

# EQUALITY IMPACT ASSESSMENT

Central 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?**

### **CENTRAL LIBRARY**

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

**Central Library has 17774 active users which is 37.4% 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 staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

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. **Central Library ranked number 2 out of 17 libraries.**

### **Opening hours**

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

### **Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners

- Meeting rooms for hire
- Local and family history collection
- Microfilm scanners
- Roof terrace
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### **Events at Central Library**

#### Children & Young People

- Storytimes for under 5s –Wednesdays weekly
- Rhymetimes – Monday, Wednesday and Thursday weekly
- Hello World – Coding & Making 8-13 years – Thursday weekly
- Half Term activities

#### Health & Wellbeing

- Supertone Fitness Classes – Wednesdays – Weekly
- Walk/ Run Fitness Group – Wednesday –Weekly
- Yoga & Mindfulness – Tuesday –Weekly
- Panic Workshops with Plymouth Options – Monthly

#### Community and Leisure

- Board Game Evening – Thursday Weekly
- Family History Helpdesk –Monday –Weekly
- Film Show Saturday – Ad hoc

#### Training, Skills & Employability

- Work Clubs – Tuesday, Wednesday and Friday – Weekly
- Google Digital Garage Workshop – Thursdays –Weekly
- Gadget Drop In –Tuesday –Weekly
- IT for Beginners – Friday –Weekly

In the event that libraries identified for proposed closure in the Plan for Libraries do close, Central Library is an

	<p>alternative venue for displaced library users from the following branches within two miles.</p> <ul style="list-style-type: none"> <li>▪ Peverell Library</li> <li>▪ Tothill Library</li> <li>▪ Laira Library</li> <li>▪ Efford Library</li> <li>▪ North Prospect</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. In particular Rhymetime is heavily subscribed at Peverell library. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</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 (e.g. 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>1835</td> <td>11.6</td> <td>-5.9</td> </tr> <tr> <td>16- 64</td> <td>11768</td> <td>74</td> <td>+9.0</td> </tr> </tbody> </table>				Age	Number in Ward	%	% variance with City wide average	0-15	1835	11.6	-5.9	16- 64	11768	74	+9.0	The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest	Promote online lending of eBooks  Library staff will provide assistance to anyone who needs help accessing the service on line	A Macdonald tbc
Age	Number in Ward	%	% variance with City wide average																
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64+	2182	13.8	-3.6
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Above data based is based on Office of National Statistics demographic indicator data for Central Library ward. (St Peter and Waterfront)

Figures illustrated below takes Central location ward level data (St Peter and Waterfront) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites.

Age	Central	Peverell	Tothill	Laira	Efford	Tot	Variance with displaced users
0-15	1835	2523	2219	2655	2655	11887	10,052
16-64	11768	8936	10694	9803	9803	51004	39236
64+	2182	2170	1541	1832	1832	9557	7375

Parents with young children do make particularly high use of the library's Rhyme Time which, due to popularity is scheduled three times a week to accommodate demand. Indicative figures below demonstrate the impact of potentially displaced persons accessing Rhymetime

	Central	Peverell	Tothill	Laira	Efford	Total	Impact variance
Rhymetime Max PW attendees	85	75	NA	NA	15	175	+90

Currently people aged 60+ are entitled to a free bus pass

university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected

Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.

There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on

Promote click and collect service which will be available at outreach venues  
Promote the outreach locations where library services will be delivered

Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.

					<p>services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1"> <thead> <tr> <th data-bbox="414 1110 710 1315">Day to day activities</th> <th data-bbox="710 1110 864 1315">Number in Ward</th> <th data-bbox="864 1110 965 1315">%</th> <th data-bbox="965 1110 1117 1315">% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="414 1315 710 1369">Limited a lot</td> <td data-bbox="710 1315 864 1369">1862</td> <td data-bbox="864 1315 965 1369">11.79</td> <td data-bbox="965 1315 1117 1369">+1.79</td> </tr> <tr> <td data-bbox="414 1369 710 1423">Limited a little</td> <td data-bbox="710 1369 864 1423">1758</td> <td data-bbox="864 1369 965 1423">11.3</td> <td data-bbox="965 1369 1117 1423">+0.9</td> </tr> </tbody> </table>				Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1862	11.79	+1.79	Limited a little	1758	11.3	+0.9	<p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations</p>	<p>A Macdonald tbc</p>
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	<p>Figures above relate to Central Library Ward (St Peter and the Waterfront) 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 (+4%) than the citywide average.</p> <p>There are five people who recorded their first language as British Sign Language in the last census.</p> <p>Figures illustrated below takes Central location ward level data (St Peter and Waterfront) and adds the potential additional library users from displaced libraries to the sum total. This assumption gives an indicative figure of how closing libraries outlined in the proposal could impact existing sites. These figures are indicative of the potential impact that could be caused by displacing users from the general population.</p> <table border="1" data-bbox="414 687 1373 1038"> <thead> <tr> <th>Day to Day Activities</th> <th>Central</th> <th>Peverell</th> <th>Tothill</th> <th>Laira</th> <th>Efford</th> <th>Tot</th> <th>Variance with displaced users</th> </tr> </thead> <tbody> <tr> <td>Limited a Lot</td> <td>1862</td> <td>952</td> <td>1238</td> <td>1394</td> <td>1394</td> <td>6840</td> <td>4978</td> </tr> <tr> <td>Limited a Little</td> <td>1758</td> <td>1245</td> <td>1287</td> <td>1368</td> <td>1368</td> <td>7026</td> <td>5268</td> </tr> </tbody> </table> <p>There are some health related activities and provision available at Central Library. These are aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p>	Day to Day Activities	Central	Peverell	Tothill	Laira	Efford	Tot	Variance with displaced users	Limited a Lot	1862	952	1238	1394	1394	6840	4978	Limited a Little	1758	1245	1287	1368	1368	7026	5268	<p>demand on disabled spaces for parking. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>that are selected are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	
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<p><b>Disability</b></p>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an ‘I need help’ card needs assistance when they are in the community, 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</p>	<p>No adverse impact as this Safe Space will be retained.</p>	<p>N/A</p>	<p>N/A</p>																								

	<p>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>Central Library is a designated safe place along with 20 other City Centre locations.</p>																																											
<b>Faith/religion or belief</b>	<table border="1" data-bbox="416 512 1032 1246"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide strategy</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7713</td> <td>48.9</td> <td>-9.2</td> </tr> <tr> <td>Buddhist</td> <td>119</td> <td>0.8</td> <td>+0.5</td> </tr> <tr> <td>Hindu</td> <td>78</td> <td>0.5</td> <td>+0.3</td> </tr> <tr> <td>Jewish</td> <td>28</td> <td>0.2</td> <td>+0.1</td> </tr> <tr> <td>Muslim</td> <td>395</td> <td>2.5</td> <td>+1.7</td> </tr> <tr> <td>Sikh</td> <td>9</td> <td>0.1</td> <td>+0.07</td> </tr> <tr> <td>Other Religion</td> <td>152</td> <td>1.0</td> <td>+0.5</td> </tr> <tr> <td>No religion</td> <td>6073</td> <td>38.5</td> <td>+5.6</td> </tr> <tr> <td>Not stated</td> <td>1218</td> <td>7.7</td> <td>+0.6</td> </tr> </tbody> </table> <p>Residents in St Peter and the Waterfront were less likely to profess Christianity and more likely to be Muslim than the citywide population. Other minority faiths also showed a minor increase in indicative figures measured against the average across the city.</p>	Religion	Number in Ward	%	% variance with City wide strategy	Christian	7713	48.9	-9.2	Buddhist	119	0.8	+0.5	Hindu	78	0.5	+0.3	Jewish	28	0.2	+0.1	Muslim	395	2.5	+1.7	Sikh	9	0.1	+0.07	Other Religion	152	1.0	+0.5	No religion	6073	38.5	+5.6	Not stated	1218	7.7	+0.6	<p>No adverse impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be male than the citywide average (+4.9%). Men 53%, Women 47%. Residents are more likely to be single and never married than the city wide average (+17%), more likely to be divorced +4.1%) and less likely to be widowed (-1.0%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to Rhymetime 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.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	<p>A Macdonald</p>
<b>Gender reassignment</b>	<p>Data covering gender reassignment is not available at ward level.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide strategy</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12646</td> <td>80%</td> <td>-12.9</td> </tr> <tr> <td>White Other</td> <td>1553</td> <td>9.8</td> <td>+6.1</td> </tr> <tr> <td>Mixed</td> <td>457</td> <td>2.8</td> <td>+1.5</td> </tr> <tr> <td>Asian/Asian British</td> <td>654</td> <td>4.1</td> <td>+2.6</td> </tr> <tr> <td>Black/Black British</td> <td>260</td> <td>1.6</td> <td>+0.9</td> </tr> <tr> <td>Other ethnic group</td> <td>215</td> <td>1.3</td> <td>+0.9</td> </tr> </tbody> </table>				Ethnicity	Number in Ward	%	% variance with city wide strategy	White British	12646	80%	-12.9	White Other	1553	9.8	+6.1	Mixed	457	2.8	+1.5	Asian/Asian British	654	4.1	+2.6	Black/Black British	260	1.6	+0.9	Other ethnic group	215	1.3	+0.9	No adverse impact is anticipated.	Consider making library closure information available in other languages where required / requested.	A Macdonald tbc
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<p>Over 87% of residents over 3 years old speak English as their main language. This is -9.2% lower than the citywide average. Polish (508) and Chinese (159) are the most common alternative main languages. Census 2011.</p> <p>Residents are less likely to be White British (-12.9%) than the average across the city. All other minority and BME groups are more substantially represented in this ward.</p>																																			
<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 6 staff per opening hour at Central 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>	<p>The library does carry information about reporting hate crime; In addition fully trained staff are on hand to support the reporting of it at Central Library. No impact anticipated.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in St Peter and the Waterfront is 86%, this is 10% above the citywide average and 3% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated	N/A
<b>Human rights 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>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

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