

# 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
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

	<p><b>Events at Crownhill Library</b></p> <ul style="list-style-type: none"> <li>▪ Quilting Group – Wednesdays –Weekly</li> <li>▪ Book Group – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Chatterbooks – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Feel better with a book – Mondays- Weekly</li> <li>▪ Rhymetime – Tuesdays – Weekly</li> </ul> <p>Half Term Activities – Scheduled to co-ordinate with local school terms 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"> <li>▪ Eggbuckland</li> <li>▪ West Park</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. 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>	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
<b>Age</b>		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	A Macdonald tbc

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

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 +

Above data based is based on Office of National Statistics demographic indicator data for Crownhill Library ward. (Eggbuckland)

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

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 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

provide assistance to 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

Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.

		<p>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.</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" data-bbox="383 587 1003 751"> <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 Egguckland 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>There are some health related activities and provision available at Crownhill Library such as feels better with a book. There may be</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%	<p>Access for disabled people to Crownhill Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
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	opportunities to increase this offer at Crownhill Library.																											
<b>Disability</b>	<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 the circumstances may be.</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>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																								
<b>Faith/religion or belief</b>	<table border="1"> <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> </tbody> </table>	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	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and maternity</b>	<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>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. 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>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.																			
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Ethnicity	Number	%	% var					No adverse impact anticipated	Consider making library closure	A Macdonald tbc								
Ethnicity	Number	%	% var																	

	White British	13465	96.6	+3.7		information available in other languages where required / requested.	
	White Other	196	1.4	-1.8			
	Mixed	151	1.1	-0.2			
	Asian/Asian British	77	0.6	-0.9			
	Black/Black British	41	0.3	-0.4			
	Other ethnic group	9	0.1	-0.3			
	<p>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)</p> <p>Census 2011.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No adverse 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



<p><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>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</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>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>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</p>	<p>N/A</p>
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<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>	<p>N/A</p>

#### STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services