

# EQUALITY IMPACT ASSESSMENT

Tothill 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?**

### **TOTHILL LIBRARY**

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

**Tothill Library has 333 active users which is 0.7% 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. **Tothill ranked number 17 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 1pm
- Tuesday: 9am to 12 noon
- Wednesday: 9am to 1pm
- Thursday: 9am to 12 noon
- Friday: 9am to 1pm
- Saturday: 10am to 1pm
- Sunday: Closed

#### **Services and facilities**

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

## Events

- Book Group – 3<sup>rd</sup> Tuesday of every month

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.

**Nearest alternative library:** Central Library

**Proposed alternative venue for library outreach services in the event of library closure is Tothill Community Centre.**

**Services that can assist with consequences of proposed closures** - note that there are 333 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.

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

	<p>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>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	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		Our home library service will need to meet the needs of an increasing number of physically frail older people.	Promote online lending of eBooks Library staff will provide assistance to	A Macdonald tbc

Age	Number in Ward	%	% variance with City wide average
0-15	2219	15.4	-2.1
16- 64	10694	74.0	+9
64+	1541	10.7	-6.7

Source: annual populations survey 2012.

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

Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia. Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT. Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer. Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes. 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. 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 facilities, therefore no adverse

anyone who needs help accessing the service on line  
 Promote click and collect service which will be available at outreach venues  
 Promote the outreach locations where library services will be delivered  
 Promote alternative transport arrangements in libraries including Access Plymouth services  
 Promote the Home Library Service.

		<p>impact is expected</p> <p>Potential impact in the 16-64 age range which is more in this area than the rest of the city.</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>Based on 2014 mosaic data analysis indicates a higher than average transient population possibly due to the area's proximity to the city centre</p> <p>50 School age users did (2015/2016) make use of the Library to engage in the Summer Reading Challenge</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="488 1046 1090 1361"> <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>1238</td> <td>8.7</td> <td>-1.3</td> </tr> <tr> <td>Limited a little</td> <td>1287</td> <td>9.0</td> <td>-1.4</td> </tr> </tbody> </table> <p>In total just over 25% of the community reported that they had a long term health</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1238	8.7	-1.3	Limited a little	1287	9.0	-1.4	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Tothill library is not serviced by a nearby bus route. The nearest bus stop is estimated to be 20 mins walk away.</p> <p>Transport links to the nearest libraries that we propose to keep open</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
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	<p>condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>There are two people who recorded their first language as British Sign Language in the last census.</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</p> <p>Central Library services 2, 2A, 5A, 21A run regularly from Elliot Road, Prince Rock which is a short seven minute walk from the library. Passengers can alight in the City Centre at either Royal parade or Mayflower Street</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. 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). 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. Central library is well serviced by public Car Parks in both Mayflower Street West (Street Level) and Drakes Circus. Both have dedicated disabled parking bays;</p>		
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		these are public car parks therefore spaces are not guaranteed.																																										
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Tothill 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>No adverse impact - Nearest Safe Space to Tothill Library will continue to be;</p> <p>Co-operative Food, Beaumont road (8 min walk) Opening times: 7:00- 22:00 Mon-Sun</p>	N/A	N/A																																								
<b>Faith/religion or belief</b>	<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>7178</td> <td>50.2</td> <td>-8.1</td> </tr> <tr> <td>Buddhist</td> <td>80</td> <td>0.56</td> <td>+0.02</td> </tr> <tr> <td>Hindu</td> <td>40</td> <td>0.28</td> <td>-</td> </tr> <tr> <td>Jewish</td> <td>11</td> <td>0.08</td> <td>-0.02</td> </tr> <tr> <td>Muslim</td> <td>231</td> <td>1.6</td> <td>+0.8</td> </tr> <tr> <td>Sikh</td> <td>11</td> <td>0.08</td> <td>+0.05</td> </tr> <tr> <td>Other Religion</td> <td>110</td> <td>0.77</td> <td>+0.2</td> </tr> <tr> <td>No religion</td> <td>5620</td> <td>39.3</td> <td>+6.4</td> </tr> <tr> <td>Not stated</td> <td>1013</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table>	Religion	Number in Ward	%	% variance with City wide average	Christian	7178	50.2	-8.1	Buddhist	80	0.56	+0.02	Hindu	40	0.28	-	Jewish	11	0.08	-0.02	Muslim	231	1.6	+0.8	Sikh	11	0.08	+0.05	Other Religion	110	0.77	+0.2	No religion	5620	39.3	+6.4	Not stated	1013	7.1	-	No impact anticipated.	N/A	N/A
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	Residents were slightly more likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were less likely to profess no religion.															
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be males than the citywide average (+2.4%). Men 51.8%, Women 48.2%.</p> <p>Residents are more likely to be single and never married than the city wide average (+17%) marginally less likely to be divorced (-0.4%) or widowed (-2%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<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												
<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>12466</td> <td>87.2</td> <td>-5.7</td> </tr> <tr> <td>White Other</td> <td>864</td> <td>6.0</td> <td>+2.8</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with City Wide average	White British	12466	87.2	-5.7	White Other	864	6.0	+2.8	No adverse impact anticipated - The local area similar in terms of diversity to 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	12466	87.2	-5.7													
White Other	864	6.0	+2.8													

	Mixed	67	2.2	+0.9			
	Asian/Asian British	215	2.8	+1.3			
	Black/Black British	160	1.1	-0.4			
	Other ethnic group	81	0.6	-0.3			
	Over 87% of residents over three years old speak English as their main language. This is 5.7% less than the citywide average. Polish (258 individuals) and Chinese (75) are the most common alternative main languages. Census 2011.						
<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>	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
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist,</b>	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 <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

<b>homophobic, transphobic and faith, religion and belief incidents by 2020.</b>		
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Sutton & Mount Gould Ward is 76%; this is the same as the citywide average and 13% below the national average. The library makes some contribution to 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.	N/A
<b>Human rights</b> Please refer to <a href="#">guidance</a>	<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 Tothill 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