

EQUALITY IMPACT ASSESSMENT

Crownhill 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?

CROWNHILL LIBRARY

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

Crownhill Library has 2791 active users which is 6% 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. **Crownhill ranked number 4 out of 17 libraries.**

Opening hours

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: 9am to 6pm
- Friday: 9am to 6pm
- Saturday: 9am 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

	<ul style="list-style-type: none"> ▪ Request a library item – books, periodicals, plays, DVD’s, Audiobooks <p>Events at Crownhill Library</p> <ul style="list-style-type: none"> ▪ Quilting Group – Wednesdays –Weekly ▪ Book Group – 2nd Thursday of each Month ▪ Chatterbooks – 2nd Thursday of each Month ▪ Feel better with a book – Mondays- Weekly ▪ Rhymetime – Tuesdays – Weekly ▪ Half Term Activities – Scheduled to co-ordinate with local school terms <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Crownhill Library is an alternative venue for displaced library users from the following branches within two miles. .</p> <ul style="list-style-type: none"> ▪ Estover ▪ Eggbuckland ▪ West Park ▪ Peverell <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>
Author	Heidi Ondrak / Karen Renshaw / Jack Harrison
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	08.02.2017. 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="360 549 887 956"> <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>2453</td> <td>18.4</td> <td>+0.9</td> </tr> <tr> <td>16- 64</td> <td>8090</td> <td>60.6</td> <td>-4.4</td> </tr> <tr> <td>64+</td> <td>2798</td> <td>21.0</td> <td>+3.6</td> </tr> </tbody> </table> <p data-bbox="360 970 1581 1043">The representation of the 16-64 age groups is lower than the city average. There is evidence of a slight increase in representation of citizens that are 64 +</p> <p data-bbox="360 1059 1518 1133">Above data based is based on Office of National Statistics demographic indicator data for Crownhill Library ward. (Eggbuckland)</p> <p data-bbox="360 1149 1581 1337">Figures illustrated below takes Crownhill location ward level data (Eggbuckland) and add 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>	Age	Number in Ward	%	% variance with city wide average	0-15	2453	18.4	+0.9	16- 64	8090	60.6	-4.4	64+	2798	21.0	+3.6	<p data-bbox="1603 560 1778 1043">Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p data-bbox="1603 1114 1778 1442">There may be an adverse impact to users if there is significant displacement to this</p>	<p data-bbox="1783 560 1935 1091">Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1783 1114 1935 1442">Promote click and collect service which will be available at outreach venues</p>	A Macdonald
Age	Number in Ward	%	% variance with city wide average																	
0-15	2453	18.4	+0.9																	
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Age	Crownhill	Estover	Eggbuckland (same ward data so nil data submitted)	North Prospect	West Park (same ward no date added)	Efford	Peverell	Variance with displaced users
0-15	2453	1754	0	2709	0	2655	2523	+9641
16-64	8090	7477	0	8243	0	9803	8936	+34459
64+	2798	2615	0	2288	0	1832	2170	+8905

Parents with young children do make use of the library's Rhyme Time and sessions are well subscribed. Considerable impact could be felt by users of Peverell library Rhymetime sessions using Crownhill as an alternative as these sessions are heavily subscribed averaging 75 users per week. With a maximum of 104 attending. The figures below are based on maximum attendees at Rhymetime sessions.

	Crownhill	Estover	Eggbuckland	West Park	North Prospect	Efford	Peverell	Variance
Rhymetime Max PW attendees	29	NA	NA	18	32	15	104	+169

Events at this library cater for a wide age range and the only demographic targeted with any exclusivity via events are parents and children via Rhymetimes and Storytimes. Other events cater for all ranges and are largely social in nature such as book groups and quilting groups.

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

library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.

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

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>be provided by an alternative library, or through the online and outreach offers.</p>														
<p>Disability</p>	<table border="1" data-bbox="360 496 996 660"> <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>1985</td> <td>14.2</td> <td>-0.3%</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>-0.5%</td> </tr> </tbody> </table> <p>In total just over 26% of the community in Eggbuckland Ward reported that they had a long term health condition or disability at the last Census, this is marginally 6% higher than the citywide average.</p> <p>DLA claimants in Honicknowle Ward made up 8.4 % of the total DLA claimant count for the city with 54% of these claiming the higher mobility rate of the benefit. This may be partially attributed to a slightly higher representation of 64+ residents.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>Figures illustrated below takes Crownhill location ward level data (Honicknowle Ward) and add 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>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%	<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 demand on disabled spaces for parking.</p> <p>However this impact will be reduced due to the commitment</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are DDA compliant</p> <p>Reassess staffing levels as a result of closure of library to provide</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	-0.3%													
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Day to Day Activities	Crownhill	Estover	Eggbuckland	North Prospect	Efford	Peverell	Variance with displaced users
Limited a Lot	1985	1372	1299	1680	1394	952	6697
Limited a Little	1703	1434	1454	1660	1368	1245	7161

Events at this library cover a wider subject matter than those hosted at smaller branches. All activities are aimed at all demographic groups with the exception of those solely aimed at children and their carers.

There are some health related activities and provision available at Crownhill Library such as feels better with a book. There may be opportunities to increase this offer at Crownhill Library.

t 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.

additional capacity for in-library and outreach offers.

Disability	<p data-bbox="360 871 667 903">Safe Place Locations</p> <p data-bbox="360 927 1563 1032">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 the circumstances may be.</p> <p data-bbox="360 1056 1585 1126">Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p data-bbox="360 1150 1554 1262">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 data-bbox="360 1286 1498 1356">Crownhill Library is a designated safe place along with seven other locations within easy walking distance.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A
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<p>Faith/religion or belief</p>	<table border="1" data-bbox="360 188 981 735"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table> <p data-bbox="360 754 1590 863">Residents were less likely to profess Christianity and more likely to be profess no religion than the citywide population. Other minority faiths also showed a minor decrease in indicative figures measured against the average across the city.</p>	Religion	Number	%	% var	Christian	7728	55.4	-2.7	Buddhist	26	0.19	-0.11	Hindu	20	0.14	-0.06	Jewish	3	0.02	-0.08	Muslim	39	0.28	-0.52	Sikh	1	0.007	0.004	Other Religion	42	0.30	-0.2	No religion	5092	36.5	+3.6	Not stated	988	7.1	-	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<p>Gender - including marriage, pregnancy and maternity</p>	<p data-bbox="360 890 1568 959">Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p data-bbox="360 979 1523 1048">Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced +2.3%) or widowed (+1.9%)</p>	<p data-bbox="1608 890 1771 1442">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</p>	<p data-bbox="1785 890 1921 1458">Promote the outreach service effectively in areas where a Library is closing Reassess staffing levels as a result of closure of library to</p>	<p data-bbox="1948 890 2092 948">A Macdonald tbc</p>																																								

					<p>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>provide additional capacity for in-library and outreach offers.</p>													
Gender reassignment	Data covering gender reassignment is not available at ward level.																		
Race	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13465</td> <td>96.6</td> <td>+3.7</td> </tr> <tr> <td>White Other</td> <td>196</td> <td>1.4</td> <td>-1.8</td> </tr> </tbody> </table>				Ethnicity	Number	%	% var	White British	13465	96.6	+3.7	White Other	196	1.4	-1.8	No adverse impact anticipated	Consider making library closure informatio	A Macdonald tbc
Ethnicity	Number	%	% var																
White British	13465	96.6	+3.7																
White Other	196	1.4	-1.8																

	Mixed	151	1.1	-0.2			n available in other languages where required / requested.	
	Asian/Asian British	77	0.6	-0.9				
	Black/Black British	41	0.3	-0.4				
	Other ethnic group	9	0.1	-0.3				
	The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community. The second most widely spoken language is Polish (48) and South Asian (18) Census 2011.							
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 Crownhill 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	The library does not currently carry information about reporting hate crime; Fully trained staff are available at Central Library are on hand to support. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A

by 2020.		
Good relations between different communities (community cohesion)	The headline rate of Community Cohesion in Egguckland is 96%, this is 20% above the citywide average and 7% above the national average. . The library will continue to make a key contribution to providing an effective community space. No impact anticipated	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>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