

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 closure.**

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 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. **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.

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

- Routeways
- Wolseley Community Resource
- Wolseley Trust, Jan Cutting Healthy Living Centre
- The Beacon

Alternative nearest Libraries: Devonport and Central

Services that can assist with consequences of proposed closures - note that there are 1270 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:

- I. **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

	<p>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> <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	01.02.2017. 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="488 363 1012 769"> <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 data-bbox="488 785 1003 817">Source annual populations survey 2012.</p> <p data-bbox="488 833 1057 906">Currently people aged 60+ are entitled to a free bus pass</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 data-bbox="1115 370 1460 593">The impact will be greater for 0-15 year olds in the local community as there is a greater proportion compared to the city average</p> <p data-bbox="1115 609 1460 1056">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="1473 370 1706 443">Promote online lending of eBooks</p> <p data-bbox="1473 459 1751 641">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1473 657 1751 810">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1473 826 1774 976">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1473 992 1742 1216">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1473 1279 1729 1359">Promote the Home Library Service.</p>	<p data-bbox="1787 363 1930 443">A Macdonald 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 one bus to alternative Libraries</p> <p>To Devonport library by public transport the service 14 runs hourly from Cookworthy Road to Chapel Road returning via the same route. Journey time is 18 minutes.</p> <p>To Central Library service 16/35 runs from nearby Morwell Gardens (One minute walk) to Mayflower Street requiring a short walk (One minute) to the library. Journey time is 13 minutes. Inward bound the service runs every 15 minutes. There are numerous options for the</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>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	Limited a lot	1,680	12.6	+2.6%			
	Limited a little	1,660	12.5	+2.2%			
<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 DDA compliant.</p>							

		<p>return journey within a short walk of the library.</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 North Prospect. Devonport library has on street parking within reasonable walking distance and There are suitable car parks (Mayflower Street West street level & Drakes Circus with lift access) within close proximity to Central library with dedicated disabled parking spaces; however, these are public car parks, and spaces are not guaranteed.</p>		
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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 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>	<p>No adverse impact is anticipated regarding safe spaces in North Prospect as there are three other Safe Spaces in the local area, one of which is in the Beacon – the same building as the library</p> <p>LARK Children's Centre (1 min walk) Opening times: 8:00-16:00 Mon-Fri.</p> <p>Mini Market (3 min walk) Opening times: 7:30-22:00 Mon- Sat. 9:00-22:00 Sun.</p> <p>Engage South West Church (12 mins) Opening times: 10.30am-12.00 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 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>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> </tbody> </table>	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%	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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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>	<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>	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	12,776	96.1	+3.2%			
	White Other	218	1.6	- 1.6%			
	Mixed	106	0.8	- 0.5%			
	Asian/Asian British	123	0.9	- 0.6%			
	Black/Black British	55	0.4	- 0.2%			
	Other ethnic group	16	0.1	- 0.3%			
	<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 (64) is the most common alternative main language.</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.	The libraries service employs two staff per opening hour at North Prospect 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 currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand 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)	<p>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.</p>	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 of North Prospect 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 02.05.2017



Responsible Officer

Assistant Director for Customer Services