

EQUALITY IMPACT ASSESSMENT

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



STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

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

EFFORD LIBRARY

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

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

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

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

Rationale for proposed closure

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

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

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

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

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

Opening hours

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

Services and facilities

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

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

Events

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

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

Alternative nearest library: Central Library

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

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

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

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

Access Plymouth operate two services:

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

	<p>day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.</p> <p>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>
Author	Heidi Ondrak / Karen Renshaw / Jack Harrison
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	31.01.2017. Reviewed and completed on 02.05.2017.

STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="483 363 1010 767"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2655</td> <td>18.6</td> <td>-1.1</td> </tr> <tr> <td>16- 64</td> <td>9803</td> <td>68.6</td> <td>+3.6</td> </tr> <tr> <td>64+</td> <td>1832</td> <td>12.8</td> <td>-4.6</td> </tr> </tbody> </table> <p data-bbox="483 788 994 818">Source annual populations survey 2012.</p> <p data-bbox="483 892 1050 962">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2655	18.6	-1.1	16- 64	9803	68.6	+3.6	64+	1832	12.8	-4.6	<p data-bbox="1117 376 1637 480">Potential impact on younger people and older people are slightly less in the local community than the citywide average.</p> <p data-bbox="1117 504 1682 719">There may some inconvenience for parents of young children accessing Rhymetime sessions with an average attendance of four children per session. In addition to this 113 young readers engaged in the Summer Reading challenge.</p> <p data-bbox="1117 799 1682 1046">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p>	<p data-bbox="1700 376 1906 480">Promote online lending of eBooks</p> <p data-bbox="1700 504 1906 751">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1700 775 1906 991">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1700 1015 1906 1198">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1700 1222 1906 1437">Promote alternative transport arrangements in libraries including Access Plymouth</p>	<p data-bbox="1944 368 2085 438">A Macdonald tbc</p>
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<p>Disability</p>	<table border="1" data-bbox="483 469 1097 671"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1,394</td> <td>9.89</td> <td>-0.2</td> </tr> <tr> <td>Limited a little</td> <td>1,368</td> <td>9.70</td> <td>-0.7</td> </tr> </tbody> </table> <p>In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, This is in line with the average number of persons with a disability represented in the city</p> <p>In May 2012 there were 1145 people claiming Disability Living Allowance. Of these 405 were receiving lower rate mobility component and 575 the higher rate. 970 people had claims of five years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>This library is DDA compliant.</p>	Day to day activities	Number	%	% var	Limited a lot	1,394	9.89	-0.2	Limited a little	1,368	9.70	-0.7	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>The nearest library (Central) is within a reasonable travel distance of 2.2 miles</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>To Central library by public transport the service numbers 8, 9, 27 and 27A run at 15 minute intervals from Torridge Way to Mayflower Street. returning via the same route. Journey time is reasonable at 24 minutes and walking time is minimal on boarding and alighting buses.</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are DDA compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p>	<p>A Macdonald tbc</p>
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Gender - including marriage, pregnancy and maternity	<p>Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%.</p> <p>Residents are more likely to be single and never married than the city wide average (+8%), more likely to be divorced (+0.3%) or widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the</p>	<p>A Macdonald tbc</p>																																

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

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

Local priorities	Implications	Timescale and who is responsible
Reduce the gap in average hourly pay between men and women by 2020.	The libraries service employs two staff at the Efford library, no impact is anticipated on current pay levels.	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>The library does not carry information about reporting hate crime, however this will continue to be available from Central Library where fully trained staff are available to support.</p> <p>Residents are able to report hate crime incidents on the 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>Due to the closure to the public of Efford Library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social</p>	

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

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services