

# EQUALITY IMPACT ASSESSMENT

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



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

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

### **ESTOVER LIBRARY**

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

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

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

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

### **Rationale for proposed closure**

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

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

partners Livewell Southwest.

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

- Proportion of population in ward aged 0-17
- 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
- Sunday: Closed

#### **Services and facilities**

- Computers for public use

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

### **Events**

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

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

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

- St Aidans Church
- RiverView assisted living accommodation

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

**Alternative nearest Library:** Crownhill and Southway

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

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

Access Plymouth operate two services

	<p><b>1. Community car scheme</b> – Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pick ups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.</p> <p><b>2. Dial a Ride</b> is a door to door transport service for anywhere within Plymouth for elderly and disabled residents.</p> <p>The service is available to Plymouth residents who are eligible for a concessionary bus pass, but struggle to access the bus service - this may be due to the distance they operate from your home, physical difficulties in boarding the bus or there is simply not a bus to where you want to go.</p> <p>The Dial A Ride provides a door to door service between any two points anywhere within the Plymouth city boundary, with dedicated drivers who can help passengers on and off the bus and to and from your front door. The service operates on Mondays to Fridays except Bank Holidays and the Christmas Period from 9-15 am until 4.15 pm and can be booked up to a week in advance, but no later than the day before you wish to travel. All bookings must be made before 2pm.</p> <p>Our buses also have a space for one wheelchair. All wheelchairs must be checked by our drivers and this needs to be done the first time you travel, so it is best to add some extra time to your first journey. Customers who travel in a wheelchair should normally travel with someone to assist them as the drivers can only take a chair as far as the front door. All assistants travel for free.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
<b>Author</b>	Heidi Ondrak / Karen Renshaw / Jack Harrison
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	14.12.2016. Reviewed and completed on 02.05.2017.

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="479 363 1008 770"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>1754</td> <td>14.8</td> <td>-2.7%</td> </tr> <tr> <td>16- 64</td> <td>7477</td> <td>63.1</td> <td>-1.9%</td> </tr> <tr> <td>64+</td> <td>2615</td> <td>22.1</td> <td>+4.7%</td> </tr> </tbody> </table> <p data-bbox="479 788 994 820">Source annual populations survey 2012.</p> <p data-bbox="479 839 1048 911">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in ward	%	% variance with city wide average	0-15	1754	14.8	-2.7%	16- 64	7477	63.1	-1.9%	64+	2615	22.1	+4.7%	<p data-bbox="1111 373 1570 517">Potential impact on older people is higher in the local community as there are more older people than the citywide average.</p> <p data-bbox="1111 539 1570 831">Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p data-bbox="1111 853 1570 1034">The impact will be greater for 64+ year olds in the local community as there is a greater proportion of these compared to the citywide average.</p>	<p data-bbox="1588 373 1928 440">Promote online lending of ebooks</p> <p data-bbox="1588 462 1917 606">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1588 628 1917 772">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1588 794 1917 900">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1588 976 1917 1120">Promote alternative transport arrangements in libraries including Access Plymouth services.</p> <p data-bbox="1588 1193 1845 1260">Promote the Home Library Service.</p>	<p data-bbox="1939 320 2085 344">A Macdonald</p> <p data-bbox="1939 368 1980 392">tbc</p>
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Disability	Day to day activities	Number in ward	%	% variance with city wide average	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require two buses from the most direct stop.</p> <p>To Crownhill library by public transport the service 51 runs hourly from Miller Way to Derriford, then the 42C to Crownhill. The library is a two minute walk from there. The return journey can be made the same way. Journey time is reasonable at 26 minutes.</p> <p>To Southway Library, service 51 runs to Derriford, then the 42A (every 30 mins) runs to the Southway Shops; a walk is then required to the library. Journey time is 32 minutes. The return journey can be made the same way.</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</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 including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	Limited a lot	1372	11.7	+1.7%			
	Limited a little	1434	12.2	+1.8%			
	<p>In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+3.5%) than the citywide average.</p> <p>There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.</p> <p>There are four people who recorded their first language as British Sign Language in the last census.</p> <p>The library is DDA compliant</p>						

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

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



	<p>widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote click and collect service which will be available at outreach venues.</p> <p>Promote the outreach locations where library services will be delivered.</p>																													
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A																												
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	alternative main languages. Census 2011.			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

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

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

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

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services