

EQUALITY IMPACT ASSESSMENT

West Park 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?

WEST PARK LIBRARY

West Park Library and the services that run from it are being assessed in this EIA. As part of the Plan for Libraries proposal, **West Park Library has been earmarked for closure**. It will close when St Budeaux investment has been completed which is estimated to be around Summer 2019

West Park Library has 1110 active users which is 2.3% 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.

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. **West Park ranked number 9 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
- Meeting room for hire
- Books for loan

- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks
- Public access PC's

Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on 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.

Events

- Job Club – Every Wednesday
- Monthly Book Group –Thursday PM
- Training Events –Ad hoc & on demand

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

- Four Woods CC
- Speech and Language School
- Honicknowle Youth Centre
- St Francis church Honicknowle

The preferred venue is Honicknowle Youth Centre

Services that can assist with consequences of proposed closures – note that there are 1110 active users.

Public access PCs: 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 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.

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.

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.

These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport

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.

Alternative nearest libraries: Crownhill and St Budeaux

Author

Chris Jones and Kevin Mackenzie

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	<table border="1" data-bbox="479 501 1070 831"> <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>2852</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>8640</td> <td>61.6</td> <td>-3.4</td> </tr> <tr> <td>64+</td> <td>2530</td> <td>18.0</td> <td>+0.6</td> </tr> </tbody> </table> <p data-bbox="479 847 994 879">Source annual populations survey 2012.</p> <p data-bbox="479 903 1111 970">Currently people aged 60+ are entitled to a free bus pass.</p>	Age	Number in Ward	%	% variance with City wide average	0-15	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<p data-bbox="1128 453 1653 564">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1128 588 1653 724">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1128 748 1653 884">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1128 908 1653 1043">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 data-bbox="1128 1067 1653 1187">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1128 1211 1653 1433">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 data-bbox="1659 453 1935 533">Promote online lending of eBooks</p> <p data-bbox="1659 557 1935 724">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1659 748 1935 916">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1659 940 1935 1129">Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with City wide average																	
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		<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 facilities, therefore no adverse impact is expected</p> <p>Potential impact on younger people is higher in the local community as there are older people 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>Disability</p>	<table border="1" data-bbox="481 983 1108 1337"> <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>1985</td> <td>14.2</td> <td>+4.2</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>+1.8</td> </tr> </tbody> </table> <p>In total just over 26% of the community</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1985	14.2	+4.2	Limited a little	1703	12.2	+1.8	<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 taking one bus from the most direct stop.</p> <p>Transport links to the nearest libraries that we propose to keep open:</p> <p>St Budeaux library is 1.4 miles from</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1985	14.2	+4.2													
Limited a little	1703	12.2	+1.8													

	<p>reported that they had a long term health condition or disability at the last Census, this is higher (+6%) than the citywide average.</p> <p>9% of the community were in receipt of Disability Living Allowance in Honicknowle ward at the time of writing.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>West Park Library is Equality Act 2010 compliant</p>	<p>West Park library. Bus routes 43 and 51 operate at regular intervals and a disabled access bus operates on both routes. The bus stop is a two minute walk from West Park library and a one minute walk on alighting in St Budeaux</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 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. The current site at St Budeaux has some limited adjacent parking and there is on street parking nearby.</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>		
Disability	Safe Space Scheme	Minimal adverse impact as there are		

	<p>West Park library is 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>two alternative safe space locations in West park within easy walking distance of the library;</p> <p>McColl's, Crownhill Road (2 min walk) Opening times: 6:00-22:00 Mon-Sat. 7:00-22:00 Sun.</p> <p>Freemans, Crownhill road (8 min walk) Opening times: 10:00-17:00 Mon- Sat. Closed Sun.</p>																																						
<p>Faith/religion or belief</p>	<table border="1"> <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>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</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> </tbody> </table>	Religion	Number in Ward	%	% variance with city wide strategy	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	5092	36.5	+3.6	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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Not stated	988	7.1	-																					
Gender - including marriage, pregnancy and maternity	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>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>Parents with young children do make use of the library's Rhyme Time which attracts around 6 children per session. In addition monthly book groups which attract an average of seven users is one of the more popular activities,</p>	The activities and events are attended by all genders	Promote the alternative outreach locations for the delivery of events and activities	A Macdonald tbc																				
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> <tr> <td>Mixed</td> <td>151</td> <td>1.1</td> <td>-0.2</td> </tr> <tr> <td>Asian/Asian</td> <td>77</td> <td>0.6</td> <td>-0.9</td> </tr> </tbody> </table>	Ethnicity	Number	%	% var	White British	13465	96.6	+3.7	White Other	196	1.4	-1.8	Mixed	151	1.1	-0.2	Asian/Asian	77	0.6	-0.9	No adverse impact anticipated - The local area similar in terms of diversity to the citywide average. Apart from there is a higher than average representation of White British citizens in this community.	Consider making information available in other languages where required / requested.	A Macdonald tbc
Ethnicity	Number	%	% var																					
White British	13465	96.6	+3.7																					
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Mixed	151	1.1	-0.2																					
Asian/Asian	77	0.6	-0.9																					

	British						
	Black/Black British	41	0.3	-0.4			
	Other ethnic group	9	0.1	-0.3			
	The second most widely spoken language is Polish (48) and South Asian (18) 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	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

by 2020.		
Good relations between different communities (community cohesion)	The headline rate of Community Cohesion in Honicknowle Ward is 57%, this is 19% below the citywide average and 32% below the national average. 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.	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 to the public of West Park 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