closer with our health partner to improve outcomes for the people of Plymouth.
- 3.16 Our integrated budget for 2016/17 was £495.392m and we have closed the books with the risk share for 2016/17 being a transfer to PCC of £0.088m. This reflects a combined overspend of £1.044m or 0.21% against the integrated budget.
- 3.17 The detail of this final outturn position for People includes:

- Children Young People and Families (CYP&F) Service is reporting a budget outturn overspend position of £0.208m. There have been a number of factors that have contributed to this final position.
 - The number of children placed with independent fostering agencies stands at 100 against a target budget of 70 placements. Residential placements stands at 28 against a target of 20 budgeted placements with a number of these placements being high cost due to the complex nature of these children's needs.
 - The 2017/18 budget allocation acknowledges the continued increase in numbers of children in care is in line with national and regional trends.
 - Additional costs have been offset wherever possible. As part of the transformation project for 2016/17, CYP&F was tasked to make savings of over £2.100m (in order to contribute to the £9.214m Directorate target). £1.000m has been saved through enhanced voluntary release scheme (EVRS) and the Transformation of Services together with a further £0.800m through review and commissioning of placements. In addition, there have been further one-off savings due to vacancy savings and management interventions such as review of high cost care packages plus challenge and review sessions with budget holders and finance review.
- 3.18 Adult Social Care ended the year with a favourable variance against budget of £0.007m with a total expenditure of £75.785m against the budget of £75.805m.
- Management action to contain spend included measures around sign off of spend by Senior Management before approving care packages, reviewing contracts and a further review of high cost packages.
 - The service also delivered £5.400m of savings as part of the transformation project.
- 3.19 Education Participation and Skills are reporting a favourable position of £0.009m at the end of the financial year mainly due to a reduction in Special Education Needs and Disability (SEND) care packages.
- 3.20 The newly formed Community Connections has a final outturn position of £3.060m against the budget of £3.154m a saving of £0.033m with lower than forecast B&B accommodation costs and reduced agency worker spend as a result of implementation of a new structure.

Office of the Director of Public Health (ODPH)

- 3.21 The directorate of Public Health has ended the year on budget.
- 3.22 Public Health came in as a balanced budget within the ring fenced grant.
- The Directorate achieved its savings targets for 2016/17 of £1.493m and made further in-year savings of £1.014m totalling £2.500m.
 - Savings were achieved through a mix of contract renegotiations for commissioned public health services; a directorate restructure which created multi-disciplinary teams and an integrated management structure, vacancy savings and increased activity in chargeable services and enforcement.
 - As part of this balanced budget, ODPH made contributions of £0.625m towards schemes in other Council departments, and prepared contingency plans to achieve the anticipated further reduction to the ring fenced grant in 2017/18.

Place Directorate

- 3.23 The Directorate had been forecasting an overspend position for the year but has managed to recover its position to an almost balanced position with just a small overspend of £0.063m against a total net budget of £24.388m which is less than 0.25% of net budget. The final outturn position is summarised in the following paragraphs.
- 3.24 Economic Development ended the year with a £0.412m underspend against a net budget of £0.869m. The favourable variation is as a result of a continued drive to increase income from land and property assets (see capital section below), overachieving on commercial income targets, the capitalisation of costs and savings across the economic development service.
- 3.25 Strategic Planning and Infrastructure (SP&I) ended the year with a £0.754m underspend against a net budget of £9.945m. This significant underspend has been achieved through a number of actions and one off savings including re-financing of significant areas of public transport spend, the use of grants to mitigate service costs and ongoing savings arising from vacancy management, increased income from commercialisation of viability services and capitalisation of staffing costs on transport projects. SP&I have taken a proactive role in budget monitoring which has helped in identifying opportunities to mitigate known pressures such as the shortfall in planning applications and building control fees.
- 3.26 Street Services had been forecasting a significant overspend throughout the year but have managed to improve their position to a £1.229m overspend which is 6.83% of their net budget of £18.000m.
- 3.27 The final outturn position for Waste was £0.783m overspend. The overspend was due to a number of issues which included, for example, staffing pressures, tonnage increases and a loss of income at the Refuse Transfer Station. Negotiations are taking place to find a resolution for next year.
- 3.28 Street Cleansing and Grounds did achieve a balanced position for the year-end through a series of savings targets which included a restructure of the service.
- 3.29 The Fleet and Garage service have made considerable savings over a number of years. There have been savings of over £1.600m made and circa 25 vehicle reduction of fleet been delivered in terms of fleet capacity. The ambitious in-year targets associated with further reduction of fleet numbers and increased commercialisation income targets were not fully met in year; plans are being put in place to deliver against them for next year. The main element of the unachieved savings/income (£0.611m) relate to non-achievement of commercialisation targets (£0.445m) and further fleet reduction (£0.092m).
- 3.30 Highways and Car Parking final outturn position resulted in an underspend of £0.164m. The underspend was due to a number of reasons, including an increase in capitalisation of front line work, salary savings and an increase in commuted maintenance income.
- 3.31 The GAME growth dividend programme delivered its targeted level of income of £4.932m through the New Homes Bonus initiative.

4. Other Financial Performance

- 4.1 In addition to the financial outturn reports within this report there were a range of other significant performance achievements which have contributed to the year-end position. In-year collection targets are set for our Council Tax, Business Rates, Commercial Rent, and Sundry Debt Income including our Trade Waste Income. The 2016/17 revenue budget was based on the achievement of the required targets.

We continue to increase our collection rates in core income streams and explore alternative ways of making further improvements. For example, we created a new team within existing resources to focus on recovering debt due to the Council with a specific focus on reducing housing benefit over payments.

- 4.2 Some Key Indicators are:

- The Miscellaneous Debt Management Team raised invoices to the total value of £103.000m in 2016/17 compared with £111.000m in 2015/16, collecting 96.9% of this debt within 30 days (96.4% in 2015/16) against a target of 95%.
- 96.9% of Council Tax collected against a target of 98.5% (15/16 = 96.8%).
- 99.1% of NNDR collected against a target of 95.6% (15/16 = 98.5%).
- Average borrowing rate of 2.61% was achieved against target of 3.4% (15/16 = 3.5%).
- Average investment return of 1.7% was achieved against target of 1.1% (15/16 = 1.3%).
- 98.6% of all supplier invoices were paid within 30 days against a target of 95%.
- VAT partial exemption at 4.6% (15/16 = 3.9%) – see below.
- 56% of the Council's spend was incurred businesses within the "PL" post code against target of 52% (15/16 = 53.2%).

VAT

- 4.3 The Council has a special exemption under VAT legislation that allows it to reclaim VAT from exempt activity as if standard rated so long as the amount remains under 5% of the total amount of VAT on expenditure claimed. If the 5% limit is breached the Council has to repay HMRC all the exempt VAT claimed, in the region of £1.500m.
- 4.4 During the year the Council has been monitoring its partial exemption limit for VAT which must remain below 5%. If this limit is breached the Council would have to pay approximately £1.500m to HMRC.
- 4.5 As identified above the outturn position is 4.6% which is lower than previous months due to some slippage in capital schemes related to VAT exempt activities but higher than 2015/16.
- 4.6 A Strategic approach to tax planning has been required to ensure we manage our tax affairs efficiently without incurring additional costs. This includes solutions such as the creation of a wholly owned council company to enable the Council to take advantage of

innovative solutions with respect to capital expenditure. Officers will continue to proactively monitor the position over the medium term to ensure effective tax planning.

5. 2016/17 Financial Review

- 5.1 As part of consideration of the outturn position, and before officially closing the accounts, it is necessary to review the Council's overall financial position, looking not only at the general fund revenue outturn position for the year, but reviewing the adequacy of reserves and provisions in the light of financial liabilities identified over the short to medium term. Decisions made feed into the Council's statutory Statement of Accounts which is subject to external audit.
- 5.2 As an integral part of the financial review the Interim Joint Strategic Director for Transformation & Change - Finance and Corporate Management Team (CMT) are recommending the following corporate adjustments, including transfers to and from reserves.
- a. Transfer to Housing Benefits Overpayments Provision £1.000m
- 5.3 The review of the level of provision for the Council's liability for Housing Benefit Overpayment resulted in the requirement for an increase to the provision of £1.000m to move in line with standard corporate bad debt provision rates and to make provision adequate to cover the non-recovery of overpayments outstanding at the end of the year. The level of provision continues to be monitored and a further sum was approved in 2017/18 as part of the budget. The contribution to this provision in 2016/17 has been funded from the release of the Business Rates Reserve (see below) and has been fully applied during the year.
- b. Release of Redundancies Reserve £1.000m
- 5.4 £1.000m was released from the Redundancies Reserve in 2016/17 to fund the cost of departures arising from restructures and the EVRS. The Interim Joint Strategic Director for Transformation & Change - Finance has recommended a further contribution of £0.350m to the reserve as set out within this report.
- c. Release of Business Rates Reserve £1.000m
- 5.5 As part of last year's outturn a Non Domestic Rates (Business Rates) reserve was created to mitigate against any bad debts, in particular any arising a consequence of large Business Rates appeals. The Government is consulting on 100% localisation of Business Rates and has released a number of papers during 2016/17. The Government has decided that under the new system appeals will be funded centrally which will reduce the risk and volatility to local authorities. Having undertaken a review it is considered prudent to release this reserve (to fund the Housing Benefit bad Debt Provision) as a result of the Government's proposals and the NNDR Collection Fund has been assessed as being sufficient to meet any future obligations.
- d. Stock Transfer Reserve £1.005m
- 5.6 Following the Housing Stock Transfer in 2009, a reserve was created to provide for any residual liabilities which may arise from the transfer. Only one payment was made from the reserve during 2009/10. Following a review no further liabilities are expected to arise from the transfer. The release of the Stock Transfer Reserve will be used to support the council achieving a balanced outturn position.

e. Release of Capital Receipts

- 5.7 As set out in paragraph 3.6, local authorities have an option that part or all of the MRP payment could be funded from capital receipts. Capital receipts to the value of £0.267m have been applied to ensure a balanced budget position is achieved in 2016/17.
- 5.8 Full details of the Council's Reserves and Provisions will be set out within the Statement of Accounts for 2016/17.

Working Balance

- 5.9 The Working Balance as at 31 March 2017 is £9.701m. This represents 5.2% of the net revenue budget which remains above the 5% recommended minimum approved within the MTFS. Council approved the release of £0.150m from the Working Balance to support the 2017/18 budget as part of the MTFS. A further £0.350m could be released which would reduce the balance to £9.200m. This will equate to 5% of the 2017/18 net revenue budget.

Table 3 Working Balance

	March 2016	MTFS adjustment	March 2017
	£m	£m	£m
Working Balance	10.652	(0.951)	9.701

Schools Balances

- 5.10 At the end of the year there was a total of £4.383m unspent monies against schools' delegated budgets and other reserves. The main reasons why schools hold balances are:
- Anticipation of future budget pressures usually arising from pupil number variations;
 - To provide for the balance of Government grants paid during the financial year (April–March) which cover expenditure occurring across the academic year (September – August).

Recommendations

That Council:-

1. Notes the provisional outturn position as at 31 March 2017.
2. Notes the use of capital receipts - £0.267m - to write down MRP to ensure a balanced budget position is achieved in 2016/17.
3. Notes the additional transfers to and from reserves reflected within the outturn figures:

▪ Release the Business Rates Reserve	(£1.000m)
▪ Transfer to Housing Benefits Overpayments Provision	£1.000m
▪ Release of Stock Transfer Release	(£1.005m)
4. Notes the release of £0.350m from Working Balances and transfer to the Redundancy reserve.

SECTION B: CAPITAL PROGRAMME OUTTURN 2016/17**6. Capital Programme outturn 2016/17**

- 6.1 The provisional capital programme outturn position for 2016/17 is £90.423m. This is shown by Directorate in Table I below. This is within the approved Capital programme budget of £205.000m reported to Full Council in February 2017.

Table I – Capital Outturn 2016/17

Directorate	Latest Forecast December 2016	Re-profiling	Approvals post Dec	Variations & virements	2016/17 Outturn	Variance	%
	£m	£m	£m	£m	£m	£m	
Place	86.182	(13.548)	3.299	(0.408)	75.525	(10.657)	88
People	12.182	(0.734)	0	0.122	11.570	(0.612)	95
Transformation & Change	4.628	(1.451)	0.155	(0.228)	3.104	(1.524)	67
Public Health	0.224	0	0	0	0.224	0	100
TOTAL	103.216	(15.733)	3.454*	(0.514)	90.423	(12.793)	88

* See **Appendix B** List of Capital Programme Additions

- 6.2 The 2016/17 programme outturn of **£90.423m** has enabled investment in some notable schemes, including:
- **£30.800m** Asset Investment acquisitions:
 - £4.400m Bell Park Industrial Estate.
 - £1.700m 34-36 New George Street.
 - £24.700m Friary Retail Park.
 - **£7.300m** Strategic Property Acquisitions for regeneration and housing developments:
 - £1.000m Prince Maurice Road.
 - £3.800m Colin Campbell Court.
 - £2.500m Bath Street.
 - **£5.800m** of capitalised carriageway resurfacing.
 - **£5.500m** to continue with the major infrastructure projects to support growth along the Northern Corridor:
 - £1.400m Derriford Hospital Interchange.
 - £2.200m Derriford Transport Scheme (Derriford Roundabout and Tavistock Road / William Prance Road junction.
 - £1.900m Outland Road junction improvements.
 - **£1.700m** for the redevelopment of the City Museum and Library into the new History Centre complex.
 - **£3.200m** of works to enable the redevelopment of Oceansgate as a Marine Industries Production Campus.

- **£2.000m** for the major refurbishment of the City Market.
- **£3.500m** City College, a loan and grant provided to assist with the Science, Technology, Engineering and Maths development of the college.
- **£1.600m** in Basic Need improvements to local schools:
 - £0.900m Pennycross Primary.
 - £0.400m Stoke Damerel Primary.
 - £0.300m Pomphlett Primary.
- **£1.900m** in condition works to local schools
 - £0.800m Mount Tamar Special School.
 - £0.700m Cann Bridge Special School.
 - £0.400m Salisbury Road Primary.
- **£2.000m** Disabled Facilities Grant.
- **£1.100m** for the on-going replacement of street lighting bulbs to provide energy and carbon savings.
- **£0.900m** to demolish the former Quality Hotel site.
- **£3.200m** completion of the new Coach Station at Mayflower West, to enable the redevelopment of a leisure complex at the existing Bretonside Bus Station site.
- **£1.400m** of Green Deal grant awards to Plymouth private households, for solid wall insulation.
- **£2.900m** loan to Ernesettle Community Solar Farm.
- **£1.300m** ICT provision, upgrading and creating new capabilities including investment into Customer Transformation ICT.

6.3 The year-end position highlights **£15.700m** of re-profiling of schemes into 2017/18. This is spend which was scheduled to be delivered in 2016/17, but is now forecast to be delivered in 2017/18. Explanations for the most significant project re-profiling are given below:

- **(£2.400m) Derriford Transport Scheme**

Works commenced in 2015/16 and have continued throughout 2016/17 on the £12.700m Derriford Transport scheme, which are planned for 2015-19. At the time of the latest capital programme approval (Dec 2016) it was anticipated that 2016/2017 spend would be £4.700m. However, due to the discovery of phosphorous grenades on Tavistock Road with associated road closures and changes to construction methods, delays in land acquisition and some re-design works, there will be slippage of £2.400m into 2017/18.

- **(£1.300m) Oceansgate**

Construction work to progress separation, enclaving and provision of new infrastructure at South Yard Oceansgate has been slower than anticipated due to ongoing delays associated with transferring the Area 1 West land, interfacing with the MoD and additional survey/investigation works. This has resulted in slippage of £1.300m of anticipated expenditure which will now occur in 2017/18.

▪ **(£3.000m) Acquisition of a Plymouth Freehold Property Investment**

At the time of approval (Feb 2017), it was anticipated that £3.000m would be spent during 2016/2017 on the land purchase. Due to on-going negotiations over the structure and terms of the acquisition, the land purchase will now not take place until the new-year.

▪ **(£1.000m) Bath Street & Colin Campbell Court**

At the time of the latest capital programme approval (Dec 2016) it was anticipated that 2016/17 spend would be £7.400m (Bath Street £3.300m and Colin Campbell Court £4.100m). However due to an error in processing the acquisition payments, completion of the purchase of the Bath Street property didn't take place until April 2017. The demolition works in Colin Campbell Court have also been delayed resulting in slippage of £1.000m into 2017/18 across the two projects.

▪ **(£1.800m) History Centre**

At the time of the latest capital programme approval (Dec 2016) it was anticipated that 2016/17 spend would be £3.500m. However, a number of technical issues have been discovered during the development stage. These include the discovery of asbestos, Japanese Knot Weed, water ingress and a collapsed drain in the road which needs to be replaced. Ground condition surveys have also revealed more rock than expected which will impact on the formation of the basement areas. As a result of all these technical issues there have been some redesigns, resulting in the need to re-profile £1.800m worth of spend from 2016/17 into 2017/18.

Capital Financing 2016/17

6.4 The table below shows the final financing of the 2016/17 programme.

Table 2 – Financing of 2016/17 Capital Programme

Method of financing	Un ring-fenced £m	Ring – fenced £m	Total £m
- Capital receipts	0.252	0.964	1.216
- Grants (e.g. gov't, HLF, LEP, Environment Agency)	9.217	24.190	33.407
- Internal PCC Balance Sheet Funds	0.030	0.807	0.837
- Contributions, S106 & CIL (neighbourhood element)	0	4.184	4.184
- Direct Revenue Funding from service areas	0	0.340	0.340
- Borrowing:			
- Corporately funded	9.372	0	9.372
- Service revenue budget funded	0	40.699	40.699*
- External Borrowing	0	0.368	0.368
TOTAL CAPITAL FINANCING 2016/17	18.871	71.552	90.423

* Service borrowing is paid for by the Revenue Budget and is provided from savings made from the capital investment or from additional income such as the Asset Investment Fund investments (£30.800m).

- 6.5 Service departments will make a revenue contribution for their borrowing based on the amount of the loan, the interest rate and the life of the individual assets. The interest cost is calculated using interest rates provided by the Treasury Management Team and is based on the term of the borrowing. The interest rates are fixed for the full term of the borrowing so that the service knows the full cost of borrowing.
- 6.6 The cost of borrowing is charged the year after the assets comes into use. The service would cover the cost of borrowing from the benefits gained once the scheme has been completed and commissioned. There should therefore be no additional cost to service budgets as the budgets will receive both the benefits derived and cost of debt financing.
- 6.7 The financing of the additional borrowing will be managed through the Council's Corporate Treasury Management Team who seek to minimise the cost of borrowing through the daily cash management process. This may result in a slightly reduced cost to the Council as the team maximise opportunities to borrow at rates which maybe more competitive than the estimates provided in the business case. If the interest rates rise over the term of the borrowing then the Treasury Management team will manage this increase.
- 6.8 Corporately funded schemes are charged to the Corporate Items budget. Over recent years the cost of such schemes has been absorbed into that cost centre. However, this is unsustainable going forward. A provision of £0.250m has been included in the 2017/18 revenue budget with further provisions included within the MTFs but these will have to be reviewed each year as the projects are completed.
- 6.9 In February 2017 the Council agreed a priority list of capital projects to add to £417.200m to the Capital Budget and this will increase corporate borrowing by £266.200m over the next 5 years. This includes £100.000m borrowing towards the Asset Investment Fund but this will generate an income to more than fund the finance costs. See Appendix C.

Revised Capital Programme 2016 – 2021

- 6.10 The table below sets out the revised capital programme for the 2016 – 2021 period, now updated for 2016/17 outturn:

Directorate	2016/17 Outturn	2017/18 Forecast	2018/19 Forecast	2019/20 Forecast	2020/21 Forecast	Total Programme
	£m	£m	£m	£m	£m	£m
Place	75.525	84.466	23.351	9.414	2.713	195.469
People	11.570	6.244	2.065	0	0	19.879
Transformation and Change	3.104	5.399	0	0	0	8.503
Public Health	0.224	0	0	0	0	0.224
TOTAL	90.423	96.109	25.416	9.414	2.713	224.075

Recommendations

That Council:-

- Notes the Capital Report including the Capital Financing Requirement of £90.423m.

REVENUE OUTTURN VARIANCES MARCH 2017

APPENDIX A

DEPARTMENTS	2016/17 Gross Expenditure	2016/17 Gross Income	Latest Approved Final	Outturn	Outturn Variation
	£'000	£'000	£'000	£'000	£'000
Total Executive Office	4,419	(0,409)	3,935	3,914	(21)
Capital Financing	5,124	(1,257)	3,702	2,994	(708)
Other Corporate Items	5,888	(8,837)	(3,938)	(2,065)	1,873
Total Corporate Items	11,012	(10,094)	(236)	929	1,165
Finance	19,630	(3,520)	16,110	16,528	418
Legal	3,808	(863)	2,964	2,915	(49)
Customer Services	113,074	(110,160)	2,766	2,864	99
Human Resources & OD	3,369	(741)	3,218	2,728	(490)
Management and Support	58	0	58	58	0
Transformation	3,452	97	3,885	3,609	(276)
ICT	6,944	(442)	6,502	6,707	204
Total Transformation and Change	150,335	(115,629)	35,502	35,408	(94)
Children's Social Care	37,727	(3,566)	34,161	34,369	208
Co-operative Commissioning & Adult Social Care	99,354	(24,000)	75,805	75,798	(7)
Education, Learning & Family Support Services	134,848	(124,421)	10,087	10,078	(9)
Homes & Communities	4,334	(1,331)	3,154	3,121	(33)
Management and Support	(456)	0	(456)	(456)	0
Total People Directorate	275,807	(153,318)	122,751	122,910	159
Economic Development	10,512	(9,644)	869	457	(412)
Strategic Planning	12,603	(3,115)	9,945	9,191	(754)
Street Services	46,293	(28,000)	18,008	19,237	1,229
Management & Support	627	(5,060)	(4,433)	(4,433)	0
Total Place Directorate	70,035	(45,819)	24,389	24,452	63
Public Health	16,801	(16,370)	430	430	0
Operational and Development	288	(68)	220	364	144
Trading Standards	440	(17)	423	393	(30)
Environ Health (Food & Safety)	425	(38)	387	369	(18)
Bereavement Services	1,024	(2,636)	(1,612)	(1,612)	0
Licensing	228	(336)	(108)	(101)	7
Environmental Protection	596	(163)	433	421	(12)
Civil Protection Unit	205	(16)	189	99	(90)
Total Office of Director of Public Health (ODPH)	20,007	(19,644)	362	362	0
Total General Fund budget	531,615	(344,913)	186,702	187,974	1,272

CAPITAL PROGRAMME ADDITIONS

APPENDIX B

Approvals secured January - March 2017 through Executive Decisions and SI51 Officer Approval

Year of Programme Addition						
Scheme Name	2016/17	2017/18	2018/19	2019/20	2020/21	TOTAL
	£m	£m	£m	£m	£m	£m
Place Directorate						
Acquisition of a Plymouth Freehold Property Investment	3.000	12.210				15.210
Carriageway Resurfacing	0.242					0.242
Woolwell to the George	0.030	0.390				0.420
Dunstone Woods	0.004	0.013				0.017
Mount Edgecumbe Marquee Floor	0.023					0.023
Development Fund		0.500				0.500
Total Place Directorate	3.299	13.113	0.000	0.000	0.000	16.412

People Directorate						
Oreston Academy Basic Need		0.226				0.226
Pomphlett Basic Need			1.600			1.600
Plympton St Maurice - Condition Works		0.069				0.069
Woodford Primary School Basic Need		0.059				0.059
MAP – Early Years Capital Fund		0.300				0.300
Total People Directorate	0.000	0.654	1.600	0.000	0.000	2.254

Year of Programme Addition						
Scheme Name	2016/17	2017/18	2018/19	2019/20	2020/21	TOTAL
Transformation and Change Directorate						
Phase I - Depot Strategy	0.002	0.747				0.749
Customer Services Accommodation Transformation	0.010	0.095				0.105
Modern Government - Council House Phase I		0.078				0.078
Kay Close Roof	0.143					0.143
Foreshore Repairs		1.044				1.044
Lifecycle Maintenance 17/18		0.320				0.320
Total Transformation and Change Directorate	0.155	2.284	0.000	0.000	0.000	2.439

Total Capital Programme Additions Jan – Mar 17	3.454	16.051	1.600	0.000	0.000	21.105
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			£m Total cost	£m Plymouth Contribution
To deliver the Plymouth Plan by investing in the infrastructure necessary to enable the city to grow (based on the comprehensive assessment of infrastructure needs contained within the Infrastructure Needs Assessment)	Transport and other infrastructure that eases traffic flow and improves facilities for public and active transport, enabling housing growth and reducing the impact of development on local communities	Woolwell to The George widening	£15.7m	£15.7m
		Northern corridor transport schemes	£43.6m	£24.6m
		Forder Valley Link Road (only project development costs in the current programme). This is additional scheme cost.	£3.9m	£3.9m
		Schools	£26.0m	£5.0m
		Derriford Park	£12.0m	£6.0m
		Total	£101.2m	£55.2m
	Transport, public realm and business infrastructure that eases the flow of traffic, provides essential business premises and creates a more attractive environment, improving business productivity, and enabling economic growth	Public realm improvements at Armada Way and other schemes which will encourage further private investment in the city centre	£49.0m	£27.0m
		A cruise terminal which will support the viability of local hospitality and retail businesses by increasing visitor numbers	£8.0m	£5.0m
		The Mayflower 2020 celebration, which will increase visitor numbers and provide a lasting economic legacy. A detailed report on this project is on the 7 February 2017 Cabinet agenda	£10.0m	£5.0m
		Plymouth Central Station	£40.0m	£5.0m
		Oceansgate	£4.0m	£4.0m
		Millbay Boulevard	£10.0m	£3.0m
		Total	£121.0m	£49.0m

			£m Total cost	£m Plymouth Contribution
To generate an increased level of sustainable rental income for the Council by investing in new land and property assets. £100m investment is planned. The further £100m programme is self-financing and will generate income in excess of the cost of borrowing of £0.300m in 2019-20, £0.300m in 2019-20 and £0.400m 2020-21			£100.0m	£100.0m
To maintain and improve the Council's assets	Maintaining the highway network		£50.0m	£20.0m
	Maintenance of other city assets		£15.0m	£15.0m
	Undertaking a series of improvements to Central Park, delivering the masterplan		£9.0m	£6.0m
	Total		£74.0m	£41.0m
To transform service delivery by building and procuring infrastructure and assets that enables the Council to change the way it delivers services	Extra care facilities which provide a supported housing environment for elderly people. The capital financing cost would need to be covered in the project business case		£4.0m	£4.0m
	IT infrastructure that enables more efficient ways of delivering services giving residents an improved customer experience. This investment would need to have a self-financing business case.		£11.0m	£11.0m
	An improved bereavement service model, that future proofs the delivery of bereavement services including new and replacement cemetery and crematorium facilities. This will have a self-financing business case.		£6.0m	£6.0m
	Total		£21.0m	£21.0m
Total Proposed Investments			£417.2m	£266.2m