

# EQUALITY IMPACT ASSESSMENT

North Prospect 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?**

### **NORTH PROSPECT LIBRARY**

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

**North Prospect Library has 1270 active users which is 2.7% 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 staying open**

North Prospect was originally earmarked for closure however, as a result of the consultation North Prospect has now been chosen to stay open. We now propose a two-tiered network of 11 library buildings across the city. North Prospect 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. **North Prospect ranked number 8 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
- Books for loan
- Audiobooks
- Request a library item – books, periodicals, plays, DVD's, Audiobooks

### Events

- Work Club – Weekly on Mondays
- Rhyme Time – Weekly on Tuesdays (babies and toddlers)
- Share a story – Weekly on Wednesday (U5's)
- Feel better with a book – Weekly on Thursday's
- Seasonal events – e.g. Christmas crafts

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.

In the event that libraries identified for proposed closure in the Plan for Libraries do close, North Prospect Library is an alternative venue for displaced library users from the following branches within two miles.

- Stoke

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.

|                               |   |
|-------------------------------|---|
| <b>Author</b>                 | Chris Jones and Kevin Mackenzie   |
| <b>Department and service</b> | 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<br>See <a href="#">guidance</a> on how to make judgement | Actions                           | Timescale and who is responsible |                                   |      |      |      |       |        |      |      |       |     |      |      |       |   |   |                    |
|--|--|---|-----------------------------------|----------------------------------|-----------------------------------|------|------|------|-------|--------|------|------|-------|-----|------|------|-------|---|---|--------------------|
| <b>Age</b>                               | <table border="1" data-bbox="483 496 1010 903"> <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>2709</td> <td>20.4</td> <td>+2.9%</td> </tr> <tr> <td>16- 64</td> <td>8243</td> <td>62.3</td> <td>-3.3%</td> </tr> <tr> <td>64+</td> <td>2288</td> <td>17.3</td> <td>+0.5%</td> </tr> </tbody> </table> <p data-bbox="483 919 869 943">Source annual populations survey 2012.</p> <p data-bbox="483 963 1081 1070">Above data based is based on Office of National Statistics demographic indicator data for North Prospect Library ward. (Ham)</p> <p data-bbox="483 1091 1106 1198">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="483 1219 1055 1289">Under 15s and 64+ are more represented in this area than the citywide average.</p> | Age   | Number in Ward                    | %                                | % variance with city wide average | 0-15 | 2709 | 20.4 | +2.9% | 16- 64 | 8243 | 62.3 | -3.3% | 64+ | 2288 | 17.3 | +0.5% | <p data-bbox="1117 453 1536 600">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1117 620 1536 799">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1117 820 1536 999">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1117 1019 1536 1198">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="1117 1219 1536 1366">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1117 1386 1536 1461">Young children may miss out on the library experience and</p> | <p data-bbox="1547 453 1912 523">Promote online lending of eBooks</p> <p data-bbox="1547 544 1912 691">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1547 711 1912 858">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1547 879 1912 986">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1547 1007 1912 1294">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="1547 1315 1912 1385">Promote the Home Library Service</p> | A Macdonald<br>tbc |
| Age                                      | Number in Ward   | %   | % variance with city wide average |                                  |                                   |      |      |      |       |        |      |      |       |     |      |      |       |   |   |                    |
| 0-15                                     | 2709   | 20.4  | +2.9%                             |                                  |                                   |      |      |      |       |        |      |      |       |     |      |      |       |   |   |                    |
| 16- 64                                   | 8243   | 62.3  | -3.3%                             |                                  |                                   |      |      |      |       |        |      |      |       |     |      |      |       |   |   |                    |
| 64+                                      | 2288   | 17.3  | +0.5%                             |                                  |                                   |      |      |      |       |        |      |      |       |     |      |      |       |   |   |                    |

|                          |   |   |                |   |            |   |   |                            |
|--------------------------|---|---|----------------|---|------------|---|---|----------------------------|
|                          |   | <p>the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <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><b>Disability</b></p> | <table border="1"> <tr> <td data-bbox="488 1366 745 1453">Day to day activities</td> <td data-bbox="745 1366 880 1453">Number in Ward</td> <td data-bbox="880 1366 969 1453">%</td> <td data-bbox="969 1366 1099 1453">% variance</td> </tr> </table> | Day to day activities   | Number in Ward | % | % variance | <p>Access for disabled people to Peverell Library has been assessed as adequate however</p> | <p>Promote the outreach service effectively in areas where a library is closing</p> | <p>A Macdonald<br/>tbc</p> |
| Day to day activities    | Number in Ward  | %   | % variance     |   |            |   |   |                            |

|                   |   |  |                        |                    |                        |               |       |      |       |                  |       |      |       |  |  |  |
|-------------------|---|--|------------------------|--------------------|------------------------|---------------|-------|------|-------|------------------|-------|------|-------|--|--|--|
|                   | <table border="1"> <tr> <td></td> <td></td> <td></td> <td>with City wide average</td> </tr> <tr> <td>Limited a lot</td> <td>1,680</td> <td>12.6</td> <td>+2.6%</td> </tr> <tr> <td>Limited a little</td> <td>1,660</td> <td>12.5</td> <td>+2.2%</td> </tr> </table> <p>In total just over 25% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>In May 2012 there were 1350 people claiming Disability Living Allowance. Of these 425 were receiving lower rate mobility component and 720 the higher rate. 970 people had claims of five years or more in duration.</p> <p>There are six people who recorded their first language as British Sign Language in the last census.</p> <p>The library is Equality Act 2010 compliant</p> |  |                        |                    | with City wide average | Limited a lot | 1,680 | 12.6 | +2.6% | Limited a little | 1,660 | 12.5 | +2.2% | access to Tier 1 libraries will be significantly better. | <p>Ensure that outreach locations that are selected for delivering library services 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>Promote the Home Library Service</p> |  |
|                   |   |  | with City wide average |                    |                        |               |       |      |       |                  |       |      |       |  |  |  |
| Limited a lot     | 1,680   | 12.6   | +2.6%                  |                    |                        |               |       |      |       |                  |       |      |       |  |  |  |
| Limited a little  | 1,660   | 12.5   | +2.2%                  |                    |                        |               |       |      |       |                  |       |      |       |  |  |  |
| <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, 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 what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their</p>   | No adverse impact as this Safe Space will be retained. | N/A                    | A Macdonald<br>tbc |                        |               |       |      |       |                  |       |      |       |  |  |  |

|  | <p>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>North Prospect Library is a designated safe place.</p>   |          |                                   |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
|--|--|----------|-----------------------------------|---|-----------------------------------|-----------|-------|-------|-------|----------|----|------|------|-------|----|------|-------|--------|---|------|-------|--------|----|------|-------|------|---|------|------|----------------|----|------|------|-------------|-------|-------|------|------------|-----|------|-------|-------------------------------|------------|------------|
| <p><b>Faith/religion or belief</b></p> | <table border="1" data-bbox="486 587 1102 1321"> <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>7,595</td> <td>57.1%</td> <td>-1.0%</td> </tr> <tr> <td>Buddhist</td> <td>41</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>18</td> <td>0.1%</td> <td>-0.1%</td> </tr> <tr> <td>Jewish</td> <td>5</td> <td>0.0%</td> <td>-0.1%</td> </tr> <tr> <td>Muslim</td> <td>38</td> <td>0.3%</td> <td>-0.5%</td> </tr> <tr> <td>Sikh</td> <td>0</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Other Religion</td> <td>62</td> <td>0.5%</td> <td>0.0%</td> </tr> <tr> <td>No religion</td> <td>4,607</td> <td>34.7%</td> <td>1.8%</td> </tr> <tr> <td>Not stated</td> <td>928</td> <td>7.0%</td> <td>-0.1%</td> </tr> </tbody> </table> <p>Residents were slightly less likely to profess Christianity and less than half as likely to be Muslim as the citywide population they were</p> | Religion | Number in ward                    | % | % variance with city wide average | Christian | 7,595 | 57.1% | -1.0% | Buddhist | 41 | 0.3% | 0.0% | Hindu | 18 | 0.1% | -0.1% | Jewish | 5 | 0.0% | -0.1% | Muslim | 38 | 0.3% | -0.5% | Sikh | 0 | 0.0% | 0.0% | Other Religion | 62 | 0.5% | 0.0% | No religion | 4,607 | 34.7% | 1.8% | Not stated | 928 | 7.0% | -0.1% | <p>No impact anticipated.</p> | <p>N/A</p> | <p>N/A</p> |
| Religion                               | Number in ward   | %        | % variance with city wide average |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Christian                              | 7,595  | 57.1%    | -1.0%                             |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Buddhist                               | 41   | 0.3%     | 0.0%                              |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Hindu                                  | 18   | 0.1%     | -0.1%                             |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Jewish                                 | 5  | 0.0%     | -0.1%                             |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Muslim                                 | 38   | 0.3%     | -0.5%                             |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Sikh                                   | 0  | 0.0%     | 0.0%                              |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Other Religion                         | 62   | 0.5%     | 0.0%                              |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| No religion                            | 4,607  | 34.7%    | 1.8%                              |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |
| Not stated                             | 928  | 7.0%     | -0.1%                             |   |                                   |           |       |       |       |          |    |      |      |       |    |      |       |        |   |      |       |        |    |      |       |      |   |      |      |                |    |      |      |             |       |       |      |            |     |      |       |                               |            |            |

|   | more likely to profess no religion.  |   |  |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |
|---|--|---|--|--------------------|-----------------------------------|---------------|--------|------|-------|-------------|-----|-----|--------|-------|-----|-----|--------|-------------|-----|-----|--------|-------------------------------|--|--------------------|
| <b>Gender - including marriage, pregnancy and maternity</b> | <p>Residents are slightly more likely to be female than the citywide average (+1.1%). Men 48.2%, Women 51.8%.</p> <p>Residents are less likely to be single and never married than the city wide average (-4.2%), more likely to be divorced (+1.4%) or widowed (+1.8%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</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>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<br>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>12,776</td> <td>96.1</td> <td>+3.2%</td> </tr> <tr> <td>White Other</td> <td>218</td> <td>1.6</td> <td>- 1.6%</td> </tr> <tr> <td>Mixed</td> <td>106</td> <td>0.8</td> <td>- 0.5%</td> </tr> <tr> <td>Asian/Asian</td> <td>123</td> <td>0.9</td> <td>- 0.6%</td> </tr> </tbody> </table> | Ethnicity   | Number in Ward   | %                  | % variance with city wide average | White British | 12,776 | 96.1 | +3.2% | White Other | 218 | 1.6 | - 1.6% | Mixed | 106 | 0.8 | - 0.5% | Asian/Asian | 123 | 0.9 | - 0.6% | No adverse impact anticipated | Consider making library closure information available in other languages where required / requested. | A Macdonald<br>Tbc |
| Ethnicity   | Number in Ward   | %   | % variance with city wide average  |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |
| White British   | 12,776   | 96.1  | +3.2%  |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |
| White Other   | 218  | 1.6   | - 1.6%   |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |
| Mixed   | 106  | 0.8   | - 0.5%   |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |
| Asian/Asian   | 123  | 0.9   | - 0.6%   |                    |                                   |               |        |      |       |             |     |     |        |       |     |     |        |             |     |     |        |                               |  |                    |



|   |   |    |     |        |                        |     |     |
|---|---|----|-----|--------|------------------------|-----|-----|
|   | British   |    |     |        |                        |     |     |
|   | Black/Black British   | 55 | 0.4 | - 0.2% |                        |     |     |
|   | Other ethnic group  | 16 | 0.1 | - 0.3% |                        |     |     |
|   | Over 98% of residents over three years old speak English as their main language. This is 1.8% higher than the citywide average. Polish (64) is the most common alternative main language.<br>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, homophobic, transphobic and faith, religion and belief incidents by 2020.</b> | Library staff in all tier 1 libraries will be trained to take Hate incident reports.<br>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>Good relations between different communities (community cohesion)</b> | The headline rate of Community Cohesion in Ham Ward is 71%, this is 5% below the citywide average and 18% below the national average. The key contribution the library plays is in maintaining a safe community space. Since the Beacon will remain open albeit without the library service, the impact on community cohesion is likely to be neutral.  | N/A |
| <b>Human rights</b><br>Please refer to <a href="#">guidance</a>          | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.<br><br>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.<br><br>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | N/A |

**STAGE 4: PUBLICATION**

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services