

# EQUALITY IMPACT ASSESSMENT

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



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

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

### **LAIRA LIBRARY**

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

**Laira Library has 240 active users which is 0.5% of the total active library users.**

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

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

### **Rationale for proposed closure**

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

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

partners Livewell Southwest.

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

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

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- Total visits
- Cost per visit
- PC Hours used

- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Laira ranked number 16 out of 17 libraries.**

### **Opening hours**

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

### **Services and facilities**

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

### **Events**

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:** Central Library

**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 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, 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)

	<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>	31.01.2017. 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 guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2655</td> <td>18.6</td> <td>-1.1</td> </tr> <tr> <td>16- 64</td> <td>9803</td> <td>68.6</td> <td>+3.6</td> </tr> <tr> <td>64+</td> <td>1832</td> <td>12.8</td> <td>-4.6</td> </tr> </tbody> </table> <p>As data is collated to Ward level please note</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>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</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>A Macdonald</p> <p>Tbc</p>
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	<p>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>	<p>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>	<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><b>Disability</b></p>	<table border="1" data-bbox="486 794 1102 1145"> <thead> <tr> <th>Day to day activities</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>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</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1,394	9.89	-0.2	Limited a little	1,368	9.70	-0.7	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open</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</p>	<p>A Macdonald tbc</p>
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	<p>receiving lower rate mobility component and 575 the higher rate. 970 people had claims of 5 years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>Laira library is not DDA compliant due to accessibility issues (front step into the building).</p> <p>There is a lack of potential DDA compliant outreach venues in the local area which will reduce the choice of suitable outreach venues</p>	<p>require one bus from the most direct stop.</p> <p>To Central library the bus service numbers 9, 20 and 20A run at 20 minute intervals from Old Laira Road to Mayflower Street, returning via the same route. Journey time is reasonable at 13 minutes and walking time is minimal (one min) on boarding and alighting buses.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement from Efford.</p> <p>There are suitable car</p>	<p>Access Plymouth services</p> <p>Promote the Home Library Service</p>	
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		parks (Mayflower Street West street level & Drakes Circus with lift access) within close proximity to Central library with access to dedicated disabled parking bays.		
<b>Disability</b>	<p><b>Safe Space Scheme</b></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
<b>Faith/religion or belief</b>				N/A



	Religion	Number in ward	%	% variance with city wide average	No impact anticipated.	N/A	
	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.						
<b>Gender - including marriage, pregnancy and maternity</b>	<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</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	<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</p>	A Macdonald tbc

	predominantly women who accompany children to activities in libraries	activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	outreach venues Promote the outreach locations where library services will be delivered																													
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13102</td> <td>93</td> <td>+0.1</td> </tr> <tr> <td>White Other</td> <td>473</td> <td>3.4</td> <td>+0.2</td> </tr> <tr> <td>Mixed</td> <td>168</td> <td>1.2</td> <td>-0.1</td> </tr> <tr> <td>Asian/Asian British</td> <td>180</td> <td>1.3</td> <td>-0.2</td> </tr> <tr> <td>Black/Black British</td> <td>125</td> <td>0.9</td> <td>-0.2</td> </tr> <tr> <td>Other ethnic group</td> <td>4.4</td> <td>0.3</td> <td>+0.1</td> </tr> </tbody> </table> <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>	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	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
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<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 1 member of staff to cover all opening hours at Laira 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 fully 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 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	N/A

	alternative community spaces being established.	
<b>Human rights</b> <b>Please refer to <a href="#">guidance</a></b>	<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, 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>	

**STAGE 4: PUBLICATION**

Date 02.05.2017



Responsible Officer

Assistant Director for Customer Services