

EQUALITY IMPACT ASSESSMENT

Estover 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?

ESTOVER LIBRARY

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

Estover Library has 478 active users which is 1% 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

Estover was originally earmarked for closure however, as a result of the consultation Estover has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. Estover library will remain open and offer an 'as-is' range of services and activities with scope to increase these with input from key stakeholders and volunteers in the area. There are no plans for investment in buildings or to increase/change the present ICT services (number of public PCs and Wi-Fi). Staffing levels may change as we work with the community to look at ways in which

they can help and support their local library.

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. **Estover is ranked number 14 out of 17 libraries.**

Opening hours

- Monday: 9.30am to 5pm
- Tuesday: 9.30am to 5pm
- Wednesday: Closed
- Thursday: 9.30am to 5pm
- Friday: 9.30am to 5pm
- Saturday: 10am to 1pm

	<ul style="list-style-type: none"> ▪ Sunday: Closed <p>Services and facilities</p> <ul style="list-style-type: none"> ▪ Computers for public use ▪ Printer (black/white) ▪ Photocopier (black/white) ▪ Scanner ▪ Books for loan ▪ Audiobooks ▪ Request a library item – books, periodicals, plays, DVD’s, Audiobooks <p>Events</p> <ul style="list-style-type: none"> ▪ Family History Drop In Sessions – Weekly on Saturdays ▪ Reading Café – Monthly on Saturdays – average 11 people per session ▪ Half Term Events ▪ Ward Cllr surgeries every other Saturday <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Estover Library is an alternative venue for displaced library users from the following branch within two miles.</p> <ul style="list-style-type: none"> ▪ Eggbuckland <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities 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	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 (eg 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="481 363 1005 770"> <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>1754</td> <td>14.8</td> <td>-2.7%</td> </tr> <tr> <td>16- 64</td> <td>7477</td> <td>63.1</td> <td>-1.9%</td> </tr> <tr> <td>64+</td> <td>2615</td> <td>22.1</td> <td>+4.7%</td> </tr> </tbody> </table> <p data-bbox="481 786 864 810">Source annual populations survey 2012.</p> <p data-bbox="481 831 1077 938">Above data based is based on Office of National Statistics demographic indicator data for Estover Library ward. (Moor View)</p> <p data-bbox="481 959 1095 1066">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="481 1086 1070 1158">64+ are significantly more represented in this area than the citywide average.</p>	Age	Number in ward	%	% variance with city wide average	0-15	1754	14.8	-2.7%	16- 64	7477	63.1	-1.9%	64+	2615	22.1	+4.7%	<p data-bbox="1113 320 1570 464">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1113 485 1570 628">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1113 649 1570 793">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1113 813 1570 995">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="1113 1016 1570 1160">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1113 1181 1570 1441">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="1588 320 1933 392">Promote online lending of eBooks</p> <p data-bbox="1588 413 1933 557">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1588 577 1933 721">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1588 742 1933 849">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1588 869 1933 1198">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 data-bbox="1588 1219 1933 1291">Promote the Home Library Service</p>	<p data-bbox="1942 320 2085 443">A Macdonald tbc</p>
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		<p>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>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 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>Disability</p>	<table border="1"> <thead> <tr> <th data-bbox="481 1114 734 1353">Day to day activities</th> <th data-bbox="734 1114 875 1353">Number in ward</th> <th data-bbox="875 1114 965 1353">%</th> <th data-bbox="965 1114 1099 1353">% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="481 1353 734 1410">Limited a lot</td> <td data-bbox="734 1353 875 1410">1372</td> <td data-bbox="875 1353 965 1410">11.7</td> <td data-bbox="965 1353 1099 1410">+1.7%</td> </tr> <tr> <td data-bbox="481 1410 734 1458">Limited a little</td> <td data-bbox="734 1410 875 1458">1434</td> <td data-bbox="875 1410 965 1458">12.2</td> <td data-bbox="965 1410 1099 1458">+1.8%</td> </tr> </tbody> </table>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1372	11.7	+1.7%	Limited a little	1434	12.2	+1.8%	<p>Access for disabled people to Estover Library has been assessed as adequate however access to Tier 1 libraries will be significantly better.</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>A Macdonald tbc</p>
Day to day activities	Number in ward	%	% variance with city wide average													
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	<p>In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+3.5%) than the citywide average.</p> <p>There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.</p> <p>There are four people who recorded their first language as British Sign Language in the last census.</p> <p>The library is 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>Promote the Home Library Service</p>	
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Disability	<p>Safe Space Scheme</p> <p>Estover 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 Estover Library will continue to be;</p> <p>Asda, Leypark Walk (9 min walk)</p> <p>Opening times:</p> <p>24 hours Tues-Fri</p> <p>7am – 12am Mon</p> <p>12am – 10pm Sat</p> <p>10am – 4pm Sun</p>	N/A	A Macdonald tbc																																				
Faith/religion or belief	<table border="1" data-bbox="479 746 1097 1423"> <thead> <tr> <th data-bbox="479 746 719 991">Religion</th> <th data-bbox="719 746 857 991">Number in ward</th> <th data-bbox="857 746 965 991">%</th> <th data-bbox="965 746 1097 991">% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="479 991 719 1046">Christian</td> <td data-bbox="719 991 857 1046">7,595</td> <td data-bbox="857 991 965 1046">64.1%</td> <td data-bbox="965 991 1097 1046">+6.0%</td> </tr> <tr> <td data-bbox="479 1046 719 1102">Buddhist</td> <td data-bbox="719 1046 857 1102">35</td> <td data-bbox="857 1046 965 1102">0.3%</td> <td data-bbox="965 1046 1097 1102">0.0%</td> </tr> <tr> <td data-bbox="479 1102 719 1158">Hindu</td> <td data-bbox="719 1102 857 1158">25</td> <td data-bbox="857 1102 965 1158">0.2%</td> <td data-bbox="965 1102 1097 1158">0.0%</td> </tr> <tr> <td data-bbox="479 1158 719 1214">Jewish</td> <td data-bbox="719 1158 857 1214">2</td> <td data-bbox="857 1158 965 1214">0.0%</td> <td data-bbox="965 1158 1097 1214">-0.1%</td> </tr> <tr> <td data-bbox="479 1214 719 1270">Muslim</td> <td data-bbox="719 1214 857 1270">113</td> <td data-bbox="857 1214 965 1270">0.9%</td> <td data-bbox="965 1214 1097 1270">+0.1%</td> </tr> <tr> <td data-bbox="479 1270 719 1326">Sikh</td> <td data-bbox="719 1270 857 1326">1</td> <td data-bbox="857 1270 965 1326">0.0%</td> <td data-bbox="965 1270 1097 1326">0.0%</td> </tr> <tr> <td data-bbox="479 1326 719 1382">Other Religion</td> <td data-bbox="719 1326 857 1382">32</td> <td data-bbox="857 1326 965 1382">0.3%</td> <td data-bbox="965 1326 1097 1382">-0.2%</td> </tr> <tr> <td data-bbox="479 1382 719 1423">No religion</td> <td data-bbox="719 1382 857 1423">3141</td> <td data-bbox="857 1382 965 1423">26.7%</td> <td data-bbox="965 1382 1097 1423">-6.2%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	64.1%	+6.0%	Buddhist	35	0.3%	0.0%	Hindu	25	0.2%	0.0%	Jewish	2	0.0%	-0.1%	Muslim	113	0.9%	+0.1%	Sikh	1	0.0%	0.0%	Other Religion	32	0.3%	-0.2%	No religion	3141	26.7%	-6.2%	No impact anticipated.	N/A	N/A
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Not stated	824	7.0%	-0.1%									
Gender - including marriage, pregnancy and maternity	<p>Residents are slightly more likely to be female than the citywide average (+1.4%). Men 47.9%, Women 52.0%.</p> <p>Residents are less likely to be single and never married than the city wide average (-9.8%), more likely to be divorced (+10.1%) or widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</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 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>	<p>A Macdonald</p> <p>tbc</p>								
Gender reassignment	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
Race	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance in city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>11,247</td> <td>95.6</td> <td>+2.7%</td> </tr> </tbody> </table>	Ethnicity	Number in ward	%	% variance in city wide average	White British	11,247	95.6	+2.7%	No adverse impact anticipated	<p>Consider making library closure information available in other languages where required / requested.</p>	<p>A Macdonald</p> <p>tbc</p>
Ethnicity	Number in ward	%	% variance in city wide average									
White British	11,247	95.6	+2.7%									

	White Other	188	1.6	- 1.6%			
	Mixed	67	0.6	- 0.7%			
	Asian/Asian British	215	1.8	- 0.3%			
	Black/Black British	20	0.2	- 0.5%			
	Other ethnic group	31	0.3	- 0.1%			
	<p>Over 98% of residents over 3 years old speak English as their main language. This is 1.8% higher than the citywide average. Malay (65) and Polish (38) are the most common alternative main languages.</p> <p>Census 2011.</p>						
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	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

dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.		
Good relations between different communities (community cohesion)	The headline rate of Community Cohesion in Moor View Ward is 83%, this is 7% above the citywide average and 6% below the national average. The library makes some 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>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