EQUALITY IMPACT ASSESSMENT

Eggbuckland 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?

EGGBUCKLAND LIBRARY

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

Eggbuckland Library has 61 active users which is 0.1% 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 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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. Eggbuckland ranked number I5 out of I7 libraries.

Opening hours

- Monday: 3pm to 6pm
- Tuesday: Closed
- Wednesday: 3pm to 6pm
- Thursday: Closed
- Friday: 3pm to 6pm
- Saturday: Closed
- Sunday: Closed

During school holidays Eggbuckland Library is open Monday, Wednesday and Friday from 2pm to 5pm.

Services and facilities

- Computers for public use
- Books for loan
- Audiobooks
- Request a library item books, periodicals, plays, DVD's, audiobooks

Events

No regular events are held at this library

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.

Proposed alternative venues for library outreach services in the event of library closure have been explored in the local area.

- St Edward's Church
- Activate, Eggbuckland School

The preferred venue is St Edward's Church

Alternative nearest library: Crownhill

Services that can assist with consequences of proposed closures - note that there are 61 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

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| | 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 |
| Author | Chris Jones / Kevin Mckenzie |
| Department and service | TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme) |
| Date of assessment | Final version 12/06/17 |

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STAGE 2: EVIDENCE AND IMPACT

| Protected characteristics (Equality Act) | Evidenc feedbac | mation | ı (e.g. data and | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|--------------------|--------|---|---|---|----------------------------------|
| Age | | | % variance with city wide average +0.9% -4.4% +2.6% re entitled to a | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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. | eBooks Library staff will 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 Promote alternative transport arrangements in libraries including Access Plymouth services Promote the Home Library Service | Macdonald tbc |

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| | | | | | 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 | | |
|------------|-----------------------|----------------|---|-----------------------|---|--|-----------------------|
| | | | | | Potential impact on younger residents is higher as there are more young people in the ward than the citywide average however the school will retain the library for school users | | |
| | | | | | 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. | | |
| | | | | | The impact will be greater for 64+ year olds in the local community as there is a greater proportion of these compared to the citywide average. | | |
| Disability | Day to day activities | Number in ward | % | % variance with | There is potential for a significant impact on disabled library users, especially those with mobility impairments. | Promote the outreach service effectively in areas where a library is closing Ensure that outreach | A Macdonald tbc |

| | | | city |
|------------------|------|------|---------|
| | | | wide |
| | | | average |
| Limited a lot | 1299 | 9.7 | -0.3% |
| Limited a little | 1454 | 10.9 | +0.5% |

In total just over 20% of the community in Eggbuckland ward reported that they had a long term health condition or disability at the last Census, this is slightly lower (-0.4%) than the citywide average.

In May 2012, there were 825 claimants of the Disability allowance in Eggbuckland ward; 215 (-7.9%) people are claiming the lower rate, 485 (+7.8) the higher rate

There are nine people who recorded their first Private transport is the preferred language as British Sign Language in the last census in Eggbuckland Ward.

The Library is Equality Act 2010 compliant

A significant factor may be the availability of wheelchair accessible spaces as there is generally only one on each bus.

According to information from Travel Time SW, transport links to the nearest library that we propose to keep open are:

Citybus service 28A runs from the nearest bus stop to Eggbuckland library, to Crownhill village; followed by approx. 3 minute walk to reach the library. Services run every 30 minutes, and journeys take 14 mins approximately.

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 from Eggbuckland.

There is limited parking available at Crownhill, but it is all on-street to the side of the Library, or a large car park a few minutes' walk away

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

locations that are selected for delivering library services are Equality Act 2010 compliant

Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services

Promote the Home Library Service

| | | | | | to be provided by an alternative library, or through the online and outreach offers. | | |
|--------------------------|---|--|---|---|---|---|-----------------------|
| | Safe Space Sche Eggbuckland librar Space Scheme If a Disability with a 'I assistance they can staff in a 'Safe Place designated person the circumstances Venues involved ir identifiable by the front window. Going to a Safe Place situation where a disability is feeling | y is a memly person with need help' in show this e.' They will or the Political the scheme yellow logowace can be sperson with | h a Lear card ned to a med Il then ca ice, dependence ne are each o display | ning eds ember of all their ending on asily ed in their | Adverse impact anticipated as there are no safe spaces within short walking distance. Frogmore Stores, Dale Avenue (16 mins walk). Alternative safe places are needed in Eggbuckland within reasonable distance of the libraries. | Promote nearest alternative Safe Space as part of Library closure arrangements and seek an alternative safe space in Eggbuckland. | A Macdonald tbc |
| Faith/religion or belief | Religion | Number in ward | % | % variance with city wide | No impact anticipated. | N/A | N/A |
| | Christian | 8,889 | 66.6% | average +8.5% | | | |
| | Buddhist | 33 | 0.3% | 0.0% | | | |
| | Hindu | 67 | 0.5% | +0.3% | | | |
| | Jewish | 5 | 0.0% | -0.1% | | | |
| | Muslim | 92 | 0.7% | -0.1% | | | |

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| | Sikh | I | 0.0% | 0.0% | | | | |
|--|---|--|-----------------------------------|----------------------|---|---|------------------|-----|
| | Other Religion | 51 | 0.4% | +0.1% | | | | |
| | No religion | 3,380 | 25.3% | -7.6% | | | | |
| | Not stated | 833 | 6.2% | -0.9% | | | | |
| | Residents were mo Christianity and slig compared to the cir Residents were mo religion, than profes | htly less li tywide po _l re likely to | kely to l pulation o profes | oe Muslim | | | | |
| Gender - including marriage, pregnancy and maternity | Residents are slight than the citywide as Women 51.6%. | • | • | | We have committed running the activities that the community would wish to see in the future | Promote online lending of eBooks | Macdonald | |
| and materinty | Residents are less likely to be single and never | | | | from alternative locations in the area. | rom alternative locations in the assistance to anyone who | | tbc |
| | Anecdotal evidence predominantly won children to activitie | nen who a | ccompa | ny | | service which will be available at outreach venues | | |
| | | | | | | Promote the outreach locations where library services will be delivered | | |
| Gender reassignment | Data covering gend available at ward lev | | nment is | not | No adverse impact anticipated | N/A | N/A | |
| Race | | | | | No adverse impact anticipated - | Consider making library | A | |
| | Ethnicity | Number in ward | % | % variance with city | The local area is less diverse than the citywide average. | closure information available in other languages where required / requested. | Macdonald tbc | |

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| | | | | wide average |
|--|--|-----------------------------|-------------------|----------------------|
| | White British | 12,664 | 94.9 | +2.0% |
| | White Other | 259 | 1.9 | -1.3% |
| | Mixed | 120 | 0.9 | -0.4% |
| | Asian/Asian British | 178 | 1.3 | -0.2% |
| | Black/Black British | 82 | 0.6 | -0.1% |
| | Other ethnic group | 48 | 0.4 | 0.0% |
| | Over 98% of reside speak English as the 1.6% higher than the (64) is the most collanguage. | eir main lan ne citywide | guage. average | This is e. Polish |
| | Source: Census 2011 | | | |
| Sexual orientation - including civil partnership | Data covering sexual orientation is not available at ward level. | | | |

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 |

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| 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. | Library staff in all tier I 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 |
|--|--|-----|
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Eggbuckland Ward is 96%; this is 20% above the citywide average and 7% above the national average. The library makes some contribution to providing community space. There are local community alternatives, but there could be a temporary impact on the community between the library closing and alternative community spaces being established. These alternatives may be more attractive to older people who didn't feel comfortable using the library which was located in the school campus. The library will continue to stay open for school users | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. Due to the closure to the public (but not the school) of Eggbuckland 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. This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | N/A |

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STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT

Ernesettle 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?

ERNESETTLE LIBRARY

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

Ernesettle Library has 342 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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. Ernesettle ranked number I2 out of I7 libraries.

Opening hours

- Monday: 9am to Ipm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 1pm
- Thursday: 2pm to 5pm
- Friday: 9am to Ipm
- Saturday: 10am to 1pm
- Sunday: Closed

Services and facilities

- 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

Events

There are no regularly scheduled events hosted from this library

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.

Proposed alternative venues for library outreach services in the event of library closure have been explored in the local area:

- St Aiden Church
- Four Greens community trust, Whitleigh
- RiverView assisted living accommodation
- Space Centre

The preferred venue is RiverView assisted living accommodation

Alternative nearest library: St Budeaux

Services that can assist with consequences of proposed closures – note that there are 342 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 |
| 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 |

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STAGE 2: EVIDENCE AND IMPACT

| Protected characteristics (Equality Act) | Evidenc and feed | | mation | ı (e.g. data | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|---------------------|---------|--------|--|---|--|----------------------------------|
| Age | | , , , , | | % variance with city wide average +2.8 -3.4 +0.6 rvey 2012. re entitled to | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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 | eBooks Library staff will 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 Promote alternative transport arrangements in libraries including Access Plymouth services Promote the Home Library Service | A Macdonald tbc |

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| | | | | | peer group libraries provide, particularly for those of pre-school age. Potential impact on younger and older people as there is an increase in representative numbers for these groups in the local community than the citywide average. There are currently no targeted activities operating from this library. During Summer 48 young people engaged in the Summer Reading challenge and may be inconvenienced were this library to close. | | |
|------------|---|---|---|--|--|---|-------------|
| Disability | Day to day activities | Number | % | % var | There is potential for a significant impact on disabled library users, especially those with mobility impairments. | Promote the outreach service effectively in areas where a library is closing | A Macdonald |
| | Limited a lot | 1985 | 14.2 | +4.2 | The nearest library (St Budeaux) is locations within a reasonable travel distance of 1.9 miles | The nearest library (St Budeaux) is locations that are selected within a reasonable travel distance for delivering library services | |
| | Limited a little | 1703 | 12.2 | +1.8 | | | |
| | In total just overeported that condition or definition or | they had a lossibility at the sign of the | ong teri ne last (rage nu epresen | m health Census, mber of ted in the | libraries that we propose to keep open are adequate and buses run frequently. Regular Buses service St Budeaux library travelling from The Bull & Bush in Ernesettle. Service number 43 runs at 15 minute intervals. | Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services Promote the Home Library Service | |

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claiming Disability Living Allowance. Of these 405 were receiving lower rate mobility component and 575 the higher rate. 970 people had claims of five years or more in duration.

There are three people who recorded their first language as British Sign Language in the last census.

The library building is Equality Act 2010 compliant

This is a two minute walk from Ernesettle Library and a further one minute walk on alighting the bus in St Budeaux

However 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.

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 from Ernesettle.

There is some limited parking available adjacent to the St Budeaux site and further suitable on street parking available.

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. | | |
|--------------------------|--|--------|-------|-------|------------------------------------|--|-------------|
| | Safe Space S | Scheme | | | No adverse impact | Promote nearest alternative | A Macdonald |
| | Ernesettle 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. | | | | INICAPACE NATA NEACO EO EPROCOTEIO | Safe Space as part of Library closure arrangements | tbc |
| | Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window. | | | • | | | |
| Faith/religion or belief | | | | | No impact anticipated. | N/A | N/A |
| | 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 | | | |
| | Sikh | I | 0.007 | 0.004 | | | |
| | Other Religion | 42 | 0.30 | -0.2 | | | |
| | No religion | 5092 | 36.5 | +3.6 | | | |
| | Not stated | 988 | 7.1 | _ | | | |
| | Residents were less likely to profess Christianity more likely to profess no | | | | | | |

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| | religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward. | | | | | | |
|--|--|-------------------------------------|------|----------|---|---|--------------------|
| Gender - including marriage, pregnancy and maternity | Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%. | | | | We have committed running the activities that the community would wish to see in the future from alternative locations in the area. | Promote online lending of eBooks Library staff will 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 | A Macdonald tbc |
| | | children to activities in libraries | | | | services will be delivered | |
| Gender reassignment | Data covering gender reassignment is not available at ward level. | | | | No adverse impact anticipated | N/A | N/A |
| Race | | | | | No adverse impact anticipated - | Consider making library | A Macdonald |
| | Ethnicity | Number | % | % var | | closure information available in other languages where required / requested | tbc |
| | White British | 13465 | 96.6 | +3.7 | | 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 | | | |

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| | The second most widely spoken language is Polish (48) and South Asian (18). | | | |
|--|--|------------------------|-----|-----|
| | Source: Census 2011 | | | |
| | 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. | | | |
| 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 by 2020. | Library staff in all tier I 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 |
| 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 some contribution to providing a community space. There are local community alternatives, but there could be a | N/A |

| | temporary impact on community cohesion between the library closing and alternative community spaces being established. | |
|---------------------------------------|---|-----|
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | Due to the closure to the public of Ernesettle 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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EQUALITY IMPACT ASSESSMENT

Laira 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?

LAIRA LIBRARY

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

Laira Library has 240 active users which is 0.5% 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

Version 2, February 2015 OFFICIAL

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)

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
- PC 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. Laira ranked number 16 out of 17 libraries.

Opening hours

Monday: 9am to 1pm

Tuesday: 2pm to 5pm

Wednesday: 9am to 1pm

Thursday: 2pm to 5pm

Friday: 9am to Ipm

Saturday: 10am to 1pm

Sunday: Closed

Services and facilities

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

Events

There are no regular sessions hosted at Laira Library

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.

There are no proposed alternative venues for library outreach services in Laira in the event of library closure due to lack of suitable venue

Alternative nearest library: Efford

Services that can assist with consequences of proposed closures – note that there are 240 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

EQUALITY IMPACT ASSESSMENT Page 3 of 12

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

| 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 feedback | | mation | (eg data an | Any adverse impact See guidance on how to n judgement | nake | Actions | Timescale and who is responsible |
|--|--|---|---|--|--|--|--|--|
| Age | note that communit Efford asso are locate Ward Source an | essment repend within the nual popular people age | I data for al to that port as b e Lipson ations sur | r this detailed in the oth libraries and Efford | library service but need more information to understand the Older people, particularly the the 66 – 75 age may be more socially isolated if their local library isolated in the social library isolated. | easing er allenge ately e of e offer. ose in e library | Promote online lending of eBooks Library staff will 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 Promote alternative transport arrangements in libraries including Access Plymouth services Promote the Home Library Service | A Macdonald Tbc |

EQUALITY IMPACT ASSESSMENT Page 5 of 12

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

Potential impact on younger and older people is lower in the local community as there are less younger and older people than the citywide average.

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.

The Summer Reading Challenge is a citywide initiative and 23 young readers accessed Laira Library to participate in the challenge.

EQUALITY IMPACT ASSESSMENT Page 6 of 12

Disability

| Day to day activities | Number in ward | % | % variance with city wide average |
|-----------------------|-------------------|------|---|
| Limited a lot | 1,394 | 9.89 | -0.2 |
| Limited a little | 1,368 | 9.70 | -0.7 |

In total just over 19% of the community reported that they had a long term health condition or disability at the last Census, This is in line with the average number of persons with a disability represented in the city

In May 2012 there were 1145 people claiming Disability Living Allowance. Of these 405 were receiving lower rate mobility component and 575 the higher rate. 970 people had claims of 5 years or more in duration.

There are three people who recorded their first language as British Sign Language in the last census.

Laira library is not Equality Act 2010 compliant due to accessibility issues (front step into the building).

There is a lack of potential Equality Act 2010 compliant outreach venues in the

There is potential for a significant impact on disabled library users, especially those with mobility impairments.

Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.

According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus from the most direct stop.

To Efford library the bus service numbers 8 & 9.

A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.

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 from Efford.

However this impact will be reduced due to the commitment that has been made for the activities and services which currently run

Promote the outreach service effectively in areas where a library is closing

Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant

Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services

Promote the Home Library Service

A Macdonald tbc

| | local area w suitable out | | | choice of | from these libraries to be provided by an alternative library, or through the online and outreach offers. | | |
|--------------------------|---|---|------|-----------------------------------|--|--|-------------|
| Disability | Laira library Space Schen Disability wi assistance th of staff in a staff in a staff in a staff depending of Venues involved identifiable I their front will Going to a statuation whi disability is fi | Space Scheme Space Scheme Scheme. If a person with a Learning lity with an 'I need help' card needs needs needs they can show this to a member of in a Safe Place. They will then call lesignated person or the Police, ding on the circumstances. Is involved in the scheme are easily table by the yellow logo displayed in ront window. It o a Safe Place can be used in any on where a person with a learning ity is feeling vulnerable. For example, seone is being called names or if they ing bullied. Or they may have missed | | | The nearest Safe Spaces in this area continue to be; Spar shop, Old Laira road (2 min walk) Opening times: 7:00-23:00 Mon-Sun. The Co-operative Pharmacy, Old Laira road (2 min walk) Opening times: 8.30-18:00 Mon- Thur. 9:00- 13:00 Fri. 8:30-18:00 Sun. | Promote nearest alternative Safe Space as part of Library closure arrangements | A Macdonald |
| Faith/religion or belief | Religion | Number in ward | % | % variance with city wide average | No impact anticipated. | N/A | N/A |
| | Christian | 7242 | 51.4 | -6.7 | | | |
| | Buddhist Hindu | 48 26 | 0.3 | +0.04 | | | |

EQUALITY IMPACT ASSESSMENT Page 8 of 12

| | | | | | 1 | T | |
|--|---|------------------------------|--------------------------|------------------------|--|--|-----------------|
| | Jewish | 10 | 0.7 | +0.06 | | | |
| | Muslim | 117 | 8.0 | - | | | |
| | Sikh | 8 | 0.07 | +0.04 | | | |
| | Other Religion | 69 | 0.48 | -0.02 | | | |
| | No religion | 5555 | 39.4 | +6.5 | | | |
| | Not stated | 1017 | 7.2 | +0.1 | | | |
| | Residents w Christianity religion. The Sikh was ma | and more li ose citing Bu | kely to p Iddhist, Je | rofess no ewish and | | | |
| Gender - including marriage, pregnancy and maternity | than the citywide average (-1%). Men 48.6%, Women 51.4%. | | | | We have committed running the activities that the community would wish to see in the future from | Promote online lending of eBooks Library staff will provide | A Macdonald tbc |
| | | | | average | alternative locations in the area. | 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 | |
| Gender reassignment | Data coveri | | eassignme | ent is not | N/A | N/A | N/A |

EQUALITY IMPACT ASSESSMENT Page 9 of 12

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| Race | | | | | No adverse impact anticipated -The | Consider making library | A Macdonald Tbc |
|--|---|---|------------------------------|--|------------------------------------|---|--------------------|
| | Ethnicity | Number in ward | % | % variance with city wide average | citywide average. | closure information available in other languages where required / requested. | |
| | White British | 13102 | 93 | +0.1 | | | |
| | White Other | 473 | 3.4 | +0.2 | | | |
| | Mixed | 168 | 1.2 | -0.1 | | | |
| | Asian/Asian British | 180 | 1.3 | -0.2 | | | |
| | Black/Black British | 125 | 0.9 | -0.2 | | | |
| | Other ethnic group | 4.4 | 0.3 | +0.1 | | | |
| | Over 95% of res speak English as 1% lower than th (166) is the most language followe | their main l ne citywide t common a | languas averas alterna | ge. This is ge. Polish tive main | | | |
| | As data is collated note that all static community is identified assessment are located within Ward Census 20 | istical data entical to that nt report as in the Lipso | for this at deta both | s ailed in the libraries | | | |
| Sexual orientation - including civil partnership | Data covering se available at ward | | ation i | s not | No impact anticipated. | N/A | N/A |

EQUALITY IMPACT ASSESSMENT

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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Efford & Lipson is 76%, this is the same as the citywide average and 13% below the national average. | N/A |
| | There are currently no regular activities scheduled at Laira Library The library makes some contribution to providing community space. There are limited community alternatives, and there could be a temporary impact on the community between the library closing and alternative community spaces being established. | |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | Due to the closure, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the | |

EQUALITY IMPACT ASSESSMENT Page 11 of 12

| 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. | |
|---|--|
| This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

7 94

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT

Stoke 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?

STOKE LIBRARY

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

Stoke Library has 1176 active users which is 2.5% 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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. **Stoke ranked number I3 out of I7 libraries**.

Opening hours

- Monday: 9am to 5pm
- Tuesday: 2pm to 5pm
- Wednesday: 9am to 5pm
- Thursday: 2pm to 5pm
- Friday: 9am to 5pm
- Saturday: I0am to Ipm
- Sunday: Closed

Services and facilities

- Computers for public use
- Free WiFi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Meeting room for hire
- Books for loan
- Audiobooks
- Request a library item books, periodicals, plays, DVD's, Audiobooks

Events

- Councillor Surgeries Last Friday of the month
- Book Groups Monthly on Saturdays
- Rhymetime Weekly on Wednesdays

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.

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

- LARK Morice Town
- Salvation Army Morice town
- Stoke Christian Centre

The preferred venue is Stoke Christian Centre.

Alternative nearest library: Devonport Library

Services that can assist with consequences of proposed closures - note that there are 1176 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 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. |
|------------------------|--|
| Author | Chris Jones and Kevin Mckenzie |
| 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 feed | e and infor lback) | mation | (e.g. data | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|----------------------|-----------------------|--------|----------------------|---|---|----------------------------------|
| Age | Age | Number in Ward | % | % variance with city | Our home library service will need to meet the needs of an increasing number of physically frail older people. Libraries will face a similar | Promote online lending of eBooks. Library staff will provide assistance to anyone who needs help accessing the | A Macdonald tbc |

EQUALITY IMPACT ASSESSMENT Page 4 of 12

| | | | wide |
|--------|------|------|---------|
| | | | average |
| 0-15 | 2178 | 15.8 | -1.7% |
| 16- 64 | 9666 | 69.9 | +4.9% |
| 64+ | 1975 | 14.3 | -3.1% |

Source annual populations survey 2012.

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

challenge in meeting the needs of service on line. 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

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.

| | | | | | facilities, therefore no adverse impact is expected Potential impact on 16-64 year olds is slightly more in the local community than the citywide average. 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. Users make use of the Book Club, averaging nine attendees per event, and the Rhymetime, averaging 21 attendees per event. | | |
|------------|--|----------------|-----------------|---|---|--|--------------------|
| Disability | Day to day activities Limited a lot Limited a little | Number in ward | % 9.4 9.5 | % variance with city wide average -0.6% | There is potential for a significant impact on disabled library users, especially those with mobility impairments. According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus from the most direct stop, there is about a four minute | service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant Promote alternative | A Macdonald tbc |
| | | at they had | a lon | community g term health last Census, this | walk to the nearest bus stop. To Devonport library by public transport the service 21 runs every 10 mins to the bus stop | transport arrangements in libraries prior to closure including Access Plymouth services | |

EQUALITY IMPACT ASSESSMENT Page 6 of 12

| is lower (-1.1%) than the citywide average. There is one person who recorded their first language as British Sign Language in the last census. | directly outside Devonport Library, journey time of six minutes. Return journey can be made the same way. It is possible to walk between the libraries in 13 minutes. | Promote the Home Library Service | |
|---|---|-------------------------------------|--|
| | However 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. | | |
| | 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 from Stoke; there is limited parking available at St Budeaux, but no allocated parking at Devonport (on street is available nearby). | | |
| | However this impact will be reduced due to the commitment that has been made for the | | |

EQUALITY IMPACT ASSESSMENT Page 7 of 12

| | | activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers. | | |
|------------|--|---|--|-----------------|
| Disability | Safe Space Scheme Stoke library is not 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. Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window. 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. | No adverse impact is anticipated regarding safe spaces in Stoke as there are 6 other Safe Spaces in the local area. The Psychic Shop, 124 Albert Road (2 Min walk) Opening times: 9:00-17:00 Mon-Sun The Co-operative Food, Albert Road (3 min walk) Opening times: 6:00- 22:00 Mon-Sun. The Co-operative Food, Devonport Road (7 min walk) Opening times: 7:00-22:00 Mon-Sun Trafalgar Stores, Devonport road (6 min walk) Opening times: 10:00-13:30, 15:00-20:30 Mon – Fri. 10:00- 13:30, 16:00-20:30 Sat-Sun Brimbles Bakery, South Hill (9 min walk) Opening times: 7.30-16.30 Mon- Fri. 4.30- 15.30 Sat. Closed Sun. St Levan Valley Stores, Ryder road (9 min walk) Opening times: 8:00-20:00 Mon-Thurs. 8:00-21:00 Fri-Sat. 8:00-18:00 Sun. | Promote nearest alternative Safe Space as part of Library closure arrangements | A Macdonald tbc |

EQUALITY IMPACT ASSESSMENT Page 8 of 12

| Faith/religion or | | | | | No impact anticipated. | N/A | N/A |
|--|--|--|--------------------------------------|---|---|---|--------------------|
| belief | Religion | Number in Ward | % | % variance with City wide average | | | |
| | Christian | 7,279 | 52.5% | -5.6% | | | |
| | Buddhist | 59 | 0.4% | +0.1% | | | |
| | Hindu | 47 | 0.3% | +0.1% | | | |
| | Jewish | 21 | 0.2% | 0.0% | | | |
| | Muslim | 183 | 1.3% | +0.4% | | | |
| | Sikh | 12 | 0.1% | +0.1% | | | |
| | Other Religion | 90 | 0.7% | +0.2% | | | |
| | No religion | 5073 | 36.6% | +3.7% | | | |
| | Not stated | 1097 | 7.9% | +0.8% | | | |
| | Residents we Christianity a Muslim as the were less like profess no re | nd slightly i citywide p ely to profe | more like oopulatio | ely to be n. Residents | | | |
| Gender - including marriage, pregnancy and maternity | Residents are than the city 50.9%, Wom Residents are never marrie (-6.2%), slight | wide averagen 49.1%. The more likeled than the o | ge (+1.5% ly to be s city wide | S). Men single and average | We have committed running the activities that the community would wish to see in the future from alternative locations in the area. | Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line | A Macdonald tbc |

| | (+2.3%), but I 0.9%) Anecdotal evi predominantly children to ac | dence sugg y women w | ests th | nat it's company | | Promote click and collect service which will be available at outreach venues Promote the outreach locations where library services will be delivered | |
|---------------------|---|-------------------------|---------|-----------------------------------|-----------------------|--|-------------|
| Gender reassignment | Data covering available at wa | | assignr | ment is not | N/A | N/A | N/A |
| Race | | | | | | Consider making library closure information available | A Macdonald |
| | Ethnicity | Number in Ward | % | % variance with City wide average | the citywide average. | in other languages where required / requested. | Tbc |
| | White British | 12,396 | 89.4 | -3.5% | | | |
| | White Other | 663 | 4.8 | +1.6% | | | |
| | Mixed | 265 | 1.9 | +0.6% | | | |
| | Asian/Asian British | 287 | 2.1 | +0.6% | | | |
| | Black/Black British | 149 | 1.1 | +0.4% | | | |

EQUALITY IMPACT ASSESSMENT Page 10 of 12

| | Other ethnic group | 101 | 0.7 | +0.3% | | | |
|--|--|-----|---------|-----------|------------------------|-----|-----|
| | Over 95% of residents over three years old speak English as their main language. This is 1.4% lower than the citywide average. Kurdish (57) and Polish (165) are the most common alternative main languages. Source: Census 2011. | | | | | | |
| Sexual orientation - including civil partnership | Data covering available at wa | | entatic | on is not | 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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community | The headline rate of Community Cohesion in Stoke Ward is 64%, this is 8% below the citywide average and 25% below the national average. | N/A |

EQUALITY IMPACT ASSESSMENT

| cohesion) | 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. | |
|---------------------------------------|--|-----|
| | Events being held currently in the library will form part of an ongoing outreach service. | |
| | The use of outreach will help involve Morice Town with the library service; traditionally less engaged with the library. | |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | Due to the closure to the public of Stoke 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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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.

Version 2, February 2015 OFFICIAL

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 Ipm
- Tuesday: 9am to 12 noon
- Wednesday: 9am to 1pm
- Thursday: 9am to 12 noon
- Friday: 9am to Ipm
- Saturday: I0am to Ipm
- 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 – 3rd 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

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| | 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 |
| 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 | | Our home library service will need to meet the needs of an increasing number of physically frail older people. | | A Macdonald tbc |

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| 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.

EQUALITY IMPACT ASSESSMENT

| | | | | | impact is expected | | |
|------------|-------------------------------------|-------------------|-----|-----------------------------------|---|--|-----------------|
| | | | | | Potential impact in the 16-64 age range which is more in this area than the rest of the city. | | |
| | | | | | 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. | | |
| | | | | | Based on 2014 mosaic data analysis indicates a higher than average transient population possibly due to the area's proximity to the city centre | | |
| | | | | | 50 School age users did (2015/2016) make use of the Library to engage in the Summer Reading Challenge | | |
| Disability | Day to day activities | Number in Ward | % | % variance with City wide average | There is potential for a significant impact on disabled library users, especially those with mobility impairments. Tothill library is not serviced by a | Promote alternative transport arrangements in libraries prior to closure | A Macdonald tbc |
| | Limited a lot | 1238 | 8.7 | -1.3 | nearby bus route. The nearest bus stop is estimated to be 20 mins | | |
| | Limited a | 1287 | 9.0 | -1.4 | walk away. | | |
| | In total just ove reported that the | | | | Transport links to the nearest libraries that we propose to keep open | | |

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condition or disability at the last Census, this is higher (+5%) than the citywide average.

There are two people who recorded their first language as British Sign Language in the last census.

According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus to alternative

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

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.

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;

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| | | | | | these are public car parks therefore spaces are not guaranteed. | | |
|--------------------------|--|---|--|--|---|-----|-----|
| Disability | Safe Space S | cheme | | | No adverse impact - Nearest Safe | N/A | N/A |
| | Tothill library Scheme If a pe with an 'I need can show this Place. They wi or the Police, | rson with a L I help' card ne to a member II then call the | earning eeds ass of staff eir desig | Disability sistance they in a Safe gnated person | Space to Tothill Library will continue to be; Co-operative Food, Beaumont road (8 min walk) Opening times: 7:00- 22:00 Mon-Sun | | |
| | Venues involve identifiable by front window. | | | , | | | |
| Faith/religion or belief | | | | | No impact anticipated. | N/A | N/A |
| | 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 II 0.08 +0.05 Other Religion II0 0.77 +0.2 No religion 5620 39.3 +6.4 | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Not stated | 1013 | 7. I | - | | | |

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| | Residents were slig Christianity and sli than the citywide p likely to profess no | ghtly less li copulation | kely to l | be Muslim | | | |
|--|--|-----------------------------|-----------|---|---|--|-----|
| Gender - including marriage, pregnancy and maternity | Residents are slightly more likely to be males than the citywide average (+2.4%). Men 51.8%, Women 48.2%. 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%) | | | | We have committed running the activities that the community would wish to see in the future from alternative locations in the area. | Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line. Promote click and | tbc |
| | Anecdotal evidence predominantly work to activities in librations. | men who a | | ny children | | collect service which will be available at outreach venues Promote the outreach locations where library services will be delivered. | |
| Gender reassignment | Data covering general available at ward le | | nment is | not | N/A | N/A | N/A |
| Ethnisity Number 9/ 9/ | | | | 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 | |
| | White Other | 864 | 6.0 | +2.8 | | | |

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| | 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 residence of speak English as the less than the citywe individuals) and Checommon alternative Census 2011. | eir main lan ide average iinese (75) a | iguage. . Polish are the | Γhis is 5.7% (258 | | | |
| Sexual orientation - including civil partnership | Data covering sexuat ward level. | ıal orientati | ion is no | ot available | No impact anticipated. | N/A | ١ |

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, | Library staff in all tier I 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 |

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| homophobic, transphobic and faith, religion and belief incidents by 2020. | | |
|---|---|-----|
| Good relations between different communities (community cohesion) | 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 |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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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.

Version 2, February 2015 OFFICIAL

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.

<u>Public access PCs:</u> 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.

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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)

EOUALITY IMPACT ASSESSMENT

Date of assessment

Final version 12/06/17

STAGE 2: EVIDENCE AND IMPACT

| Protected characteristics (Equality Act) | | | mation | n (e.g. data and | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible | |
|--|-------------------------|--|---|------------------|--|---------|----------------------------------|--|
| Age | feedback) equality Act) | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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. | Promote online lending of eBooks Library staff will 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. | A Macdonald tbc | | | | |

EQUALITY IMPACT ASSESSMENT Page 5 of 11

| | | | | | 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 | | |
|------------|-----------------------|-------------------|---------|-----------------------------------|---|--|-------------|
| | | | | | Potential impact on younger people is higher in the local community as there are older people than the citywide average. | | |
| | | | | | 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. | | |
| Disability | | | | | There is potential for a significant | Promote alternative | A Macdonald |
| | Day to day activities | Number in Ward | % | % variance with City wide average | impact on disabled library users, especially those with mobility impairments. According to information from Travel Time SW, transport links to the | transport arrangements in libraries prior to closure | tbc |
| | Limited a lot | 1985 | 14.2 | +4.2 | nearest library that we propose to keep open require taking one bus from | | |
| | Limited a little | 1703 | 12.2 | +1.8 | the most direct stop. Transport links to the nearest libraries that we propose to keep open: | | |
| | In total just ove | r 26% of the | e commu | ınity | St Budeaux library is 1.4 miles from | | |

EQUALITY IMPACT ASSESSMENT Page 6 of 11

| 9% of the community were in receipt of Disability Living Allowance in Honicknowle ward at the time of writing. There are seven people who recorded their first language as British Sign Language in the last census. West Park Library is Equality Act 2010 compliant West Park Library is Equality Act 2010 difficulty using public transport. A factor may be the availability of wheelchair accessible spaces, generally only one on each bus. 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. 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. | Disability | Safe Space Scheme | Minimal adverse impact as there are | |
|---|------------|---|--|--|
| Disability Living Allowance in Honicknowle ward at the time of writing. There are seven people who recorded their first language as British Sign Language in the last census. West Park Library is Equality Act 2010 compliant West Park Library is Equality Act 2010 only one on each bus. 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 | | | 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 | |
| Disability Living Allowance in Honicknowle ward at the time of writing. There are seven people who recorded their first language as British Sign Language in the last census. West Park Library is Equality Act 2010 Compliant walk from West Park library and a one minute walk on alighting in St Budeaux 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 | | | 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 | |
| Disability Living Allowance in Honicknowle ward walk from West Park library and a one | | There are seven people who recorded their first language as British Sign Language in the last census. West Park Library is Equality Act 2010 | 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 | |
| reported that they had a long term health condition or disability at the last Census, this is higher (+6%) than the citywide average. 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 minutes. | | condition or disability at the last Census, this is higher (+6%) than the citywide average. 9% of the community were in receipt of Disability Living Allowance in Honicknowle ward | 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 | |

EQUALITY IMPACT ASSESSMENT Page 7 of 11

| | Scheme If a powith a 'I need can show this | erson with a help' card r to a memb vill then call depending | Learning needs ass er of staf their des on the ci | istance they If in a Safe Ignated person rcumstances. | two alternative safe space locations in West park within easy walking distance of the library; McColl's, Crownhill Road (2 min walk) Opening times: 6:00-22:00 Mon-Sat. 7:00-22:00 Sun. Freemans, Crownhill road (8 min walk) | | |
|--------------------------|---|--|---|---|---|-----|-----|
| | identifiable by front window | the yellow | | , | Opening times: 10:00-17:00 Mon- Sat. Closed Sun. | | |
| | Going to a Sa situation whe disability is fee someone is being bullied. and are feeling | re a person eling vulnera eing called n Or they ma | with a lealble. For ames or y have m | arning example, if if they are | | | |
| Faith/religion or belief | | | | | No impact anticipated. | N/A | N/A |
| | 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 | | | |

| | religion | | | | | | | |
|--|--|----------------------------------|---------------------|-----------|------|---|--|--------------------|
| | Not stated | 988 | 7.1 | | _ | | | |
| | Residents were Christianity an than the citywi likely to profes | d slightly les ide population | s likeĺy on they | to be Mu | slim | | | |
| Gender - including marriage, pregnancy and maternity | Residents are sthan the citywi Women 52.3% | ide average | • | | | The activities and events are attended by all genders | Promote the alternative outreach locations for the delivery of events and activities | A Macdonald tbc |
| | Residents are married than to likely to be div (+1.9%) | he city wide | averag | e (-3.6%) | | | | |
| | 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, | | | | | | | |
| Gender reassignment | Data covering gender reassignment is not available at ward level. | | | | | | | |
| Race | | | | | | No adverse impact anticipated - The | Consider making | A Macdonald |
| | Ethnicity | Number | % | % var | | 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. | information available in other languages where required / requested. | tbc |
| | 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 | | | | |

| | British Black/Black British Other ethnic group | 41 | 0.3 | -0.4 | | | | |
|--|--|--------------|----------|-----------|------|------------------------|-----|-----|
| | The second more Polish (48) and Source: Census | South Asia | | anguage i | | | | |
| Sexual orientation - including civil partnership | Data covering sat ward level. | sexual orien | tation i | s not ava | lble | 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 I 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 |

EQUALITY IMPACT ASSESSMENT Page 10 of 11

| 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 | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT Page 11 of 11

EQUALITY IMPACT ASSESSMENT

Central 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?

CENTRAL LIBRARY

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

Central Library has 17774 active users which is 37.4% 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

Version 2, February 2015 OFFICIAL

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. Central Library ranked number 2 out of 17 libraries.

Opening hours

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

Services and facilities

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners
- Meeting rooms for hire
- Local and family history collection

- Microfilm scanners
- Roof terrace
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item books, periodicals, plays, DVD's, Audiobooks

Events at Central Library

Children & Young People

- Storytimes for under 5s –Wednesdays weekly
- Rhymetimes Monday, Wednesday and Thursday weekly
- Hello World Coding & Making 8-13 years Thursday weekly
- Half Term activities

Health & Wellbeing

- Supertone Fitness Classes Wednesdays Weekly
- Walk/ Run Fitness Group Wednesday –Weekly
- Yoga & Mindfulness Tuesday –Weekly
- Panic Workshops with Plymouth Options Monthly

Community and Leisure

- Board Game Evening Thursday Weekly
- Family History Helpdesk Monday Weekly
- Film Show Saturday Ad hoc

Training, Skills & Employability

- Work Clubs Tuesday, Wednesday and Friday Weekly
- Google Digital Garage Workshop Thursdays –Weekly
- Gadget Drop In –Tuesday –Weekly
- IT for Beginners Friday –Weekly

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

Tothill Library

| | Laira Library |
|------------------------|---|
| | 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 |
| 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 feedback | e and infor k) | mation | (e.g. data | İ | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|----------------------|---|-----------|-------------|---|--|--|----------------------------------|
| Age | Statistics | Number in Ward 1835 11768 2182 Ita based is lidemographic Peter and V | c indicat | or data for | | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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 | Promote online lending of eBooks Library staff will 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 | A Macdonald tbc |

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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 example more demand on services like public access PCs for

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.

EQUALITY IMPACT ASSESSMENT

| | | | | | young or older people, or demand for targeted children's activities e.g. rhyme time etc. 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. | | |
|------------|---|--|---|---|--|--|-----------------------|
| Disability | Day to day activities | Number in Ward | % | % variance with City wide average | Central library has not been assessed by Disabled Go as it was in a different building at the time of the last assessment. | Promote the outreach service effectively in areas where a Library is closing Ensure that outreach | A Macdonald tbc |
| | Limited a lot Limited a little | 1862 1758 | 11.79 | +1.79 | | locations that are selected are Equality Act 2010 compliant | |
| | Figures above relate to and the Waterfront) In community reported the condition or disability (+4%) than the citywide There are five people was British Sign Language There are some health available at Central Lib ability groups and there particular issues include | o Central Lib n total just of hat they had at the last Control e average. who record e in the last or related actorary. These e are some | brary Wover 23% d a long Census, the definition are aim events to branch with the consus. | ard (St Peter 6 of the term health his is higher first language and provision ed at mixed | | 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. Consider Inviting Disabled Go to carry out a new audit of | |

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| | | | | | | | our libraries and our proposed community outreach buildings. | |
|-------------------|---|--|-------------------------------|--|-------------------------|--------------------------------|--|-----|
| Disability | Safe Place Loc | ations | | | | No adverse impact as this Safe | N/A | N/A |
| | If a person with card needs assist they can show the Someone will the Police, depending | tance when the tance when the total the total the tank th | they are ber of designa | e in the comi staff in a Safe ted person o | Space will be retained. | | | |
| | Venues involved the yellow logo | | | • | • | | | |
| | Going to a Safe I a person with a For example, if s are being bullied are feeling overy | learning disa someone is b . Or they ma | bility is eing ca | feeling vulne lled names o | rable. r if they | | | |
| | Central Library i other City Cent | _ | | place along v | vith 20 | | | |
| Faith/religion or | | | | | | No adverse impact anticipated. | N/A | N/A |
| belief | Religion | Number in Ward | % | % variance with City wide strategy | | | | |
| | Christian | 7713 | 48.9 | -9.2 | | | | |
| | Buddhist | 119 | 0.8 | +0.5 | | | | |
| | Hindu | 78 | 0.5 | +0.3 | | | | |
| | Jewish | 28 | 0.2 | +0.1 | | | | |
| | Muslim | 395 | 2.5 | +1.7 | | | | |

| Gender - | Sikh Other Religion No religion Not stated Residents in St P likely to profess Muslim than the faiths also showe measured against Residents are mo | Christianity citywide poped a minor in the average | and mo oulation crease across | ore likely to a. Other min in indicative a the city. | be ority figures | There may be an adverse impact | Promote the | A |
|--|--|---|---|---|------------------------|--|--|-----------|
| including marriage, pregnancy and maternity | average (+4.9%). more likely to be wide average (+1 and less likely to Anecdotal evider women who acce libraries | Men 53%, Ve single and r 7%), more I be widowed ace suggests | Vomen never m ikely to I (-1.0% that it's | 47%. Resident arried than be divorced by predomina | the city d +4.1%) | 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 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 | outreach service effectively in areas where a Library is closing 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. | Macdonald |
| Gender reassignment | Data covering ge ward level. | nder reassig | nment | is not availa | ble at | N/A | N/A | N/A |
| Race | | | | | | No adverse impact is anticipated. | Consider making | A |

| | Ethnicity | Number in Ward | % | % variance with city wide strategy | Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities. | library closure information available in other languages where required / requested. | Macdonald tbc |
|---|--|--------------------------------|--|------------------------------------|--|--|------------------|
| | White British | 12646 | 80% | -12.9 | | | |
| | White Other | 1553 | 9.8 | +6.1 | | | |
| | Mixed | 457 | 2.8 | +1.5 | | | |
| | Asian/Asian British | 654 | 4.1 | +2.6 | | | |
| | Black/Black British | 260 | 1.6 | +0.9 | | | |
| | Other ethnic group | 215 | 1.3 | +0.9 | | | |
| | Over 87% of resider their main language. citywide average. Po most common altern | This is -9.2% lish (508) an | lower to low | than the se (159) are th | ne | | |
| | Residents are less like than the average acrown BME groups are more ward. | oss the city. | All othe | r minority and | | | |
| Sexual orientation - including civil partnership | Data covering sexua level. | l orientation | is not a | vailable at war | d 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 |
|------------------|--------------|----------------------|
| | | |

EQUALITY IMPACT ASSESSMENT Page 9 of 11

| | | 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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in St Peter and the Waterfront is 86%, this is 10% above the citywide average and 3% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. 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

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Assistant Director for Customer Services

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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.

Version 2, February 2015 OFFICIAL

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 Ipm
- 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

| | Quilting Group – Wednesdays –Weekly Book Group – 2nd Thursday of each Month Chatterbooks – 2nd Thursday of each Month Feel better with a book – Mondays- Weekly Rhymetime – Tuesdays – Weekly 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. |
|------------------------|--|
| | Eggbuckland West Park 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. |
| 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 | | 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 |

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| 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.

| | | | | | 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. 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. | | |
|------------|---|---|---|-----------------------------------|---|---|--------------------|
| Disability | Day to day activities Limited a lot Limited a little In total just over 26% of Eggbuckland Ward replong term health condillast Census, this is manthe citywide average. DLA claimants in Honic 8.4 % of the total DLA city with 54% of these mobility rate of the being partially attributed to a representation of 64+ There are seven people first language as British census. | orted that tion or disaginally 6% cknowle V claimant c claiming the nefit. This is slightly high residents. | they had ability a higher ward mount for higher may be gher | ad a at the than ade up or the er | Access for disabled people to Crownhill Library has been assessed as good and as a tier I library it may benefit from service enhancements. | Promote the outreach service effectively in areas where a Library is closing Ensure that outreach locations that are selected are Equality Act 2010 compliant 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. | A Macdonald tbc |
| | There are some health provision available at C feels better with a boo | Crownhill L | ibrary | | | | |

EQUALITY IMPACT ASSESSMENT Page 5 of 9

| | opportunities to incre Library. | ease this of | fer at C | Crownhill | | | |
|----------------|--|---|----------------------------------|------------------------------|--|-----|-----|
| Disability | If a person with a lear need help' card needs in the community, the member of staff in a Sthen call their designate depending on the circumstance. | rning disabi s assistance ey can shov Safe Place. S ated persor | when to this to someon or the | chey are o a ne will Police, | No adverse impact as this Safe Space will be retained. | N/A | N/A |
| | Venues involved in th identifiable by the yell front window. | | | • | | | |
| | Going to a Safe Place situation where a per disability is feeling vul someone is being call being bullied. Or they and are feeling overw | son with a nerable. Fo ed names o may have | learning or exam or if the | g ple, if y are | | | |
| | Crownhill Library is a along with seven other walking distance. | - | | | | | |
| Faith/religion | | | | | No impact anticipated. | N/A | N/A |
| or belief | 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 | | | |

EQUALITY IMPACT ASSESSMENT Page 6 of 9

| | Sikh Other Religion | 1 42 | 0.007 | 0.004 | | | |
|--|--|---|---------------------------------------|---------------------------|---|--|-----|
| | No religion | 5092 | 36.5 | +3.6 | | | |
| | Not stated | 988 | 7.1 | - | | | |
| | Residents were less li Christianity and more religion than the cityve minority faiths also shall indicative figures meat across the city. | e likely to b wide popula nowed a m | oe profe ation. O inor dec | ther crease in | | | |
| Gender - including marriage, pregnancy and maternity | Residents are slightly than the citywide ave Women 52.3%. Residents are less like married than the city more likely to be dive (+1.9%) | rage (+1.79 ely to be si wide avera | , %). Men ngle and age (-3.6 | 47.7%, I never 5%), | 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. | Promote the outreach service effectively in areas where a Library is closing 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. | A |
| Gender reassignment | Data covering gender available at ward leve | | ent is n | ot | | | |
| Race | | | | | No adverse impact anticipated | Consider making | ΑM |
| | Ethnicity | Number | % | % var | | library closure | tbc |

| | White British | 13465 | 96.6 | +3.7 |
|---|---|--|---|---------------------------------------|
| | 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 |
| | The local area simile the citywide average average representation this community. spoken language is (18) Census 2011. | e. There is a tion of Whit The second Polish (48) a | higher e British most wi nd Sout | than n citizens dely h Asian |
| Sexual orientation - including civil partnership | Data covering sexuat ward level. | al orientatio | n is not | available |

STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

| Local priorities | | 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 |

EQUALITY IMPACT ASSESSMENT Page 8 of 9

| 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. | Library staff in all tier I 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 |
|--|--|-----|
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Eggbuckland 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 | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

7 94

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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EQUALITY IMPACT ASSESSMENT

Devonport 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?

DEVONPORT LIBRARY

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

Devonport Library has 1461 active users which is 3.1% 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

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

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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. **Devonport ranked number 5 out of 17 libraries.**

Opening hours

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: 2pm to 8pm
- Friday: 9am to 6pm
- Saturday: 9.30am to 4pm
- Sunday: Closed

Services and facilities

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner

| Author | 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 Chris Jones and Kevin Mackenzie |
|--------|--|
| | Stoke Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. |
| | In the event that libraries identified for proposed closure in the Plan for Libraries do close, Devonport Library is an alternative venue for displaced library users from the following branches within two miles. |
| | General ■ Work Club - weekly ■ Book group -monthly |
| | Smoking cessation – weekly Active Steps- Movement and fitness for over 50s – weekly |
| | Younger Readers Share a story – weekly Rhymetime –weekly Chatterbooks – weekly Health & Fitness |
| | Naval history collection Books for loan Audiobooks Request a library item – books, periodicals, plays, DVD's, Audiobooks Performance space (booking must involve vicar or clerk who can be contacted through the library) Events at Devonport Library |

EQUALITY IMPACT ASSESSMENT Page 3 of 10

STAGE 2: EVIDENCE AND IMPACT

| Protected characteristic s (Equality Act) | feedbac | e and infoi k) | rmation | n (e.g. data | and | Any adverse impact See guidance on how to make judgement | Actions | Timescal e and who is responsib le |
|---|------------|--|-----------|--------------|-----------------------|--|---|--|
| Age | Statistics | Number in Ward 3170 11181 1605 ata based is demograph vard. (Devoi | ic indica | | National Devonport | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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 | eBooks Library staff will provide assistance to anyone who needs help accessing the service on line Promote click and collect service which will be | A Macdonald tbc |

EQUALITY IMPACT ASSESSMENT Page 4 of 10

| | | | | 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 Events at this library cater for a wide age range and do target demographic groups with events such as Over 5s Active Steps and parents and children with Rhymetimes and Chatterbooks. Other events cater for all ranges and are largely social in nature such as | | |
|------------|-----------------------|----------|-------|---|---|----------------|
| | | | | book groups and work clubs. 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. 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 | | |
| Disability | Day to day activities | Number % | % var | Access for disabled people to Devonport Library has been assessed | Promote the outreach service effectively in areas | A Macdonald |

EQUALITY IMPACT ASSESSMENT Page 5 of 10

| | Limited a lot Limited a little In total just over 21' Ward reported that condition or disability indicative of the type as British Sign Language Private transport is majority of mobility Transport statistics bus fleet being access passengers report extransport. There is limited on a This library is Equality | they had a loty at the last ical representations who record lage in the last the preferred impaired adureveal that desible 25% of experiencing constreet car pairs | census tation a led their censural option alts (69% espite 8 mobility ching in | m health, this is cross the r first lar s. for the % in 2013 5% of the y impaire r using puthe vicin | provide additional capacity for in-library outreach offers if as a result of the closures there is a significant | cted act and |
|------------|---|--|--|--|--|--------------|
| Disability | If a person with a leaded help' card needs asson community, they can a Safe Place. Someon person or the Police circumstances may be a Venues involved in the yellow logo disposed Going to a Safe Place where a person with vulnerable. For example, and they are sor if they are | arning disabilistance when a show this to the will then complete. The scheme allowed in their e can be used a learning donple, if some | they are all their on whate easily front with the in any isability one is be | re in the nber of some designant the videntification is feeling called | | N/A |

| | missed the bus and a | re feeling ov | erwhel | med. | | | | |
|-------------------------------|--|---|-----------------------|--------------------|-----------------|--|--|----------------|
| | Devonport Library is place although there beneficial to nominate participants are not in library. | are 13 locate the library | ions ne | arby. It listed | may be | | | |
| Faith/religion | | | | | | No impact anticipated. | N/A | N/A |
| or belief | 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 | | | | |
| | Sikh | I | 0.00 7 | 0.004 | | | | |
| | Other Religion | 42 | 0.30 | -0.2 | | | | |
| | No religion | 5092 | 36.5 | +3.6 | | | | |
| | Not stated | 988 | 7. I | - | | | | |
| | Residents were less limore likely to be propulation. Other midecrease in indicative average across the circular propulation. | fess no relig nority faiths figures mea | gion tha s also sl | in the ci | tywide minor | | | |
| Gender - including | Residents are slightly citywide average (+1. | • | | | | There may be an adverse impact to women if there is significant | Promote the outreach service effectively in areas | A Macdonald |
| marriage, pregnancy and | Residents are less like than the city wide ave | | | | | displacement to this library from the libraries that are closing in order to access Rhymetimes and other | where a Library is closing Reassess staffing levels to provide additional capacity | |

| maternity | divorced +2.3%) or Anecdotal evidence women who accom libraries. | e suggests th | at it's pr | | children orientated activities. 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. | esult of the is a significant of users from | |
|------------------------|---|---------------|------------|-----------|---|---|------|
| Gender reassignment | Data covering gender reassignment is not available at ward level. | | | | N/A N/A | N/A | N/A |
| Race | | | | | No adverse impact anticipated -The Consider mal | | |
| | Ethnicity | Number | % | % var | local area similar in terms of diversity closure information to the citywide average. | ⊢lYlacd∩r | nald |
| | White British | 13465 | 96.6 | +3.7 | Plymouth's population could continue languages. | Jei Hacive | |
| | White Other | 196 | 1.4 | -1.8 | to diversify into the future and the | | |
| | Mixed | 151 | 1.1 | -0.2 | library will need to adapt to meet the needs of our newer communities. | | |
| | Asian/Asian British | 77 | 0.6 | -0.9 | | | |
| | Black/Black British | 41 | 0.3 | -0.4 | | | |
| | Other ethnic group | 9 | 0.1 | -0.3 | | | |
| | The second most wand South Asian (18 | , . | n langua | ge is Pol | | | |
| | Source: Census 2011. | | | | | | |
| | There is a higher th British citizens in th | _ | • | ntation o | | | |

EQUALITY IMPACT ASSESSMENT Page 8 of 10

| Sexual orientatio n - including civil partnershi p | 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 |
|--|--|----------------------------------|
| 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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Devonport is 44%; this is 32% below the citywide average and 57% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |

EQUALITY IMPACT ASSESSMENT Page 9 of 10

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.

This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT Page 10 of 10

EQUALITY IMPACT ASSESSMENT

Efford 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?

EFFORD LIBRARY

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

Efford Library has 1016 active users which is 2.1% 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

Efford was originally earmarked for closure however, as a result of the consultation Efford has now been chosen to stay open. We now propose a two-tiered network of II library buildings across the city. Efford 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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. Efford ranked number I0 out of I7 libraries.

Opening hours

Monday: 10am to 5pm

Tuesday: 10am to 5pm

Wednesday: 10am to 5pm

Thursday: 10am to 5pm

Friday: 10am to 5pm

Saturday: 10am to 1pm

Sunday: Closed

Services and facilities

Computers for public use

| | • Free Wi-Fi |
|------------------------|--|
| | Printer (colour and black/white) Photography (colour and black/white) |
| | Photocopier (colour and black/white) Scanner |
| | Meeting Room for Hire |
| | Books for loan |
| | Audiobooks |
| | Request a library item – books, periodicals, plays, DVD's, audiobooks |
| | 1 request a library term books, periodicals, plays, byb s, addiobooks |
| | Events |
| | Work Club – ad-hoc, run at the Community Centre |
| | Rhyme Time – Weekly on Tuesdays (babies and toddlers) |
| | Seasonal events – e.g. Christmas crafts |
| | THRIVE – run by THRIVE (Smoking Cessation) |
| | In the event that libraries identified for proposed closure in the Plan for Libraries do close, Efford Library is an alternative venue for displaced library users from the following branches within two miles. |
| | Tothill |
| | Eggbuckland |
| | • Laira |
| | |
| | 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. |
| 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 Evidence and information (e.g. data and Any adverse impact Actions Timescale | Protected | Evidence and information (e.g. data and | Any adverse impact | Actions | Timescale |
|--|-----------|---|--------------------|---------|-----------|
|--|-----------|---|--------------------|---------|-----------|

EQUALITY IMPACT ASSESSMENT Page 3 of 9

| • | | | | See guidance on how to make judgement | | and who is responsible | | |
|-----|--|--|---|---|----------------------|--|--|-----------------------|
| Age | Age 0-15 16- 64 | Number in Ward 2655 9803 | % 18.6 68.6 | % variance with city wide average -1.1 +3.6 | | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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. | lending of eBooks Library staff will provide assistance to anyone who | A Macdonald tbc |
| | Above da National for Efford This ward potential libraries to The 16 – | nnual popula ata based is l Statistics de d Library wa d level data additional li to the sum t 64 age grou ea than the o | based or mograph rd. (Effo could be brary us otal. up are m | on Office of hic indicator rd and Lipson added to be ers from distore repress | on) by splaced | 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. 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 example more demand on services like | 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 inlibrary and outreach offers if as a result of the closures there is a significant displacement of | |

EQUALITY IMPACT ASSESSMENT Page 4 of 9

| | | | | | public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc. 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. | users from of libraries elsewhere. Promote the Home Library Service | |
|------------|--|--|---|--|--|---|-----------------------|
| Disability | Day to day activities Limited a lot Limited a little In total just over 19% reported that they ha condition or disability in line with the average with a disability represent In May 2012 there were Disability Living Allow receiving lower rate in 575 the higher rate. 9 five years or more in There are three peopfirst language as Britis census. | d a long tent at the last ge number sented in the last per last pe | rm hea Censu of pers he city cople cl chese 4 mponer had cla | Ith s, This is cons laiming 05 were nt and ims of | | Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant Reassess staffing levels to provide additional capacity for inlibrary and outreach offers if as a result of the closures there is a significant | A Macdonald tbc |
| | This library is Equality | Act 2010 | compli | ant. | | a significant displacement of users from of | |

EQUALITY IMPACT ASSESSMENT Page 5 of 9

| | | | | | | libraries elsewhere. Promote the Home Library Service | |
|--------------------------|---|--|--|--|--|---|-------------|
| Disability | Efford 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. Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window. | | | | No adverse impact. Nearest Safe Space to Efford Library will continue to be; The Co-operative Food, Torridge way (I min walk) Opening times: 7:00-22:00 Mon-Sun. 50 Shades of Hair and Beauty, Blandford road (8 min walk). Opening times: 9:30- 17:00 Tue — Thurs. 9:30- 19:00 Fri 9:00- 17:00 Sat Closed Sun - Mon | Promote nearest alternative Safe Space | A Macdonald |
| Faith/religion or belief | Religion Christian Buddhist Hindu Jewish Muslim Sikh Other Religion | Number 7242 48 26 10 117 8 | % 51.4 0.3 0.18 0.7 0.8 0.07 | % var -6.7 +0.04 -0.02 +0.06 - +0.04 -0.02 | No impact anticipated. | N/A | N/A |

EQUALITY IMPACT ASSESSMENT Page 6 of 9

| | No religion | 5555 | 39.4 | +6.5 | | | |
|--|--|------|-----------|------|---|---|-----------------------|
| | Not stated | 1017 | 7.2 | +0.1 | | | |
| | Residents were less likely to profess Christianity more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward. | | | | | | |
| Gender - including marriage, pregnancy and maternity | Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%. Residents are more likely to be single and never married than the city wide average (+8%), more likely to be divorced (+0.3%) or widowed (+1.1%) | | | | 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. | Promote online lending of eBooks Library staff will 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. | A Macdonald tbc |
| Gender reassignment | Data covering gender available at ward leve | | ent is no | ot | No adverse impact anticipated | N/A | N/A |
| Race | | | | | No adverse impact anticipated | Consider making library closure | |

EQUALITY IMPACT ASSESSMENT Page 7 of 9

| | Ethnicity | Number | % | % var | | information available in other | A |
|--|---|---|-----------------------|----------------------|------------------------|--------------------------------|-----------|
| | White British | 13102 | 93 | +0.I | | languages where | Macdonald |
| | White Other | 473 | 3.4 | +0.2 | | required / requested | tbc |
| | Mixed | 168 | 1.2 | -0. I | | requested | |
| | Asian/Asian British | 180 | 1.3 | -0.2 | | | |
| | Black/Black British | 125 | 0.9 | -0.2 | | | |
| | Other ethnic group | 4.4 | 0.3 | +0.1 | | | |
| | Over 95% of resident speak English as their lower than the citywe the most common all followed by East India Census 2011. | main lang ide average ternative n | uage. Th e. Polish | is is 1% (166) is | | | |
| Sexual orientation – including civil partnership | | | | | 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 |
|------------------|--|----------------------------------|
| 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 |

EQUALITY IMPACT ASSESSMENT Page 8 of 9

| 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. | Library staff in all tier I 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 |
|--|---|-----|
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Efford & Lipson is 76%, this is the same as the citywide average and 13% 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 | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. 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

EQUALITY IMPACT ASSESSMENT Page 9 of 9

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 I I 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

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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

Sunday: Closed Services and facilities 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 **Events** ■ 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 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. Eggbuckland 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. **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 Evidence and information (eg data and feedback) (Equality Act) | | | | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible | | |
|--|--|---|--|--|-------------|---|---|-----------------|
| Age | Above da National for Estov This ward potential libraries to 64+ are s | Number in ward 1754 7477 2615 Tal populations sata based is I Statistics defer Library was additional litto the sum to significantly in the citywide. | pased on mograph vard. (Mo could be brary use otal. more rep | Office of ic indicator or View) added to by ers from dis | y placed | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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. | Promote online lending of eBooks Library staff will 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. Promote the Home Library Service | A Macdonald tbc |

| | | | | | 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 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. | | |
| | | | | | 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. | | |
| Disability | Day to day activities | Number in ward | % | % variance with city wide average | Access for disabled people to Estover Library has been assessed as adequate however access to Tier I libraries will be significantly better. | Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 | A Macdonald tbc |
| | Limited a lot Limited a little | 1372 | 11.7 | +1.7% | | compliant | |

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.

There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.

There are four people who recorded their first language as British Sign Language in the last census.

The library is Equality Act 2010 compliant

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.

Promote the Home Library Service

| Disability | Safe Space Sche | eme | | | No adverse impact. Nearest Safe | N/A | Α |
|-------------------|--|---|---|--|--|-----|------------------|
| | Estover library is a Space Scheme If a Disability with an assistance they can staff in a Safe Place designated person the circumstances. Venues involved in identifiable by the front window. | person with the person with the person with the person with the person the person the person the schements. | h a Lear ' card no to a me then cal ice, depo | rning eeds ember of Il their ending on | Space to Estover Library will continue to be; Asda, Leypark Walk (9 min walk) Opening times: 24 hours Tues-Fri 7am – 12am Mon 12am – 10pm Sat 10am – 4pm Sun | | Macdonald tbc |
| Faith/religion or | | | | | No impact anticipated. | N/A | N/A |
| belief | 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 | I | 0.0% | 0.0% | | | |
| | Other Religion | 32 | 0.3% | -0.2% | | | |
| | No religion | 3141 | 26.7% | -6.2% | | | |

| | Not stated | 824 | 7.0% | -0.1% | | | | |
|--|---|--|------------------------|---------------------------------|---|--|-----------------------|--|
| | Residents were mo Christianity and sli Muslim as the cityv were more likely t profess no religion | ghtly more wide popula o profess t | likely to ation. Re | o be esidents | | | | |
| Gender - including marriage, pregnancy and maternity | Residents are slighthan the citywide a Women 52.0%. | • | • | | There may be an adverse impact to women if there is significant displacement to this library from | Promote online lending of eBooks. Library staff will provide | A Macdonald tbc | |
| | Residents are less married than the c more likely to be o widowed (+1.1%) | ity wide av | erage (- | 9.8%), | 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 | assistance to anyone who re to access Rhymetimes and rechildren orientated activities. Vever the commitment that has a made for the activities and | | |
| | Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries | | | | these libraries, to be retained and relocated elsewhere in the community will reduce this impact. Promote the locations will | available at outreach | | |
| Gender reassignment | Data covering general available at ward le | _ | nment is | not | No adverse impact anticipated | N/A | N/A | |
| Race | | | | | No adverse impact anticipated | Consider making library | A Macdonald | |
| | Ethnicity | Number in ward | % | % variance in city wide average | | closure information available in other languages where required / requested. | tbc | |
| | 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% | | |
| Over 98% of reside English as their mai higher than the city and Polish (38) are alternative main lan Census 2011. | in language. wide avera the most o | . This is age. Mal | 1.8% ay (65) | | |
| Census 2011. | | | | | |

STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

| Local priorities | · | 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 I 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 | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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 I I 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

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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

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- 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.

Author Chris Jones and Kevin Mackenzie Department and service TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)

EQUALITY IMPACT ASSESSMENT
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Date of assessment

Final version 12/06/17

STAGE 2: EVIDENCE AND IMPACT

| Protected characteristics (Equality Act) | Evidence feedback | e and infor k) | mation | (e.g. data | and | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible | |
|--|---|--|---|--|-------------|--|--|----------------------------------|--|
| Age | Above da National of for North This ward potential libraries t | Number in Ward 2709 8243 2288 al populations so ta based is to the sum to the sum to the and 64+ arthan the city | pased on mograph ibrary w could be brary use otal. | Office of ic indicator ard. (Ham) added to by ers from dis | y placed | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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 | offers if as a result of the closures there is a significant displacement of | A Macdonald tbc | |

EQUALITY IMPACT ASSESSMENT

| | | | | | the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of preschool age. | | |
|------------|-----------------------|-------------------|---|---------------|---|--|-------------|
| | | | | | 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 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. | | |
| | | | | | 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. | | |
| Disability | Day to day activities | Number in Ward | % | % variance | Access for disabled people to Peverell Library has been assessed as adequate however | Promote the outreach service effectively in areas where a library is closing | A Macdonald |

EQUALITY IMPACT ASSESSMENT Page 5 of 10

| | Limited a lot Limited a little | 1,680 | 12.6 | with City wide average +2.6% | access to Tier I libraries will be significantly better. | Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant | |
|------------|--|---|--|---|--|---|--------------------|
| | In total just over 25 reported that they lead to condition or disability higher (+5%) than the library large and large as British Scensus. Limited a little In total just over 25 reported that they lead that they lead to list over 25 reported to little and little library is Equality limited. | nad a long ty at the la ne citywide vere 1350 wance. C mobility o 970 peopl n duration e who rece lign Langua | term heast Cen e average people of these compor le had de corded to ge in the | ealth sus, this is ge. claiming 425 were nent and claims of their first ne last | | 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. Promote the Home Library Service | |
| Disability | Safe Place Locati If a person with a le need help' card nee show this to a mem Someone will then or the Police, deper circumstances may Venues involved in tidentifiable by the years. | arning disands assistander of stafficall their deciding on wooe. | ce, they if in a Sa esignate hat the e are ea | y can afe Place. ed person asily | No adverse impact as this Safe Space will be retained. | N/A | A Macdonald tbc |

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| | front window. | | | | | | |
|--------------------------|---|---|---|-----------------------------------|------------------------|-----|-----|
| | Going to a Safe Plasituation where a disability is feeling someone is being being bullied. Or tand are feeling over | person with vulnerable, called name hey may ha | h a learn . For exa es or if t ave misse | ing Imple, if hey are | | | |
| | North Prospect Li place. | brary is a c | designate | ed safe | | | |
| Faith/religion or belief | :f | | | | No impact anticipated. | N/A | N/A |
| | 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% | | | |
| | Residents were slig Christianity and le Muslim as the city | ss than half | f as likely | to be | | | |

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| | more likely to prof | ess no relig | gion. | | | | |
|--|--|--|---|---|---|---|--------------------|
| Gender - including marriage, pregnancy and maternity | Residents are slight than the citywide a Women 51.8%. Residents are less I married than the cimore likely to be d (+1.8%) Anecdotal evidence predominantly wor children to activitie | verage (+1 likely to be ity wide ave livorced (+ e suggests t men who a | single a erage (-1.4%) o that it's ccompa | en 48.2%, and never 4.2%), r widowed | 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. | Promote online lending of eBooks Library staff will 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 | A Macdonald tbc |
| Gender reassignment | Data covering gend available at ward le | | nment is | not | N/A | N/A | N/A |
| Race | Ethnicity White British White Other Mixed Asian/Asian | Number in Ward 12,776 218 106 123 | % 96.1 1.6 0.8 0.9 | % variance with city wide average +3.2% - 1.6% - 0.5% | No adverse impact anticipated | Consider making library closure information available in other languages where required / requested. | A Macdonald Tbc |

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| | 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. | | | | | | |
| | Census 2011. | | | | | | |
| Sexual orientation – including civil partnership | Data covering sexuavailable at ward le | | on is no | ot | 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 by 2020. | Library staff in all tier I 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 |

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| Good relations between different communities (community cohesion) | 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 |
|---|--|-----|
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. | N/A |
| | 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. | |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT Page 10 of 10

EQUALITY IMPACT ASSESSMENT

Peverell 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?

PEVERELL LIBRARY

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

Peverell Library has 2039 active users which is 4.3% 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. 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

Peverell was originally earmarked for closure however, as a result of the consultation Peverell has now been chosen to stay open. We now propose a two-tiered network of I I library buildings across the city. Peverell 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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. **Peverell ranked number II out of I7 libraries.**

Opening hours

Monday: 10am to 5pmTuesday: 10am to 5pm

• Wednesday: 10am to 5pm

Thursday: 10am to 5pmFriday: 10am to 5pm

Saturday: 10am to 1pm

Sunday: Closed

Services and facilities

- Request service
- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Books for loan
- Audiobooks
- Request a library item books, periodicals, plays, DVD's, Audiobooks

Events

- Craft Group Weekly on Thursdays
- Rhyme Time Weekly on Mondays & Fridays (babies and toddlers)
- Share a story Weekly on Wednesday (U5's)
- Gadget Drop In Weekly on Thursdays

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

- Stoke
- Tothill
- Eggbuckland
- Laira
- West Park

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.

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 characteristic s (Equality Act) | Evidenc feedbac | e and infor k) | rmation | (e.g. data | and | Any adverse impact See guidance on how to make judgement | Actions | Timescal e and who is responsib le |
|---|---|------------------------|--|---|----------|---|---|--|
| Age | | | | | | Our home library service will need to | Promote online lending of | |
| | 0-15 16- 64 | Number 2523 8936 | % in Ward | % variance with city wide average +1.0% +0.6% | | meet the needs of an increasing number of physically frail older people. 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, | Library staff will provide assistance to anyone who | Macdonald tbc |
| | Above da Statistics Library w This war | | 15.9 survey 2012 based on ic indicate aport) could be | -1.5% Office of Nor data for added to b | Peverell | 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. | | |

EQUALITY IMPACT ASSESSMENT Page 4 of 9

| | Under I 5s are more citywide average. | represented in | this area than the | 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. Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges. | there is a significant displacement of users from of libraries elsewhere. Promote the Home Library Service | |
|------------|---------------------------------------|------------------|-----------------------------------|---|---|-----------------------|
| | | | | 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. | | |
| | | | | 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. | | |
| Disability | Day to day activities | Number % in Ward | % variance with City wide average | Access for disabled people to Peverell Library has been assessed as adequate however access to Tier I libraries will be significantly better. | Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant | A Macdonald tbc |

EQUALITY IMPACT ASSESSMENT

| | Limited a lot 952 7 -3.0% Limited a little 1245 9.2 -1.1% 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. Figures were not available covering DLA claimants in Peverell at the time of writing. Disability Living Allowance. There are two people who recorded their first language as British Sign Language in the last census. The library is Equality Act 2010 compliant | | | | | | 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. Promote the Home Library Service | |
|-----------------------------|---|-------------------|---|-----------------------------------|--|--|---|-----|
| Disability | Safe Place Locations Peverell 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 | | | | | No adverse impact; nearest Safe Space will continue to be: The Co-operative Pharmacy and The Co-operative Food, Jubilee Building, Peverell Park Road (1 min walk) Opening Times; 7am – 10pm all week | N/A | N/A |
| Faith/religion or belief | Religion | Number in Ward | % | % variance with City wide average | | No impact anticipated. | N/A | N/A |

| | Anecdotal evidenc | .1%) or wi e suggests | dowed (- | 0.4%) oredomina | commitment that has been made for the activities and services which The activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities and services which the activities are activities and activities are activities are activities and activities are activities are activities and activities are activities and activities are activities and activities are activities are activities and activities activities are activities activities activities activities activities activit | |
|---|--|--------------------------|-----------------|--------------------|--|-----------------------|
| Gender - Reincluding the straige, pregnancy and maternity motor | Christianity and slightly less likely to be Muslim than the citywide population they were less likely to profess no religion. Residents are slightly more likely to be female than the citywide average (+0.7%). Men 48.6%, Women 51.4%. Residents are less likely to be single and never married than the city wide average (-4.4%), less likely to be divorced (-1.1%) or widowed (-0.4%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries | | | | 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 | A Macdonald tbc |
| R.C | • | ghtly less l | ikely to b | e Muslim 1 | | |
| 1 | No religion | 4170 | 30.8% | -2.9 | | |
| | Sikh Other Religion | <u>4</u> 57 | 0.03% | +0.03 | | |
| | Muslim | 89 | 0.66% | -0.14 | | |
| J | Jewish | 13 | 0.10% | +0.0 | | |
| _ | Hindu | 28 | 0.21% | +0.01 | | |
| _ | Christian Buddhist | 8116 | 59.9% 0.41%) | +1.8 | | |

EQUALITY IMPACT ASSESSMENT Page 7 of 9

| Race | | | | | | No adverse impact anticipated. | Consider making library | А |
|--|---|--|----------------------|-------------------------|----|--|-------------------------|-----|
| | , | Number % variance with City wide average | | | | closure information available in other languages where required / requested. | Macdonald Tbc | |
| | White British | 12549 | 92.6% | -0.3% | | | | |
| | White Other | 476 | 3.5% | +0.0% | | | | |
| | Mixed | 173 | 1.3% | +0.0% | | | | |
| | Asian/Asian British | 253 | 1.9% | +0.4 | | | | |
| | Black/Black British | 67 | 0.5% | -0.1% | | | | |
| | Other ethnic group | 35 | 0.3% | -0.1% | | | | |
| | Over 97% of resi as their main lang citywide average. the most commo | guage. This is Polish (64) | s 0.8% hi and Chi | igher than these (33) a | he | | | |
| | Census 2011. | | | | | | | |
| Sexual orientation - including civil partnership | Data covering set ward level. | xual orienta | tion is no | ot available | at | No impact anticipated. | N/A | N/A |

STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

EQUALITY IMPACT ASSESSMENT Page 8 of 9

| | | 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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Peverell Ward is 81%; this is 5% above the citywide average and 8% below the national average. The library makes a contribution to providing a community space. There are limited community spaces in Peverell and there could be a temporary impact between the library closing and alternative community spaces being established. | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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 | N/A |
| | thereof. This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT Page 9 of 9

EQUALITY IMPACT ASSESSMENT

Plympton 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?

PLYMPTON LIBRARY

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

Plympton Library has 6048 active users which is 12.7% 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

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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. Plympton is ranked number 3 out of I7 libraries.

Opening hours

Monday: 8.30am to 6pmTuesday: 8.30am to 6pm

Wednesday: 8.30am to 6pm

Thursday: 8.30am to 8pm

Friday: 8.30am to 6pm

Saturday: 9am to 5pm

Sunday: Closed

Services and facilities

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners

- Meeting rooms for hire
- Books for loan
- DVDs for hire
- Audiobooks
- Request a library item books, periodicals, plays, DVD's, Audiobooks
- Out of Hours returns bin

Events at Plympton Library

Children & Young People

- Rhymetimes Tuesday, Thursday, and Saturday weekly
- Half Term activities
- Share a Story Wednesdays weekly
- Chatterbooks Thursday monthly

Health & Wellbeing

- Active Steps Thursdays weekly
- Stop Smoking Mondays weekly
- Sleep Well, Feel Well ad hoc; run by Plymouth Options
- Feel better with a book Wednesday weekly

Community and Leisure

- Film Show Ad hoc
- Craft Group Friday monthly
- Book Group Friday monthly

Training, Skills & Employability

Gadget Drop In –Wednesday monthly

EQUALITY IMPACT ASSESSMENT
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| | In the event that libraries identified for proposed closure in the Plan for Libraries do close, Plympton Library is an alternative venue for displaced library users. |
|------------------------|---|
| | 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 |
| 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) | | | | nd | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|---|--|---------|---|----|---|--|----------------------------------|
| Age | National | | mograpl | % variance with city wide average +2.8 -6.4 +5.1 Office of nic indicator date Plympton St Ma | | Our home library service will need to meet the needs of an increasing number of physically frail older people. 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. | of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line Promote click and | A Macdonald tbc |

EQUALITY IMPACT ASSESSMENT Page 4 of 11

The representation of the 64+ age group is significantly greater than the city average. This area traditionally houses retired couples looking to move to the suburbs, away from the city centre.

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

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, and Active Steps events aimed at the Over 50s. Other events cater for all ranges.

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 childrens activities e.g rhyme time

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.

EOUALITY IMPACT ASSESSMENT

| | | | | | etc. 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. | | |
|------------|--|--|---|--|--|---|-----------------------|
| Disability | Day to day activities | Number in ward | % | % variance with city wide average | Access for disabled people to Plympton Library has been assessed as good and as a tier I library it may benefit from service enhancements. | Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant 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. | A Macdonald tbc |
| | Limited a lot Limited a little Figures above rela (Plympton St Mary the community re term health condi Census, this is low average. There are 4 peopl language as BSL in Private transport the majority of moduli to the UK bus fleet be mobility impaired experiencing diffic | y) In total juported that tion or disaver (-0.6%) e who reconstitute last certification in the l | ist over they he bility and than the orded the nsus. Tred opered add the despi- tible 25° report | -1.0 -0.3 orary Ward - 19% of ad a long the last e citywide heir first otion for ults (69% in | | | |

EQUALITY IMPACT ASSESSMENT Page 6 of 11

| | There are suitable car parks (The Ridgeway) within close proximity to Plympton library with dedicated disabled parking spaces, in addition to limited car parking outside the facility (this is shared with Harewood House and the tennis courts nearby). There are some health related activities and provision available at Plympton Library. This aimed at mixed ability groups and there are some events targeting particular issues including mental health. The library is Equality Act 2010 compliant. | | | |
|------------|---|--|-----|-----|
| Disability | Safe Place Locations Plympton library is 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. Venues involved in the scheme are easily | No adverse impact as this Safe Space will be retained. | N/A | N/A |
| | identifiable by the yellow logo displayed in their front window. 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. Plympton Library is a designated safe place along with 11 other Plympton locations | | | |

EQUALITY IMPACT ASSESSMENT Page 7 of 11

| Faith/religion or | | | | | No impact anticipated. | N/A | N/A |
|--|--|-------------------|---------|------------------------------------|--|--|-------------|
| belief | Religion | Number in Ward | % | % variance with city wide strategy | | | |
| | Christian | 8745 | 68.0 | +10.1 | | | |
| | Buddhist | 19 | 0.1 | -0.2 | | | |
| | Hindu | 11 | 0.1 | -0.1 | | | |
| | Jewish | 2 | 0.0 | -0.1 | | | |
| | Muslim | 8 | 0.1 | -0.7 | | | |
| | Sikh | I | 0.0 | 0.0 | | | |
| | Other Religion | 33 | 0.2 | -0.3 | | | |
| | No religion | 3184 | 24.8 | -8.1 | | | |
| | Not stated | 860 | 6.7 | -0.4 | | | |
| | Residents in Plyr likely to profess be any other relipopulation. | Christianity | and les | s likely to | | | |
| Gender - including marriage, pregnancy and maternity | Residents are more likely to be female than the | | | | 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 this impact will be reduced due to the commitment that has been made for the activities and services | Promote the outreach service effectively in areas where a Library is closing Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures | A Macdonald |

EQUALITY IMPACT ASSESSMENT

| | children to activities in libraries. | | | | which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers. | there is a significant displacement of users from of libraries elsewhere. | |
|------------------------|--|-------------------------------|---------------------|-----------------------------------|--|---|-----|
| Gender reassignment | Data covering gender reassignment is not available at ward level. | | | | N/A | N/A | N/A |
| Race | | | | I | No adverse impact anticipated | N/A | N/A |
| | Ethnicity | Number in Ward | % | % variance with city wide average | Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities. | | |
| | White British | 12,534 | 97.5 | +5.4 | | | |
| | White Other | 153 | 1.2 | -2.0 | | | |
| | Mixed | 90 | 0.7 | -0.6 | | | |
| | Asian/Asian British | 50 | 0.4 | -1.1 | | | |
| | Black/Black British | 21 | 0.2 | -0.5 | | | |
| | Other ethnic group | 8 | 0.1 | -0.3 | | | |
| | Residents are mo (+5.4%) than the other minority are substantially less | average acr nd BME grou | oss the ups are | city. All | | | |
| | Over 99% of resispeak English as to 3.4% higher than (24) is the most olanguage. | their main la the citywide | nguage. e averag | This is ge. Polish | | | |

| Census 2011. | | | |
|--|--------------------------------|-----|-----|
| 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 |
|--|---|----------------------------------|
| 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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Plympton St Mary is 84%, this is 8% above the citywide average and 5% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. | N/A |
| | This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public. | |

EQUALITY IMPACT ASSESSMENT Page 10 of 11

STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

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EQUALITY IMPACT ASSESSMENT

Plymstock 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?

PLYMSTOCK LIBRARY

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

Plymstock Library has 6242 active users which is 13.1% 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

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

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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 I to I7 against each criteria. With I7 being the lowest value scoring. Plymstock ranked number I out of I7 libraries.

Opening hours

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

Services and facilities

- Computers for public use
- Free Wi-Fi
- Printers (colour and black/white)
- Photocopiers (colour and black/white)
- Scanners
- Meeting rooms for hire
- Café
- Books for loan
- DVDs for hire
- Audiobooks

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

Events at Plymstock Library

Children & Young People

- Rhymetimes Thursdays and Saturdays weekly
- Half Term activities
- Share a Story Wednesdays weekly
- Chatterbooks Mondays monthly

Health & Wellbeing

- Active Steps Wednesday weekly
- Stop Smoking Mondays weekly
- Feel better with a book Tuesday weekly
- Mindfulness workshop ad hoc; run by Plymouth Options

Community and Leisure

- History presentations ad hoc
- Film Shows Mondays monthly
- Classic Movie shows Tuesday monthly
- Craft Group Friday monthly
- Book Group Friday monthly

Training, Skills & Employability

- Gadget Drop In –Tuesdays monthly
- Hello Word Coding and Making Tuesdays fortnightly
- IT for Beginners Tuesday monthly

In the event that libraries identified for proposed closure in the Plan for Libraries do close, Plympton Library is an alternative venue for displaced library users.

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.

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 feedback | | mation | (e.g. data and | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|--|---|--------------------------------|-------------------------------|--|--|----------------------------------|
| Age Number % variance with city wide average 0-15 2264 18.2 +1.3 16-64 7172 57.8 -7.2 64+ 2972 24.0 +6.6 Above data based is based on ONS demographic indicator data for Plymstock Library ward. (Plymstock Radford) | Our home library service will need to meet the needs of an increasing number of physically frail older people. Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia. | Promote online lending of eBooks Library staff will provide assistance to anyone who needs help accessing the service on line Promote click and collect service which will be | A Macdonald tbc | | | | |
| | 64+ Above da demograp | 2972 ta based is lohic indicate | 24.0 pased or or data fo | +6.6 n ONS or Plymstock | 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 | 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. | |

EQUALITY IMPACT ASSESSMENT Page 4 of 10

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

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, and Active Steps events aimed at the Over 50s. Other events cater for all ranges.

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 PC's for young or older people, or demand for targeted children's activities e.g. rhyme time etc.

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 | | |
|------------|---|--|-------------------------------|--|---|--|--|
| Disability | Day to day Number % % var Plymstock Library has been assessed as good and as a tier I where a library is | Promote the outreach service effectively in areas where a library is closing | A Macdonald tbc | | | | |
| | Limited a lot | 1180 | 9.5 | -0.5 | library it may benefit from service enhancements. | Ensure that outreach locations that are selected | |
| | Limited a little | 1389 | 11.1 | +1.3 | | for delivering library services are Equality Act | |
| | Ward (Plymstock I 20% of the commu long term health collast Census, this is the citywide average There are six peop | inity reported ondition or d slightly highe ge. ble who recol | d that the sability or (+0.2) | hey had a vat the %) than eir first | | 2010 compliant 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 | |
| | language as British census. | Sign Languag | e in the | e iast | | users from of libraries elsewhere. | |
| | Private transport is the majority of mo 2013). | | | | | | |
| | Transport statistics the UK bus fleet be mobility impaired pexperiencing difficu | eing accessibl bassengers re | e 25% (port | of | | | |
| | There are some he provision available aimed at mixed absome events target | at Plymstock lity groups ar | Library | y. This e are | | | |

EQUALITY IMPACT ASSESSMENT Page 6 of 10

| | including mental hea | lth. | | | | | |
|-------------------|--|---|--------------------------------|--------------------------------------|--|-----|-----|
| | There are suitable control within close proximitation with dedicated disable control with disable cont | ity to Plymst | ock libr | | | | |
| Disability | If a person with a leanneed help' card, need are in the community member of staff in a then call their design depending on what is | arning disabil ds assistance y, they can s Safe Place. S nated person | when thow the or the | they is to a e will Police, | No adverse impact as this Safe Space will be retained. | N/A | N/A |
| | Venues involved in to identifiable by the year front window. | | | • | | | |
| | Going to a Safe Place situation where a per disability is feeling vursomeone is being cabeing bullied. Or the and are feeling over | erson with a ulnerable. Fo lled names o ey may have | learning r exam r if the | g ole, if y are | | | |
| | Plymstock Library is along with 8 other F | _ | | ace | | | |
| Faith/religion or | | | | | No impact anticipated. | N/A | N/A |
| belief | Religion | Number | % | % var | | | |
| | Christian | 8322 | 66.7 | +8.6 | | | |
| | Buddhist | 30 | 0.2 | -0.1 | | | |
| | Hindu | 4 | 0.0 | -0.2 | | | |
| | Jewish | 4 | 0.0 | -0. I | | | |

EQUALITY IMPACT ASSESSMENT Page 7 of 10

| pregnancy and maternity 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), The pregnancy and displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. The pregnancy and displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. | Macdonald |
|--|-----------|
| Other Religion 33 0.3 -0.2 No religion 3184 25.5 -7.4 Not stated 882 7.1 0.0 Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population. Residents are more likely to be female than the citywide average (+1%). Men 48%, Women 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), | Macdonald |
| No religion 3184 25.5 -7.4 Not stated 882 7.1 0.0 Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population. Residents are more likely to be female than the citywide average (+1%). Men 48%, Women 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are more likely to be female than the citywide average impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other shill are religion than the citywide average (-14.7%), Residents are more likely to be female than the citywide average (+1%). Men 48%, Women displacement to this library from the libraries that are closing in order to access Rhymetimes and other shill are religion. | Macdonald |
| Not stated 882 7.1 0.0 Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population. Residents are more likely to be female than the citywide average (+1%). Men 48%, Women 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are less likely to be single and never married than the city wide average (-14.7%), residents are more likely to be female than the citywide average impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and order to access R | Macdonald |
| Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population. Residents are more likely to be female than the citywide average (+1%). Men 48%, Women pregnancy and maternity Residents are more likely to be female than the citywide average (+1%). Men 48%, Women displacement to this library from the libraries that are closing in order to access Rhymetimes and other shilders evictored activities. Residents are more likely to be female than the citywide average (+1%). Men 48%, Women displacement to this library from the libraries that are closing in order to access Rhymetimes and other shilders evictored activities. | Macdonald |
| likely to profess Christianity and less likely to be any other religion than the citywide population. Gender - including marriage, pregnancy and maternity Residents are less likely to be female than the citywide average (+1%). Men 48%, Women 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), Residents are less likely to be single and never married than the city wide average (-14.7%), | Macdonald |
| marriage, pregnancy and maternity citywide average (+1%). Men 48%, Women 52%. Residents are less likely to be single and never married than the city wide average (-14.7%), citywide average (+1%). Men 48%, Women displacement to this library from the libraries that are closing in order to access Rhymetimes and other shildren orientated activities. Mathematernity women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other shildren orientated activities. | Macdonald |
| less likely to be divorced (-1.8%) and more likely to be widowed (+2.5%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries Other Children of leftated 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. For in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere. | |
| Gender Data covering gender reassignment is not available at ward level. N/A N/A N/A | V/A |
| Race No adverse impact is anticipated. Consider making closure A | |
| Ethnicity Number % % var other languages where | Macdonald |
| White British 12107 97.0 +4.9 tbc | bc |
| White Other 157 1.3 -1.9 | |
| Mixed 99 0.8 -0.5 | |

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| | Asian/Asian British | 59 | 0.5 | -1.0 |
|---|--|---------------------------------|---------------------|-------|
| | Black/Black British | 42 | 0.3 | -0.4 |
| | Other ethnic group | 16 | 0.1 | -0.3 |
| | Over 99% of reside | unts over thr | ae vears | old |
| | speak English as the 3.4% higher than th Portuguese (9) is the main language. | eir main langu e citywide av | ıage. Th verage. | is is |
| | Census 2011. | | | |
| | Residents are more (+5.4%) than the avother minority and substantially less re | erage across BME groups | the city | . All |
| Sexual orientation -including civil partnership | Data covering sexu available at ward le | | n is not | |

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 |

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| 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. | Library staff in all tier I 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 |
|--|---|-----|
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Plymstock Radford is 85%, this is 9% above the citywide average and 4% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. 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

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EQUALITY IMPACT ASSESSMENT

Southway 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?

SOUTHWAY LIBRARY

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

Southway Library has 2281 active users which is 4.8% 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.

Version 2, February 2015 OFFICIAL

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. **Southway ranked number 6 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 (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Books for loan
- Request a library item books, periodicals, plays, DVD's, Audiobooks

Events at Southway Library

- Job Club Mondays –Weekly
- Book Group Tuesday monthly

| | Feel better with a book – Mondays- Weekly | | | | | | |
|------------------------|--|--|--|--|--|--|--|
| | Rhymetime – Wednesday – Weekly | | | | | | |
| | Feel Better with a Book – Tuesdays weekly | | | | | | |
| | Stop Smoking Service – Thursdays weekly | | | | | | |
| | Lego Club – Thursdays weekly | | | | | | |
| | 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. Southway Library is an alternative venue for displaced library users. | | | | | | |
| | 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. | | | | | | |
| 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) | feedback) | | | | Any adverse impact See guidance on how to make judgement | Actions | Timescale and who is responsible |
|--|-----------------------|---------------------------------|---|---|--|----------------------------------|----------------------------------|
| Age | Δσο | Number | % | % | Our home library service will need to meet the needs of an | Promote online lending of eBooks | A Macdonald |
| | Age Number % in ward | variance with city wide average | increasing number of physically frail older people. Libraries will face a similar challenge in meeting the needs of older people with visual and | Library staff will provide assistance to anyone who needs help accessing the service on line Promote click and collect | | | |
| | 0-15 | 2716 | 20.5 | +3.0 | hearing impairments and dementia. | service which will be | |
| | 16- 64 7996 60.2 -4.8 | -4.8 | | available at outreach | | | |

EQUALITY IMPACT ASSESSMENT Page 3 of 11

64+ 2560 19.3 +1.9

Source annual populations survey 2012.

The representation of the 16-64 age groups is lower than the city average, but the 0-15 age group is greatly higher than the city average.

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 preschool 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

venues

Promote the outreach locations where library services will be delivered

Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.

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, and Active Steps events aimed at the Over 50s. Other events cater for all ranges.

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 PC's for young or older people, or demand for targeted children's activities e.g. rhyme time etc.

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.

EQUALITY IMPACT ASSESSMENT Page 5 of 11

Disability

| Day to day activities | Number in ward | % | % variance with city wide average |
|-----------------------|-------------------|------|--|
| Limited a lot | 1425 | 10.8 | +0.8 |
| Limited a little | 1374 | 10.4 | 0.0 |

In total just over 21% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+0.4%) than the citywide average.

There are six people who recorded their first language as British Sign Language in the last census.

Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).

Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.

There is a suitable car park to the rear of Southway Library with dedicated disabled parking spaces.

Access for disabled people to Southway Library has been assessed as good and as a tier I library it may benefit from service enhancements. Promote the outreach service effectively in areas where a library is closing

Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant

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.

A Macdonald

| | There are some healt provision available at aimed at mixed ability some events targeting including mental healt. The library is accessible the bus stop rather the provision of the library is accessible. | Southway groups ang particular h. ble from th nan the ma | Library. d there issues e entrar in entra | This are | | | |
|-------------------|--|---|--|-----------------------|---|-----|-----|
| | the shopping precinct compliant. | . It is Equa | lity Act | 2010 | | | |
| Disability | | | | | No adverse impact is as this Safe Space will be retained. | N/A | N/A |
| | identifiable by the yel front window. | | | , | | | |
| | Going to a Safe Place situation where a per disability is feeling vul someone is being call being bullied. Or they and are feeling overw | son with a nerable. Fo ed names o may have | learning or exam or if the | g ple, if y are | | | |
| | Southway Library is a | designated | d safe sp | ace. | | | |
| Faith/religion or | Religion | Number | % | % var | No impact anticipated. | N/A | N/A |
| belief | Christian | 8089 | 62.1 | +4.0 | | | |
| | Buddhist | 35 | 0.3 | 0.0 | | | |
| | Hindu | 25 | 0.2 | 0.0 | | | |

EQUALITY IMPACT ASSESSMENT Page 7 of 11

| | | | I | | | | |
|--|---|--|---|---------------|--|--|--------------------|
| | Jewish | 4 | 0.0 | -0.1 | | | |
| | Muslim | 44 | 0.3 | -0.5 | | | |
| | Sikh | 2 | 0.0 | 0.0 | | | |
| | Other Religion | 45 | 0.3 | -0.2 | | | |
| | No religion | 3927 | 30.1 | -2.8 | | | |
| | Not stated | 858 | 6.6 | -0.5 | | | |
| | Residents were more Christianity and less I the citywide populationalso showed a minor figures measured agai city. | ikely to be on. Other i decrease ii | Muslim minority n indicat | faiths ive | | | |
| Gender - including marriage, pregnancy and maternity | Residents are more li citywide average (+1 52%. Residents are less like married than the city more likely to be divolikely to be widowed Anecdotal evidence spredominantly wome children to activities i | ely to be singled wide average (+0.4 (+0.5%). Suggests that is the content of th | 18%, Wongle and age (-10.14%) and tit's | never 4%), | 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 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. | Promote the outreach service effectively in areas where a Library is closing 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. | A Macdonald tbc |
| Gender reassignment | Data covering gender available at ward level | | ent is no | ot | N/A | N/A | N/A |

EQUALITY IMPACT ASSESSMENT Page 8 of 11

| Race | | | | | No adverse impact anticipated | Consider making library | A Macdonald |
|--|---|--|------------------------|-----------------|--|---|-------------|
| | Ethnicity | Number in ward | % | in city wide | Plymouth's population could continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities. | closure information available in other languages where required / requested. | tbc |
| | White British | 12504 | 96 | +2.9 | | | |
| | White Other | 197 | 1.5 | -1.7 | | | |
| | Mixed | 100 | 0.8 | -0.5 | | | |
| | Asian/Asian British | 158 | 1.2 | -0.3 | | | |
| | Black/Black British | 28 | 0.2 | -0.5 | | | |
| | Other ethnic group | 42 | 0.3 | -0. I | | | |
| | Over 98% of resider speak English as thei 1.8% higher than the (41) and Filipino (34) alternative main lang | r main lang citywide a are the m | uage. Th verage. I | is is Polish | | | |
| | Census 2011. | | | | | | |
| | Residents are more (+2.9%) than the ave other minority and E substantially represe | erage acros BME groups | s the city s are mo | ,. All | | | |
| Sexual orientation - including civil partnership | Data covering sexua at ward level. | l orientatio | on is not | available | No adverse impact anticipated. | N/A | |

EQUALITY IMPACT ASSESSMENT Page 9 of 11

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 by 2020. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in Southway is 69%, this is 7% below the citywide average and 20% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to <u>guidance</u> | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. 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

EQUALITY IMPACT ASSESSMENT Page 10 of 11

Date 12.06.2017

7 24

Responsible Officer

Assistant Director for Customer Services

EQUALITY IMPACT ASSESSMENT

St Budeaux 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?

ST BUDEAUX LIBRARY

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

St Budeaux Library has 2730 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

Version 2, February 2015 OFFICIAL

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. **St Budeaux ranked number 7 out of 17 libraries.**

Opening hours

- Monday: 8.30am to 6pm
- Tuesday: 8.30am to 6pm
- Wednesday: 8.30am to 6pm
- Thursday: 8.30am to 8pm
- Friday: 8.30am to 6pm
- Saturday: 9am to 5pm
- Sunday: Closed

Services and facilities

- Computers for public use
- Free Wi-Fi
- Printer (colour and black/white)
- Photocopier (colour and black/white)
- Scanner
- Meeting room for hire
- Books for loan
- Request a library item books, periodicals, plays, DVD's, Audiobooks

Events at St Budeaux Library

| | Rhymetime – Twice Weekly - Monday & Thursday Share a Story for Under 5s – Weekly Active Steps – For over 50s – Twice Weekly Monday & Wednesdays Stop Smoking Advice – Weekly – I-2-I sessions Work Club – Weekly Fridays Memory Café – Weekly In the event that libraries identified for proposed closure in the Plan for Libraries do close. St Budeaux Library is an alternative venue for displaced library users from the following branches within two miles. Ernesettle West Park 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. |
|------------------------|--|
| 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 | | Our home library service will need to meet the needs of an increasing number of physically frail older people. Libraries will face a similar challenge in meeting the needs of older people with visual and | Promote online lending of ebooks Library staff will provide assistance to anyone who needs help accessing the service on line | A Macdonald |

EQUALITY IMPACT ASSESSMENT Page 3 of 10

| Age | Number in Ward | | % | % variance with city wide average |
|--------|-------------------|---|------|--|
| 0-15 | 3039 | 2 | 22.4 | +4.9% |
| 16- 64 | 8554 | 6 | 3.0 | -2.0% |
| 64+ | 1993 | I | 4.7 | -2.7% |

Above data based is based on Office of National Statistics demographic indicator data for St Budeaux Library at ward level

0-15 age group is significantly higher than the city average. There is evidence of a slight decrease in representation of citizens that are 64 +

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

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.

| | | | | | 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, and Active Steps events aimed at the Over 50s. Other events cater for all ranges. 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 PC's for young or older people, or demand for targeted children's activities e.g rhyme time etc. 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. | | |
|------------|-----------------------|------------|------|-------|---|--|-----------------------|
| Disability | Day to day activities | Num ber | % | % var | Access for disabled people to St Budeaux Library has been assessed as good and as a tier I library it may benefit from | Promote the outreach service effectively in areas where a library is closing Ensure that outreach locations | A Macdonald tbc |
| | Limited a lot | 1556 | 11.6 | +1.6 | service enhancements. | that are selected for delivering library services are Equality Act 2010 compliant Reassess staffing levels to | |

EQUALITY IMPACT ASSESSMENT Page 5 of 10

| Limited a | 1457 | 10.9 | +0.5 | |
|-----------|------|------|------|--|
| little | | % | | |

In total just over 22.5% of the community in St Budeaux Ward reported that they had a long term health condition or disability at the last Census, this is marginally higher (1.5%) than the citywide average.

DLA claimants in St Budeaux made up 7.0 % of the total DLA claimant count for the city with 50% of these claiming the higher mobility rate of the benefit.

There are seven people who recorded their first language as British Sign Language in the last census.

Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).

Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.

There are some health related activities and provision available at St Budeaux Library such as Active Steps and Smoking Cessation.

There is a small car park at the rear of the library. There is limited on-street parking in the neighbouring streets

The library is Equality Act 2010 compliant.

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.

| Disability | Safe Place Locations | | | | No adverse impact anticipated. | Explore possibility of St | A |
|-------------------|--|---|---|--|--------------------------------|---|-----------|
| | If a person will need help' they are in the this to a me Someone will person or the circumstrates. | card needs the commune the commune the commune the call the call the Police, de | assistanity, the off in a Sa cheir de epending | nce when y can show afe Place. signated | | Budeaux Library being made a designated Safe Place. | Macdonald |
| | Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window. | | | | | | |
| | 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. | | | | | | |
| | St Budeaux designated s 5 safe space | afe place. T | here ar | e currently | | | |
| Faith/religion or | | | | | No impact anticipated. | N/A | N/A |
| belief | Religion | Number | % | % var | | | |
| | Christian | 7545 | 56.4 | -1.7 | | | |
| | Buddhist | 31 | 0.23 | -0.07 | | | |
| | Hindu | ı | 0.00 7 | -0.1 | | | |
| | Jewish | 4 | 0.03 | -0.03 | | | |
| | Muslim | 48 | 0.36 | -0.4 | | | |

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| Gender - including marriage, pregnancy and maternity | female than Men 48.7%, Residents ar | and more li han the city rity faiths ali indicative figurerage acrost the citywide Women 51 re less likely | kely to wide poso show gures moss the core like average. 3%. | be profess opulation. yed a minor easured city. ly to be the (+0.7%). | There may be an adverse impact to women if there is significant displacement to this library from | Promote the outreach service effectively in areas where a library is closing | A Macdonald |
|--|--|--|--|---|---|--|----------------|
| | no religion to Other mino decrease in against the a | han the city rity faiths al indicative fig verage acro | wide posso show gures mass the c | opulation. ved a minor easured city. | | | |
| marriage, pregnancy | female than the citywide average (+0.7%). Men 48.7%, Women 51.3%. Residents are less likely to be single and never married than the city wide average (-2.8%), more likely to married (+1.3%) or divorced +1.3%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries | | | ingle and le average (+1.3%) or at it's | to women if there is significant | effectively in areas where a | 1 |
| Gender reassignment | Data coveri available at v | | eassignn | nent is not | N/A | N/A | N/A |
| Race | | | | | No adverse impact anticipated | Consider library closure | Α |

EQUALITY IMPACT ASSESSMENT

| Ethnicity White British White Other | Number | % | % var | Plymouth's population could | information made available in | Macdonald | |
|---|--|------------------------------|--------------------|-----------------------------|--|------------------------|-----|
| | | 12905 | 96.5 | +3.6 | continue to diversify into the future and the library will need to adapt to meet the needs of our newer communities. | alternative languages. | |
| | | 244 | 1.7 | -1.5 | | | |
| | Mixed | 105 | 0.8 | -0.5 | | | |
| British Black/Black British Other | Asian/Asian British | 84 | 0.6 | -0.9 | | | |
| | Black/Black British | 27 | 0.2 | -0.5 | | | |
| | Other ethnic group | 14 | 0.1 | -0.3 | | | |
| The second most widely spoken language is Polish (44) and East Asian (32) | | | | anguage is | S | | |
| | Census 2011. | | | | | | |
| | The local area to the citywide than average re British citizens | e average. T epresentatio | here is on of W | a higher /hite | | | |
| Sexual orientation - including civil partnership | Data covering sexual orientation is not available at ward level. | | | is not | 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 | N/A |

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| | hourly pay between men and women | |
|--|---|-----|
| 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. | Library staff in all tier I 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 |
| Good relations between different communities (community cohesion) | The headline rate of Community Cohesion in St Budeaux Ward is 76%, this is the same as the citywide average and 13% below the national average. The library will continue to make a key contribution to providing an effective community space. No impact is anticipated | N/A |
| Human rights Please refer to guidance | The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights. 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. 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

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