

EQUALITY IMPACT ASSESSMENT

Stoke 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?

STOKE LIBRARY

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

Stoke Library has 1176 active users which is 2.5% 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)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Stoke ranked number 13 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 WiFi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Meeting room for hire
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

Events

- Councillor Surgeries – Last Friday of the month
- Book Groups – Monthly on Saturdays
- Rhymetime – Weekly on Wednesdays

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 :

- LARK Morice Town
- Salvation Army Morice town
- Stoke Christian Centre

The preferred venue is Stoke Christian Centre.

Alternative nearest library: Devonport Library

Services that can assist with consequences of proposed closures - note that there are 1176 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 a financial impact 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.

	<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> <ul style="list-style-type: none"> ▪ The following fares apply to this service: ▪ £4 - Up to 2 miles return (2 miles there and 2 miles back) ▪ £6 - 2-4 miles return (2-4 miles there and 2-4 miles back) ▪ £9 - 4-8 miles return (4-8 miles there and 4-8 miles back) ▪ Any journeys over 8 miles return will be charged at £10. ▪ All fares are for a one way trip with the return free. <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	Chris Jones and Kevin Mckenzie
Department and service	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
Date of assessment	Final version 12/06/17

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	Age	Number in Ward	%	% variance with city	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar</p>	<p>Promote online lending of eBooks.</p> <p>Library staff will provide assistance to anyone who needs help accessing the</p>	<p>A Macdonald tbc</p>

				wide average	<p>challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library</p>	<p>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> <p>Promote alternative transport arrangements in libraries including Access Plymouth services.</p> <p>Promote the Home Library Service.</p>	
	0-15	2178	15.8	-1.7%			
	16- 64	9666	69.9	+4.9%			
	64+	1975	14.3	-3.1%			
<p>Source annual populations survey 2012.</p> <p>Currently people aged 60+ are entitled to a free bus pass</p>							

		<p>facilities, therefore no adverse impact is expected</p> <p>Potential impact on 16-64 year olds is slightly more in the local community than the citywide average.</p> <p>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>Users make use of the Book Club, averaging nine attendees per event, and the Rhymetime, averaging 21 attendees per event.</p>														
<p>Disability</p>	<table border="1" data-bbox="481 957 1025 1316"> <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>1309</td> <td>9.4</td> <td>-0.6%</td> </tr> <tr> <td>Limited a little</td> <td>1313</td> <td>9.5</td> <td>-0.9%</td> </tr> </tbody> </table> <p>In total just over 18% of the community reported that they had a long term health condition or disability at the last Census, this</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1309	9.4	-0.6%	Limited a little	1313	9.5	-0.9%	<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 from the most direct stop, there is about a four minute walk to the nearest bus stop.</p> <p>To Devonport library by public transport the service 21 runs every 10 mins to the bus stop</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 Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in ward	%	% variance with city wide average													
Limited a lot	1309	9.4	-0.6%													
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	<p>is lower (-1.1%) than the citywide average.</p> <p>There is one person who recorded their first language as British Sign Language in the last census.</p>	<p>directly outside Devonport Library, journey time of six minutes. Return journey can be made the same way. It is possible to walk between the libraries in 13 minutes.</p> <p>However transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</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 Stoke; there is limited parking available at St Budeaux, but no allocated parking at Devonport (on street is available nearby).</p> <p>However this impact will be reduced due to the commitment that has been made for the</p>	<p>Promote the Home Library Service</p>	
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		activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.		
Disability	<p>Safe Space Scheme</p> <p>Stoke library is not 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>No adverse impact is anticipated regarding safe spaces in Stoke as there are 6 other Safe Spaces in the local area.</p> <p>The Psychic Shop, 124 Albert Road (2 Min walk) Opening times: 9:00-17:00 Mon-Sun</p> <p>The Co-operative Food, Albert Road (3 min walk) Opening times: 6:00- 22:00 Mon-Sun.</p> <p>The Co-operative Food, Devonport Road (7 min walk) Opening times: 7:00-22:00 Mon-Sun</p> <p>Trafalgar Stores, Devonport road (6 min walk) Opening times: 10:00-13:30, 15:00-20:30 Mon – Fri. 10:00- 13:30, 16:00-20:30 Sat-Sun</p> <p>Brimbles Bakery, South Hill (9 min walk) Opening times: 7.30-16.30 Mon- Fri. 4.30- 15.30 Sat. Closed Sun.</p> <p>St Levan Valley Stores, Ryder road (9 min walk) Opening times: 8:00-20:00 Mon-Thurs. 8:00-21:00 Fri-Sat. 8:00-18:00 Sun.</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc

Faith/religion or belief					No impact anticipated.	N/A	N/A
	Religion	Number in Ward	%	% variance with City wide average			
	Christian	7,279	52.5%	-5.6%			
	Buddhist	59	0.4%	+0.1%			
	Hindu	47	0.3%	+0.1%			
	Jewish	21	0.2%	0.0%			
	Muslim	183	1.3%	+0.4%			
	Sikh	12	0.1%	+0.1%			
	Other Religion	90	0.7%	+0.2%			
	No religion	5073	36.6%	+3.7%			
Not stated	1097	7.9%	+0.8%				
	Residents were less likely to profess Christianity and slightly more likely to be Muslim as the citywide population. Residents were less likely to profess to a religion, than profess no religion.						
Gender - including marriage, pregnancy and maternity	Residents are slightly more likely to be male than the citywide average (+1.5%). Men 50.9%, Women 49.1%. Residents are more likely to be single and never married than the city wide average (-6.2%), slightly more likely to be divorced				We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line	A Macdonald tbc

	(+2.3%), but less likely to be widowed (-0.9%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries		Promote click and collect service which will be available at outreach venues Promote the outreach locations where library services will be delivered																									
Gender reassignment	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								
Race	<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>12,396</td> <td>89.4</td> <td>-3.5%</td> </tr> <tr> <td>White Other</td> <td>663</td> <td>4.8</td> <td>+1.6%</td> </tr> <tr> <td>Mixed</td> <td>265</td> <td>1.9</td> <td>+0.6%</td> </tr> <tr> <td>Asian/Asian British</td> <td>287</td> <td>2.1</td> <td>+0.6%</td> </tr> <tr> <td>Black/Black British</td> <td>149</td> <td>1.1</td> <td>+0.4%</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with City wide average	White British	12,396	89.4	-3.5%	White Other	663	4.8	+1.6%	Mixed	265	1.9	+0.6%	Asian/Asian British	287	2.1	+0.6%	Black/Black British	149	1.1	+0.4%	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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	Other ethnic group	101	0.7	+0.3%			
	Over 95% of residents over three years old speak English as their main language. This is 1.4% lower than the citywide average. Kurdish (57) and Polish (165) are the most common alternative main languages. Source: 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.	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	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.	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the www.plymouth.gov.uk website.	N/A
Good relations between different communities (community	The headline rate of Community Cohesion in Stoke Ward is 64%, this is 8% below the citywide average and 25% below the national average.	N/A

cohesion)	<p>The library makes a key 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.</p> <p>Events being held currently in the library will form part of an ongoing outreach service.</p> <p>The use of outreach will help involve Morice Town with the library service; traditionally less engaged with the library.</p>	
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 to the public of Stoke 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 12.06.2017

Responsible Officer



Assistant Director for Customer Services