



Appendix E

Equalities Impact Assessment
for the Statutory Consultation



EQUALITY IMPACT ASSESSMENT

Plan for Libraries – Statutory Consultation

Directorate for Transformation and Change



STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

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

Plymouth City Council has a statutory duty imposed by the Public Libraries and Museums Act 1964 to:

- Provide a comprehensive and efficient library service for all persons in the area that want to make use of it
- Promote the service
- Lend books and other printed material free of charge for those who live, work or study in the area

Historically these duties have been met by operating 17 separate libraries and a central support facility at different locations across the city, (a structure inherited from Devon County Council when Plymouth City Council became a Unitary Authority in 1998).

However, the number of people using libraries is falling significantly both nationally and locally; assumed to be as a result of changing customer needs, changing technology and the growth of the internet, and the impact of spending cuts whilst at the same time managing unprecedented funding shortfalls.

In response to this decline in use, the Government and key stakeholders such as the Society of Chief Librarians (SCL) and Libraries Taskforce have given a clear signal that authorities must change from the current perceived 'traditional' service delivery to a modernised and sustainable long term model. This new model needs emphasis on digital inclusion, adding value through strategic links to health and wellbeing, business and economic growth and learning and information. Libraries need to meet the needs of communities acting as community focal points with wider access to services, advice and information.

The project aligns to the Council's Customer Service Strategy 2015 – 2018, which sets out 3 aims to the way Plymouth City Council interacts with and provides services to its customers;

1. To improve the way we understand our customers
2. To better serve our customers
3. To listen and respond better to our customers

The project is expected to deliver the following outcomes:

- Deliver a statutory consultation on the Plan for Libraries to run between 25 January and 19 April 2017 with the aim to engage library users, non-users and key stakeholder

	<ul style="list-style-type: none"> To get a decision on the final 'Plan for Libraries' with political commitment to implement library service transformation.
Author	Karen Renshaw
Department and service	Transformation, Transformation and Change Directorate
Date of assessment	09 January 2017

STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact	Actions	Timescale and who is responsible
Age	<p>The Library consultation aims to engage library users and non-users irrespective of age.</p> <p>The 2011 Census data % of Population is:</p> <p>0-4 years – 6%</p> <p>5-9 years - 5%</p> <p>10-14 - 5%</p> <p>15-19 - 7%</p> <p>20-24 - 10%</p> <p>25-29 - 7%</p> <p>30-34 - 6%</p> <p>35-39 - 6%</p> <p>40-44 - 7%</p> <p>45-49 - 7%</p> <p>50-54 - 6%</p> <p>55-59 - 5%</p> <p>60-64 - 6%</p> <p>65-69 - 5%</p> <p>70-74 - 4%</p> <p>75-79 - 3%</p> <p>80-84 - 2%</p> <p>85+ - 3%</p>	<p>Our engagement with customers suggests that younger customers may prefer to communicate with the Council using mobile technology.</p> <p>Similarly we have found from this work that older people may be reluctant to use new technology</p> <p>PCC Policy is to go digital by preference not by default.</p>	<ol style="list-style-type: none"> The Library Consultation questionnaire will be made available online using Objective. Printed copies of the plan and the consultation questionnaire will be available for anyone who is uncomfortable filling in a form online. Library staff will be available to help anyone complete the form. Library staff will ensure that participants of library groups e.g. rhyme times, memory groups are reminded about the consultation and encouraged to complete the questionnaire or attend the engagement events. 	Library Service Manager - 25 th January 2017

	<p>Of the people that completed this section of the recent conversation questionnaire the analysis reported that:</p> <table border="1"> <tr> <td>< 18</td> <td>189</td> <td>6.92%</td> </tr> <tr> <td>18 - 29</td> <td>472</td> <td>17.29%</td> </tr> <tr> <td>30 - 49</td> <td>676</td> <td>24.76%</td> </tr> <tr> <td>50 - 64</td> <td>583</td> <td>21.36%</td> </tr> <tr> <td>65 or over</td> <td>696</td> <td>25.49%</td> </tr> <tr> <td>Prefer not to say</td> <td>114</td> <td>4.18%</td> </tr> </table>	< 18	189	6.92%	18 - 29	472	17.29%	30 - 49	676	24.76%	50 - 64	583	21.36%	65 or over	696	25.49%	Prefer not to say	114	4.18%		<p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement.</p>	
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<p>Disability</p>	<p>The Library consultation aims to engage library users and non-users irrespective of disability.</p> <p>30,000 people in Plymouth will have some form of mental health issue.</p> <p>0.8% (2118) of those registered with a GP are listed on the mental health register.</p> <p>A total of 31,164 people declared themselves as having a long-term health problem or disability in the 2011 Census.</p> <p>1,224 adults currently registered with a GP in Plymouth have some form of a learning disability. Of the people that completed this section of the recent conversation questionnaire the analysis reported that:</p> <table border="1"> <tr> <td>Yes</td> <td>559</td> <td>20.40%</td> </tr> <tr> <td>No</td> <td>2,026</td> <td>73.94%</td> </tr> <tr> <td>Prefer not to say</td> <td>155</td> <td>5.66%</td> </tr> </table>	Yes	559	20.40%	No	2,026	73.94%	Prefer not to say	155	5.66%	<p>People with physical and mental health disabilities such as hearing loops, sight, wheelchair access, mobility scooter users, difficulty with walking, size, mental health such as ability to communicate, read, write etc. are regular users.</p>	<p>As above *1,*2,*3,4*</p> <p>The Plymouth Area Disability Action Network (PADAN) will be contacted as part of the stakeholder engagement process and encouraged to complete a questionnaire and attend public meetings and / or drop in sessions. Other organisations which support people with other forms of disability will also be contacted and encouraged to participate in the consultation.</p> <p>If a member of the public or representative of a stakeholder group contacts us expressing difficulties in accessing the information and planned consultation events, we will make arrangements to meet them separately or address their difficulties e.g. produce an audio version.</p>	<p>Project Manager – 25th January 2017</p>									
Yes	559	20.40%																				
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			<p>The open public meetings and drop in sessions are held in existing libraries which have disabled access.</p> <p>A large print version of the information will be available in every library and on the website.</p> <p>An easy read format of the PFL summary will be produced and made available in every library and on the website.</p> <p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement.</p>	
<p>Faith/religion or belief</p>	<p>The Library consultation aims to engage library users and non-users irrespective of their faith, religion or belief.</p> <p>Data shows that 32.9% of the Plymouth population stated they had no religion.</p> <p>Hindu, Buddhist, Jewish and Sikh combined totalled less than 1%.</p> <p>0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.</p>	<p>No adverse impact is anticipated.</p> <p>The 12 week consultation is available online enabling customers to access it at times and locations convenient to their needs e.g. at times around religious events or commitments.</p>	<p>As above *1,*2,*3,4*</p> <p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement</p>	<p>Library Service Manager - 25th January</p>

	Of the people that completed this section of the recent conversation questionnaire the analysis reported that:				
	None	1,104	39.14%		
	Christian (Including Church of England, Catholic, Protestant and all other Christian denominations)	1,502	53.24%		
	Jewish	3	0.11%		
	Muslim	10	0.35%		
	Buddhist	14	0.50%		
	Sikh	2	0.07%		
	Hindu	0	0.00%		
	Prefer not to say	139	4.93%		
	Any other religion (Please state)	0	0.00%		

<p>Gender - including marriage, pregnancy and maternity</p>	<p>The Library consultation aims to engage library users and non-users irrespective of their gender.</p> <p>Citywide data shows that overall 50.6% of our population are women; this reflects the national figure of 50.8%</p>	<p>No adverse impact is anticipated.</p> <p>The consultation is online enabling customers to access it at times and locations convenient to their needs.</p>	<p>As above *1,*2,*3,4*</p> <p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement</p>	<p>Library Service Manager - 25th January 2017</p>
<p>Gender reassignment</p>	<p>The Library consultation aims to engage library users and non-users irrespective of their gender reassignment.</p> <p>National figures (ONS 2013) indicate that up to 10,000 people have gone through this process, with 23 known cases in Plymouth.</p>	<p>No adverse impact is anticipated.</p> <p>The consultation is online enabling customers to access it at times and locations convenient to their needs.</p>	<p>As above *1,*2,*3,4*</p> <p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement.</p>	<p>Library Service Manager – 25th January 2017</p>
<p>Race</p>	<p>The Library consultation aims to engage library users and non-users irrespective of their race.</p> <p>92.9% of Plymouth's population is White British</p> <p>7.1% are Black and Minority Ethnic (BME) with White Other (2.7%), Chinese (0.5%) and Other Asian (0.5%) the most common.</p> <p>The Council has 4.1% BME employees across its workforce.</p>	<p>No adverse impact is anticipated.</p> <p>The consultation is online enabling customers to access it at times and locations convenient to their needs.</p>	<p>As above *1,*2,*3,4*</p> <p>The consultation questionnaire is online and can be translated into different languages using online tools if needed.</p> <p>If a member of the public or representative of a stakeholder group contacts requesting interpretation or translation, we will make arrangements to address</p>	<p>Library Service Manager – 25th January 2017</p>

We have a rapidly rising BME population which has doubled since the 2001 census.

Of the people that completed this section of the recent conversation questionnaire the analysis reported that:

White British	2,727	92.57%
White Irish	31	1.05%
White Gypsy or Traveller	4	0.14%
Any other white background	55	1.87%
Mixed White and Asian	10	0.34%
Mixed White and Black African	6	0.20%
Mixed White and Black Caribbean	12	0.41%
Asian or Asian British - Bangladeshi	1	0.03%
Asian or Asian British - Indian	8	0.27%
Asian or Asian British - Pakistani	1	0.03%
Any other Asian background	2	0.07%
Black or Black British - African	8	0.27%
Black or Black British - Caribbean	5	0.17%

their requirements.

Easy read format will be available which can be helpful for people for people whom English is not their first language.

A review will be undertaken after 4 weeks at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement e.g. translate into different language.

	<table border="1"> <tbody> <tr> <td>Any other black background</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>British Kurdish</td> <td>0</td> <td>0.00%</td> </tr> <tr> <td>Chinese</td> <td>5</td> <td>0.17%</td> </tr> <tr> <td>Kurdish</td> <td>2</td> <td>0.07%</td> </tr> <tr> <td>Any other ethnic background</td> <td>4</td> <td>0.14%</td> </tr> <tr> <td>Any other mixed background</td> <td>4</td> <td>0.14%</td> </tr> <tr> <td>Prefer not to say</td> <td>61</td> <td>2.07%</td> </tr> </tbody> </table>	Any other black background	0	0.00%	British Kurdish	0	0.00%	Chinese	5	0.17%	Kurdish	2	0.07%	Any other ethnic background	4	0.14%	Any other mixed background	4	0.14%	Prefer not to say	61	2.07%			
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<p>Sexual orientation - including civil partnership</p>	<p>The Library consultation aims to engage library users and non-users irrespective of their sexual orientation.</p> <p>There is no precise local data on numbers of Lesbian, Gay and Bisexual (LGB) people in Plymouth, but it is nationally estimated at between 5 – 7%. This would mean that approx. 12,500 people aged over 16 in Plymouth are LGB.</p> <p>Of the people that completed this section of the recent conversation questionnaire the analysis reported that:</p> <table border="1"> <tbody> <tr> <td>Heterosexual/straight</td> <td>2,419</td> <td>86.58%</td> </tr> <tr> <td>Bisexual</td> <td>67</td> <td>2.40%</td> </tr> <tr> <td>Gay man</td> <td>28</td> <td>1.00%</td> </tr> <tr> <td>Gay woman/lesbian</td> <td>19</td> <td>0.68%</td> </tr> <tr> <td>Prefer not to say</td> <td>261</td> <td>9.34%</td> </tr> </tbody> </table>	Heterosexual/straight	2,419	86.58%	Bisexual	67	2.40%	Gay man	28	1.00%	Gay woman/lesbian	19	0.68%	Prefer not to say	261	9.34%	<p>No adverse impact is anticipated.</p> <p>The consultation is online enabling customers to access it at times and locations convenient to their needs.</p>	<p>As above *1,*2,*3,4*</p> <p>A review will be undertaken 4 weeks after the launch of the consultation at which we will evaluate the level of responses from people from underrepresented groups and take extra measures to encourage engagement.</p>	<p>Library Service Manager – 25th January 2017</p>						
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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.	Not at this stage	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.	Not at this stage	n/a
Good relations between different communities (community cohesion)	Not at this stage	n/a
Human rights	Not at this stage	n/a

STAGE 4: PUBLICATION

Responsible Officer Faye Batchelor-Hambleton,

Date 10 January 2017

Assistant Director for Customer Service