

# 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

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. Eggbuckland ranked number 15 out of 17 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

	<p>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.</p> <p>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.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Chris Jones / Kevin Mckenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="481 363 1005 767"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2453</td> <td>18.4</td> <td>+0.9%</td> </tr> <tr> <td>16- 64</td> <td>8090</td> <td>60.6</td> <td>-4.4%</td> </tr> <tr> <td>64+</td> <td>2798</td> <td>21.0</td> <td>+2.6%</td> </tr> </tbody> </table> <p data-bbox="481 786 824 807">Source: annual populations survey 2012</p> <p data-bbox="481 826 1048 895">Currently people aged 60+ are entitled to a free bus pass</p>	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	+2.6%	<p data-bbox="1113 323 1570 464">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1113 488 1570 628">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1113 652 1570 793">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1113 817 1570 995">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1113 1019 1570 1160">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1113 1184 1570 1441">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p>	<p data-bbox="1588 323 1933 392">Promote online lending of eBooks</p> <p data-bbox="1588 416 1933 557">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1588 580 1933 721">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1588 745 1933 847">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1588 871 1933 1011">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1588 1035 1933 1104">Promote the Home Library Service</p>	<p data-bbox="1942 323 2085 392">A Macdonald</p> <p data-bbox="1942 416 1989 437">tbc</p>
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					<p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p> <p>Potential impact on younger 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</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p>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.</p>		
<p><b>Disability</b></p>	<p>Day to day activities</p>	<p>Number in ward</p>	<p>%</p>	<p>% variance with</p>	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach</p>	<p>A Macdonald tbc</p>

				city wide average	<p>A significant factor may be the availability of wheelchair accessible spaces as there is generally only one on each bus.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open are:</p> <p>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.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>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.</p> <p>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</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries</p>	<p>locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	
	Limited a lot	1299	9.7	-0.3%			
	Limited a little	1454	10.9	+0.5%			
	<p>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.</p> <p>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</p> <p>There are nine people who recorded their first language as British Sign Language in the last census in Eggbuckland Ward .</p> <p>The Library is Equality Act 2010 compliant</p>						

		to be provided by an alternative library, or through the online and outreach offers.																										
	<p><b>Safe Space Scheme</b></p> <p>Eggbuckland library is a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a 'Safe Place.' They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable.</p>	<p>Adverse impact anticipated as there are no safe spaces within short walking distance.</p> <p>Frogmore Stores, Dale Avenue (16 mins walk).</p> <p>Alternative safe places are needed in Eggbuckland within reasonable distance of the libraries.</p>	Promote nearest alternative Safe Space as part of Library closure arrangements and seek an alternative safe space in Eggbuckland.	A Macdonald tbc																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8,889</td> <td>66.6%</td> <td>+8.5%</td> </tr> <tr> <td>Buddhist</td> <td>33</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>67</td> <td>0.5%</td> <td>+0.3%</td> </tr> <tr> <td>Jewish</td> <td>5</td> <td>0.0%</td> <td>-0.1%</td> </tr> <tr> <td>Muslim</td> <td>92</td> <td>0.7%</td> <td>-0.1%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	8,889	66.6%	+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%	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.0%). Men 48.4%, Women 51.6%.</p> <p>Residents are less likely to be single and never married than the city wide average (-11.2%), slightly less likely to be divorced (-1.6%), but more likely to be widowed (+1.0%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>We have committed running the activities that the community would wish to see in the future from alternative locations in the area.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	<p>A Macdonald</p> <p>tbc</p>																
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A																
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance with city</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Ethnicity	Number in ward	%	% variance with city					<p>No adverse impact anticipated - The local area is less diverse than the citywide average.</p>	<p>Consider making library closure information available in other languages where required / requested.</p>	<p>A Macdonald</p> <p>tbc</p>								
Ethnicity	Number in ward	%	% variance with city																	

				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%			
	<p>Over 98% of residents over three years old speak English as their main language. This is 1.6% higher than the citywide average. Polish (64) is the most common alternative main language.</p> <p>Source: Census 2011</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women.	N/A

<p><b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b></p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in 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</p>	<p>N/A</p>
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>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.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>N/A</p>

**STAGE 4: PUBLICATION**

Date 12.06.2017



Responsible Officer

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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

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
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- 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. **Ernesettle ranked number 12 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 1pm
- 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, Whiteleigh
- 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.

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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.

	<p>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.</p> <p>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.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
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## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="483 472 1010 874"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2852</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>8640</td> <td>61.6</td> <td>-3.4</td> </tr> <tr> <td>64+</td> <td>2530</td> <td>18.0</td> <td>+0.6</td> </tr> </tbody> </table> <p data-bbox="483 890 994 922">Source annual populations survey 2012.</p> <p data-bbox="483 946 1025 1018">Currently people aged 60+ are entitled to a free bus pass</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<p data-bbox="1059 427 1509 571">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1059 595 1509 738">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1059 762 1509 906">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1059 930 1509 1106">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1059 1129 1509 1273">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1059 1297 1509 1441">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their</p>	<p data-bbox="1532 427 1872 499">Promote online lending of eBooks</p> <p data-bbox="1532 523 1872 667">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1532 691 1895 794">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1532 818 1872 922">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1532 946 1872 1090">Promote alternative transport arrangements in libraries including Access Plymouth services</p> <p data-bbox="1532 1114 1895 1177">Promote the Home Library Service</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
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		<p>peer group libraries provide, particularly for those of pre-school age.</p> <p>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.</p> <p>There are currently no targeted activities operating from this library.</p> <p>During Summer 48 young people engaged in the Summer Reading challenge and may be inconvenienced were this library to close.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="481 879 1039 1166"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1985</td> <td>14.2</td> <td>+4.2</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>+1.8</td> </tr> </tbody> </table> <p>In total just over 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</p> <p>In May 2012 there were 1145 people</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	+4.2	Limited a little	1703	12.2	+1.8	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>The nearest library (St Budeaux) is within a reasonable travel distance of 1.9 miles</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>Regular Buses service St Budeaux library travelling from The Bull &amp; Bush in Ernesettle. Service number 43 runs at 15 minute intervals.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	+4.2													
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	<p>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.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>The library building is Equality Act 2010 compliant</p>	<p>This is a two minute walk from Ernesettle Library and a further one minute walk on alighting the bus in St Budeaux</p> <p>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.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>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.</p> <p>There is some limited parking available adjacent to the St Budeaux site and further suitable on street parking available.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and</p>		
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		outreach offers.																																										
	<p><b>Safe Space Scheme</b></p> <p>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.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact</p> <p>Nearest Safe Space to Ernesettle Library will continue to be;</p> <p>The Co-operative Food/Pharmacy, Hornchurch road (2 min walk) Opening times: 7:00-22:00 Mon-Sun</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc																																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table> <p>Residents were less likely to profess Christianity more likely to profess no</p>	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	1	0.007	0.004	Other Religion	42	0.30	-0.2	No religion	5092	36.5	+3.6	Not stated	988	7.1	-	No impact anticipated.	N/A	N/A
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	religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.																															
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced +2.3% or widowed (+1.9%)</p> <p>There are currently no activities offered from Ernesettle Library</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	A Macdonald tbc																												
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A																												
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Ethnicity	Number	%	% var																													
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	<p>The second most widely spoken language is Polish (48) and South Asian (18).</p> <p>Source: Census 2011</p> <p>The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community.</p>			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	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.	
<b>Human rights</b> <b>Please refer to <u>guidance</u></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of 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.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# 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



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)

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- 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 1pm
- 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

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

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

**STAGE 2: EVIDENCE AND IMPACT**

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64+	1832	12.8	-4.6																	

		<p>library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p> <p>Potential impact on younger and older people is lower in the local community as there are less younger and older people than the citywide average.</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p>The Summer Reading Challenge is a citywide initiative and 23 young readers accessed Laira Library to participate in the challenge.</p>		
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Disability					<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Transport links to the nearest libraries that we propose to keep open are adequate and buses run frequently.</p> <p>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.</p> <p>To Efford library the bus service numbers 8 &amp; 9.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>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.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p> <p>Promote the Home Library Service</p>	<p>A Macdonald tbc</p>
	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			
<p>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</p> <p>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.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>Laira library is not Equality Act 2010 compliant due to accessibility issues (front step into the building).</p> <p>There is a lack of potential Equality Act 2010 compliant outreach venues in the</p>							

	local area which will reduce the choice of suitable outreach venues	from these libraries to be provided by an alternative library, or through the online and outreach offers.																		
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Laira library is not a member of the Safe Space Scheme. If a person with a Learning Disability with an 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>The nearest Safe Spaces in this area continue to be;</p> <p>Spar shop, Old Laira road (2 min walk) Opening times: 7:00-23:00 Mon-Sun.</p> <p>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.</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald																
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7242</td> <td>51.4</td> <td>-6.7</td> </tr> <tr> <td>Buddhist</td> <td>48</td> <td>0.3</td> <td>+0.04</td> </tr> <tr> <td>Hindu</td> <td>26</td> <td>0.18</td> <td>-0.02</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7242	51.4	-6.7	Buddhist	48	0.3	+0.04	Hindu	26	0.18	-0.02	No impact anticipated.	N/A	N/A
Religion	Number in ward	%	% variance with city wide average																	
Christian	7242	51.4	-6.7																	
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Hindu	26	0.18	-0.02																	

	<table border="1"> <tbody> <tr> <td>Jewish</td> <td>10</td> <td>0.7</td> <td>+0.06</td> </tr> <tr> <td>Muslim</td> <td>117</td> <td>0.8</td> <td>-</td> </tr> <tr> <td>Sikh</td> <td>8</td> <td>0.07</td> <td>+0.04</td> </tr> <tr> <td>Other Religion</td> <td>69</td> <td>0.48</td> <td>-0.02</td> </tr> <tr> <td>No religion</td> <td>5555</td> <td>39.4</td> <td>+6.5</td> </tr> <tr> <td>Not stated</td> <td>1017</td> <td>7.2</td> <td>+0.1</td> </tr> </tbody> </table> <p>Residents were less likely to profess Christianity and more likely to profess no religion. Those citing Buddhist, Jewish and Sikh was marginally higher in this ward.</p>	Jewish	10	0.7	+0.06	Muslim	117	0.8	-	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			
Jewish	10	0.7	+0.06																									
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Other Religion	69	0.48	-0.02																									
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Not stated	1017	7.2	+0.1																									
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	A Macdonald tbc																								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								



Race					No adverse impact anticipated -The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
	Ethnicity	Number in ward	%	% variance with city wide average			
	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			
	<p>Over 95% of residents over 3 years old speak English as their main language. This is 1% lower than the citywide average. Polish (166) is the most common alternative main language followed by East Indian (46)</p> <p>As data is collated to Ward level please note that all statistical data for this community is identical to that detailed in the Efford assessment report as both libraries are located within the Lipson and Efford Ward Census 2011</p>						
Sexual orientation - including civil partnership	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Efford & Lipson is 76%, this is the same as the citywide average and 13% below the national average.  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.	N/A
<b>Human rights Please refer to <a href="#">guidance</a></b>	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, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the	N/A

	<p>local area, proximity of nearby libraries and the continuing provision of both online and Home Library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

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

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. **Stoke ranked number 13 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 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.

	<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> <li>▪ The following fares apply to this service:</li> <li>▪ £4 - Up to 2 miles return (2 miles there and 2 miles back)</li> <li>▪ £6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</li> <li>▪ £9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</li> <li>▪ Any journeys over 8 miles return will be charged at £10.</li> <li>▪ All fares are for a one way trip with the return free.</li> </ul> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport.</p>
<b>Author</b>	Chris Jones and Kevin Mckenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)				Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible
<b>Age</b>	Age	Number in Ward	%	% variance with city	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar</p>	<p>Promote online lending of eBooks.</p> <p>Library staff will provide assistance to anyone who needs help accessing the</p>	<p>A Macdonald tbc</p>

				wide average	<p>challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>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</p>	<p>service on line.</p> <p>Promote click and collect service which will be available at outreach venues.</p> <p>Promote the outreach locations where library services will be delivered.</p> <p>Promote alternative transport arrangements in libraries including Access Plymouth services.</p> <p>Promote the Home Library Service.</p>	
	0-15	2178	15.8	-1.7%			
	16- 64	9666	69.9	+4.9%			
	64+	1975	14.3	-3.1%			
<p>Source annual populations survey 2012.</p> <p>Currently people aged 60+ are entitled to a free bus pass</p>							



		<p>facilities, therefore no adverse impact is expected</p> <p>Potential impact on 16-64 year olds is slightly more in the local community than the citywide average.</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service .</p> <p>Users make use of the Book Club, averaging nine attendees per event, and the Rhymetime, averaging 21 attendees per event.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="481 957 1025 1316"> <thead> <tr> <th>Day to day activities</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1309</td> <td>9.4</td> <td>-0.6%</td> </tr> <tr> <td>Limited a little</td> <td>1313</td> <td>9.5</td> <td>-0.9%</td> </tr> </tbody> </table> <p>In total just over 18% of the community reported that they had a long term health condition or disability at the last Census, this</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1309	9.4	-0.6%	Limited a little	1313	9.5	-0.9%	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus from the most direct stop, there is about a four minute walk to the nearest bus stop.</p> <p>To Devonport library by public transport the service 21 runs every 10 mins to the bus stop</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Promote alternative transport arrangements in libraries prior to closure including Access Plymouth services</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in ward	%	% variance with city wide average													
Limited a lot	1309	9.4	-0.6%													
Limited a little	1313	9.5	-0.9%													

	<p>is lower (-1.1%) than the citywide average.</p> <p>There is one person who recorded their first language as British Sign Language in the last census.</p>	<p>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.</p> <p>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.</p> <p>A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>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).</p> <p>However this impact will be reduced due to the commitment that has been made for the</p>	<p>Promote the Home Library Service</p>	
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		activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.		
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>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.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>No adverse impact is anticipated regarding safe spaces in Stoke as there are 6 other Safe Spaces in the local area.</p> <p>The Psychic Shop, 124 Albert Road (2 Min walk) Opening times: 9:00-17:00 Mon-Sun</p> <p>The Co-operative Food, Albert Road (3 min walk) Opening times: 6:00- 22:00 Mon-Sun.</p> <p>The Co-operative Food, Devonport Road (7 min walk) Opening times: 7:00-22:00 Mon-Sun</p> <p>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</p> <p>Brimbles Bakery, South Hill (9 min walk) Opening times: 7.30-16.30 Mon- Fri. 4.30- 15.30 Sat. Closed Sun.</p> <p>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.</p>	Promote nearest alternative Safe Space as part of Library closure arrangements	A Macdonald tbc

<b>Faith/religion or belief</b>					No impact anticipated.	N/A	N/A
	<b>Religion</b>	<b>Number in Ward</b>	<b>%</b>	<b>% variance with City wide average</b>			
	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 were less likely to profess Christianity and slightly more likely to be Muslim as the citywide population. Residents were less likely to profess to a religion, than profess no religion.						
<b>Gender - including marriage, pregnancy and maternity</b>	Residents are slightly more likely to be male than the citywide average (+1.5%). Men 50.9%, Women 49.1%. Residents are more likely to be single and never married than the city wide average (-6.2%), slightly more likely to be divorced				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 less likely to be widowed (-0.9%) Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries		Promote click and collect service which will be available at outreach venues Promote the outreach locations where library services will be delivered																									
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12,396</td> <td>89.4</td> <td>-3.5%</td> </tr> <tr> <td>White Other</td> <td>663</td> <td>4.8</td> <td>+1.6%</td> </tr> <tr> <td>Mixed</td> <td>265</td> <td>1.9</td> <td>+0.6%</td> </tr> <tr> <td>Asian/Asian British</td> <td>287</td> <td>2.1</td> <td>+0.6%</td> </tr> <tr> <td>Black/Black British</td> <td>149</td> <td>1.1</td> <td>+0.4%</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with City wide average	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%	No adverse impact anticipated - The local area is less diverse than the citywide average.	Consider making library closure information available in other languages where required / requested.	A Macdonald Tbc
Ethnicity	Number in Ward	%	% variance with City wide average																									
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Black/Black British	149	1.1	+0.4%																									

	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.						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community</b>	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

<p><b>cohesion)</b></p>	<p>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.</p> <p>Events being held currently in the library will form part of an ongoing outreach service.</p> <p>The use of outreach will help involve Morice Town with the library service; traditionally less engaged with the library.</p>	
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>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.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

#### STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# 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.



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 1pm
- Tuesday: 9am to 12 noon
- Wednesday: 9am to 1pm
- Thursday: 9am to 12 noon
- Friday: 9am to 1pm
- Saturday: 10am to 1pm
- 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 – 3<sup>rd</sup> 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

	<p>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.</p> <p>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.</p> <p>The following fares apply to this service:</p> <p>£4 - Up to 2 miles return (2 miles there and 2 miles back)</p> <p>£6 - 2-4 miles return (2-4 miles there and 2-4 miles back)</p> <p>£9 - 4-8 miles return (4-8 miles there and 4-8 miles back)</p> <p>Any journeys over 8 miles return will be charged at £10.</p> <p>All fares are for a one way trip with the return free.</p> <p>These are alternative services for people who have difficulty accessing public transport – however this is a more expensive option than public transport</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible
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 provide assistance to	A Macdonald tbc

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.

		<p>impact is expected</p> <p>Potential impact in the 16-64 age range which is more in this area than the rest of the city.</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p> <p>Based on 2014 mosaic data analysis indicates a higher than average transient population possibly due to the area's proximity to the city centre</p> <p>50 School age users did (2015/2016) make use of the Library to engage in the Summer Reading Challenge</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="488 1046 1090 1361"> <thead> <tr> <th>Day to day activities</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1238</td> <td>8.7</td> <td>-1.3</td> </tr> <tr> <td>Limited a little</td> <td>1287</td> <td>9.0</td> <td>-1.4</td> </tr> </tbody> </table> <p>In total just over 25% of the community reported that they had a long term health</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1238	8.7	-1.3	Limited a little	1287	9.0	-1.4	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>Tothill library is not serviced by a nearby bus route. The nearest bus stop is estimated to be 20 mins walk away.</p> <p>Transport links to the nearest libraries that we propose to keep open</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1238	8.7	-1.3													
Limited a little	1287	9.0	-1.4													

	<p>condition or disability at the last Census, this is higher (+5%) than the citywide average.</p> <p>There are two people who recorded their first language as British Sign Language in the last census.</p>	<p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require one bus to alternative</p> <p>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</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A significant factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013). The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement. 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;</p>		
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		these are public car parks therefore spaces are not guaranteed.																																										
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Tothill library is not a member of the Safe Space Scheme If a person with a Learning Disability with an 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact - Nearest Safe Space to Tothill Library will continue to be;</p> <p>Co-operative Food, Beaumont road (8 min walk) Opening times: 7:00- 22:00 Mon-Sun</p>	N/A	N/A																																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7178</td> <td>50.2</td> <td>-8.1</td> </tr> <tr> <td>Buddhist</td> <td>80</td> <td>0.56</td> <td>+0.02</td> </tr> <tr> <td>Hindu</td> <td>40</td> <td>0.28</td> <td>-</td> </tr> <tr> <td>Jewish</td> <td>11</td> <td>0.08</td> <td>-0.02</td> </tr> <tr> <td>Muslim</td> <td>231</td> <td>1.6</td> <td>+0.8</td> </tr> <tr> <td>Sikh</td> <td>11</td> <td>0.08</td> <td>+0.05</td> </tr> <tr> <td>Other Religion</td> <td>110</td> <td>0.77</td> <td>+0.2</td> </tr> <tr> <td>No religion</td> <td>5620</td> <td>39.3</td> <td>+6.4</td> </tr> <tr> <td>Not stated</td> <td>1013</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table>	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	11	0.08	+0.05	Other Religion	110	0.77	+0.2	No religion	5620	39.3	+6.4	Not stated	1013	7.1	-	No impact anticipated.	N/A	N/A
Religion	Number in Ward	%	% variance with City wide average																																									
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	Residents were slightly more likely to profess Christianity and slightly less likely to be Muslim than the citywide population they were less likely to profess no religion.															
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be males than the citywide average (+2.4%). Men 51.8%, Women 48.2%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	We have committed running the activities that the community would wish to see in the future from alternative locations in the area.	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line.</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc												
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City Wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12466</td> <td>87.2</td> <td>-5.7</td> </tr> <tr> <td>White Other</td> <td>864</td> <td>6.0</td> <td>+2.8</td> </tr> </tbody> </table>	Ethnicity	Number in Ward	%	% variance with City Wide average	White British	12466	87.2	-5.7	White Other	864	6.0	+2.8	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
Ethnicity	Number in Ward	%	% variance with City Wide average													
White British	12466	87.2	-5.7													
White Other	864	6.0	+2.8													



	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 residents over three years old speak English as their main language. This is 5.7% less than the citywide average. Polish (258 individuals) and Chinese (75) are the most common alternative main languages. Census 2011.						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist,</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

<b>homophobic, transphobic and faith, religion and belief incidents by 2020.</b>		
<b>Good relations between different communities (community cohesion)</b>	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
<b>Human rights</b> Please refer to <a href="#">guidance</a>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of 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.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# EQUALITY IMPACT ASSESSMENT

West Park Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **WEST PARK LIBRARY**

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

**West Park Library has 1110 active users which is 2.3% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users.

### **Rationale for proposed closure**

Our clearly defined 'in-library offer' means that some of our buildings may not be fit for purpose and have little or no scope for enhancement or opportunities to increase the footfall. In order to deliver a sustainable modern library service it is important that we assess our existing offer against a range of factors and comparators and have regard to an acceptable level of coverage across the city.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **West Park ranked number 9 out of 17 libraries.**

#### **Opening hours**

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

#### **Services and facilities**

- Computers for public use
- Free Wi-Fi
- Printer (black/white)
- Photocopier (black/white)
- Scanner
- Meeting room for hire
- Books for loan

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

Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on fares (the 'Get On' scheme). However there is likely to be an adverse impact financially and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

#### **Events**

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

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

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

The preferred venue is Honicknowle Youth Centre

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

Public access PCs: Anyone in training or an apprenticeship for over 10 weeks is entitled to 15% discount on bus fares (the 'Get On' scheme). However there is likely to be a financial impact and in respect of time and convenience for other users who access public access PC's in a library proposed to close.

Access Plymouth operate two services:

**1. Community Car Scheme** - Community Car is a not for profit car sharing scheme to help people with mobility problems get around Plymouth. Volunteer drivers, using their own vehicles, can take you to the shops hairdressers, doctors, dentist, lunch clubs, day centres, hospital visits or practically anywhere else you need to go in Plymouth. Their first pickups are at 9:00 (although this is our busiest period and can be oversubscribed) through until 4:30. Phone 01752 600633 to book. All bookings should be made no later than one and no more than seven working days before you need to travel. You do not pay the driver as we will invoice you monthly. To use this service you need to register over the phone which takes about ten minutes. Your trips will be charged at £1.20 per mile.

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The following fares apply to this service:

£4 - Up to 2 miles return (2 miles there and 2 miles back)  
 £6 - 2-4 miles return (2-4 miles there and 2-4 miles back)  
 £9 - 4-8 miles return (4-8 miles there and 4-8 miles back)

Any journeys over 8 miles return will be charged at £10.

All fares are for a one way trip with the return free.

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

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

**Alternative nearest libraries:** Crownhill and St Budeaux

**Author**

Chris Jones and Kevin Mackenzie

**Department and service**

TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)

Date of assessment

Final version 12/06/17

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1" data-bbox="483 499 1070 831"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2852</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>8640</td> <td>61.6</td> <td>-3.4</td> </tr> <tr> <td>64+</td> <td>2530</td> <td>18.0</td> <td>+0.6</td> </tr> </tbody> </table> <p data-bbox="483 847 994 879">Source annual populations survey 2012.</p> <p data-bbox="483 903 1111 970">Currently people aged 60+ are entitled to a free bus pass.</p>	Age	Number in Ward	%	% variance with City wide average	0-15	2852	20.3	+2.8	16- 64	8640	61.6	-3.4	64+	2530	18.0	+0.6	<p data-bbox="1137 459 1641 563">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1137 587 1641 722">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1137 746 1641 890">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1137 914 1641 1058">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1137 1082 1641 1185">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1137 1209 1641 1433">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p>	<p data-bbox="1664 459 1924 531">Promote online lending of eBooks</p> <p data-bbox="1664 555 1935 722">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1664 746 1935 930">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1664 954 1906 1129">Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc
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64+	2530	18.0	+0.6																	

		<p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p> <p>Potential impact on younger people is higher in the local community as there are older people than the citywide average.</p> <p>Younger people regularly report bus fares as a barrier to accessing services, however our principle of all libraries which are within a 2 mile catchment means that there is an alternative within a reasonable walking distance, as well as accessing the on line service.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="483 986 1108 1337"> <thead> <tr> <th>Day to day activities</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1985</td> <td>14.2</td> <td>+4.2</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>+1.8</td> </tr> </tbody> </table> <p>In total just over 26% of the community</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1985	14.2	+4.2	Limited a little	1703	12.2	+1.8	<p>There is potential for a significant impact on disabled library users, especially those with mobility impairments.</p> <p>According to information from Travel Time SW, transport links to the nearest library that we propose to keep open require taking one bus from the most direct stop.</p> <p>Transport links to the nearest libraries that we propose to keep open:</p> <p>St Budeaux library is 1.4 miles from</p>	<p>Promote alternative transport arrangements in libraries prior to closure</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1985	14.2	+4.2													
Limited a little	1703	12.2	+1.8													



	<p>reported that they had a long term health condition or disability at the last Census, this is higher (+6%) than the citywide average.</p> <p>9% of the community were in receipt of Disability Living Allowance in Honicknowle ward at the time of writing.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>West Park Library is Equality Act 2010 compliant</p>	<p>West Park library. Bus routes 43 and 51 operate at regular intervals and a disabled access bus operates on both routes. The bus stop is a two minute walk from West Park library and a one minute walk on alighting in St Budeaux</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport. A factor may be the availability of wheelchair accessible spaces, generally only one on each bus.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013). The availability of parking spaces for blue badge holders in the vicinity of the alternative libraries will therefore need to be adequate to absorb the displacement. The current site at St Budeaux has some limited adjacent parking and there is on street parking nearby.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>		
<b>Disability</b>	<b>Safe Space Scheme</b>	Minimal adverse impact as there are		

	<p>West Park library is a member of the Safe Space Scheme. If a person with a Learning Disability with a 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p>	<p>two alternative safe space locations in West park within easy walking distance of the library;</p> <p>McColl's, Crownhill Road (2 min walk) Opening times: 6:00-22:00 Mon-Sat. 7:00-22:00 Sun.</p> <p>Freemans, Crownhill road (8 min walk) Opening times: 10:00-17:00 Mon- Sat. Closed Sun.</p>																																						
<p><b>Faith/religion or belief</b></p>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide strategy</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> </tbody> </table>	Religion	Number in Ward	%	% variance with city wide strategy	Christian	7728	55.4	-2.7	Buddhist	26	0.19	-0.11	Hindu	20	0.14	-0.06	Jewish	3	0.02	-0.08	Muslim	39	0.28	-0.52	Sikh	1	0.007	0.004	Other Religion	42	0.30	-0.2	No	5092	36.5	+3.6	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number in Ward	%	% variance with city wide strategy																																					
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religion																								
Not stated	988	7.1	-																					
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced +2.3%) or widowed (+1.9%)</p> <p>Parents with young children do make use of the library's Rhyme Time which attracts around 6 children per session. In addition monthly book groups which attract an average of seven users is one of the more popular activities,</p>	The activities and events are attended by all genders	Promote the alternative outreach locations for the delivery of events and activities	A Macdonald tbc																				
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.																							
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13465</td> <td>96.6</td> <td>+3.7</td> </tr> <tr> <td>White Other</td> <td>196</td> <td>1.4</td> <td>-1.8</td> </tr> <tr> <td>Mixed</td> <td>151</td> <td>1.1</td> <td>-0.2</td> </tr> <tr> <td>Asian/Asian</td> <td>77</td> <td>0.6</td> <td>-0.9</td> </tr> </tbody> </table>	Ethnicity	Number	%	% var	White British	13465	96.6	+3.7	White Other	196	1.4	-1.8	Mixed	151	1.1	-0.2	Asian/Asian	77	0.6	-0.9	No adverse impact anticipated - The local area similar in terms of diversity to the citywide average. Apart from there is a higher than average representation of White British citizens in this community.	Consider making information available in other languages where required / requested.	A Macdonald tbc
Ethnicity	Number	%	% var																					
White British	13465	96.6	+3.7																					
White Other	196	1.4	-1.8																					
Mixed	151	1.1	-0.2																					
Asian/Asian	77	0.6	-0.9																					

	British						
	Black/Black British	41	0.3	-0.4			
	Other ethnic group	9	0.1	-0.3			
	The second most widely spoken language is Polish (48) and South Asian (18) Source: Census 2011.						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

<b>by 2020.</b>		
<b>Good relations between different communities (community cohesion)</b>	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
<b>Human rights Please refer to guidance</b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>Due to the closure to the public of West Park library, members of the public will not be able to make use of this facility. However, due to the provision of outreach within the local area, proximity of nearby libraries and the continuing provision of both online and Home library services, there will continue to be a provision of the library service available to the community.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# 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

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



	<ul style="list-style-type: none"> <li>Laira Library</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

**STAGE 2: EVIDENCE AND IMPACT**

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>1835</td> <td>11.6</td> <td>-5.9</td> </tr> <tr> <td>16- 64</td> <td>11768</td> <td>74</td> <td>+9.0</td> </tr> <tr> <td>64+</td> <td>2182</td> <td>13.8</td> <td>-3.6</td> </tr> </tbody> </table> <p>Above data based is based on Office of National Statistics demographic indicator data for Central Library ward. (St Peter and Waterfront)</p>	Age	Number in Ward	%	% variance with City wide average	0-15	1835	11.6	-5.9	16- 64	11768	74	+9.0	64+	2182	13.8	-3.6	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	<p>A Macdonald tbc</p>
Age	Number in Ward	%	% variance with City wide average																	
0-15	1835	11.6	-5.9																	
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		<p>offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for</p>	<p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
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		<p>young or older people, or demand for targeted children’s activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="427 624 1128 938"> <thead> <tr> <th>Day to day activities</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1862</td> <td>11.79</td> <td>+1.79</td> </tr> <tr> <td>Limited a little</td> <td>1758</td> <td>11.3</td> <td>+0.9</td> </tr> </tbody> </table> <p>Figures above relate to Central Library Ward (St Peter and the Waterfront) 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 (+4%) than the citywide average.</p> <p>There are five people who recorded their first language as British Sign Language in the last census.</p> <p>There are some health related activities and provision available at Central Library. These are aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p>	Day to day activities	Number in Ward	%	% variance with City wide average	Limited a lot	1862	11.79	+1.79	Limited a little	1758	11.3	+0.9	<p>Central library has not been assessed by Disabled Go as it was in a different building at the time of the last assessment.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Consider Inviting Disabled Go to carry out a new audit of</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in Ward	%	% variance with City wide average													
Limited a lot	1862	11.79	+1.79													
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			our libraries and our proposed community outreach buildings.																									
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Central Library is a designated safe place along with 20 other City Centre locations.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number in Ward</th> <th>%</th> <th>% variance with City wide strategy</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7713</td> <td>48.9</td> <td>-9.2</td> </tr> <tr> <td>Buddhist</td> <td>119</td> <td>0.8</td> <td>+0.5</td> </tr> <tr> <td>Hindu</td> <td>78</td> <td>0.5</td> <td>+0.3</td> </tr> <tr> <td>Jewish</td> <td>28</td> <td>0.2</td> <td>+0.1</td> </tr> <tr> <td>Muslim</td> <td>395</td> <td>2.5</td> <td>+1.7</td> </tr> </tbody> </table>	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	No adverse impact anticipated.	N/A	N/A
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No religion	6073	38.5	+5.6																	
Not stated	1218	7.7	+0.6																	
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be male than the citywide average (+4.9%). Men 53%, Women 47%. Residents are more likely to be single and never married than the city wide average (+17%), more likely to be divorced +4.1% and less likely to be widowed (-1.0%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to Rhymetime in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald																
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																
<b>Race</b>		No adverse impact is anticipated.	Consider making	A																

	Ethnicity	Number in Ward	%	% variance with city wide strategy		library closure information available in other languages where required / requested.	Macdonald tbc
	White British	12646	80%	-12.9	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 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			
	<p>Over 87% of residents over 3 years old speak English as their main language. This is -9.2% lower than the citywide average. Polish (508) and Chinese (159) are the most common alternative main languages. Census 2011.</p> <p>Residents are less likely to be White British (-12.9%) than the average across the city. All other minority and BME groups are more substantially represented in this ward.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is
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		responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in 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
<b>Human rights Please refer to <a href="#">guidance</a></b>	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

Crownhill Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **CROWNHILL LIBRARY**

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

**Crownhill Library has 2791 active users which is 6% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

Those libraries ranking in the top 7 of the scoring criteria are detailed in the proposal as libraries that would be retained and operate an enhanced service to customers. As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Crownhill ranked number 4 out of 17 libraries.**

#### **Opening hours**

- Monday: 9am to 6pm
- Tuesday: 9am to 6pm
- Wednesday: 9am to 6pm
- Thursday: 9am to 6pm
- Friday: 9am to 6pm
- Saturday: 9am to 1pm
- Sunday: Closed

#### **Services and facilities**

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

	<p><b>Events at Crownhill Library</b></p> <ul style="list-style-type: none"> <li>▪ Quilting Group – Wednesdays –Weekly</li> <li>▪ Book Group – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Chatterbooks – 2<sup>nd</sup> Thursday of each Month</li> <li>▪ Feel better with a book – Mondays- Weekly</li> <li>▪ Rhymetime – Tuesdays – Weekly</li> </ul> <p>Half Term Activities – Scheduled to co-ordinate with local school terms In the event that libraries identified for proposed closure in the Plan for Libraries do close, Crownhill Library is an alternative venue for displaced library users from the following branches within two miles. .</p> <ul style="list-style-type: none"> <li>▪ Eggbuckland</li> <li>▪ West Park</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible
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

Age	Number in Ward	%	% variance with city wide average
0-15	2453	18.4	+0.9
16- 64	8090	60.6	-4.4
64+	2798	21.0	+3.6

The representation of the 16-64 age groups is lower than the city average. There is evidence of a slight increase in representation of citizens that are 64 +

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

Events at this library cater for a wide age range and the only demographic targeted with any exclusivity via events are parents and children via Rhymetimes and Storytimes. Other events cater for all ranges and are largely social in nature such as book groups and quilting groups.

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

Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.

Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.

Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.

Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.

Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.

The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected

Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.

There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For

provide assistance to anyone who needs help accessing the service on line

Promote click and collect service which will be available at outreach venues

Promote the outreach locations where library services will be delivered

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

		<p>example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="383 587 1003 751"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1985</td> <td>14.2</td> <td>-0.3%</td> </tr> <tr> <td>Limited a little</td> <td>1703</td> <td>12.2</td> <td>-0.5%</td> </tr> </tbody> </table> <p>In total just over 26% of the community in Egguckland Ward reported that they had a long term health condition or disability at the last Census, this is marginally 6% higher than the citywide average.</p> <p>DLA claimants in Honicknowle Ward made up 8.4 % of the total DLA claimant count for the city with 54% of these claiming the higher mobility rate of the benefit. This may be partially attributed to a slightly higher representation of 64+ residents.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>There are some health related activities and provision available at Crownhill Library such as feels better with a book. There may be</p>	Day to day activities	Number	%	% var	Limited a lot	1985	14.2	-0.3%	Limited a little	1703	12.2	-0.5%	<p>Access for disabled people to Crownhill Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Ensure that outreach locations that are selected are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
Limited a lot	1985	14.2	-0.3%													
Limited a little	1703	12.2	-0.5%													

	opportunities to increase this offer at Crownhill Library.																											
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Crownhill Library is a designated safe place along with seven other locations within easy walking distance.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7728	55.4	-2.7	Buddhist	26	0.19	-0.11	Hindu	20	0.14	-0.06	Jewish	3	0.02	-0.08	Muslim	39	0.28	-0.52	No impact anticipated.	N/A	N/A
Religion	Number	%	% var																									
Christian	7728	55.4	-2.7																									
Buddhist	26	0.19	-0.11																									
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Muslim	39	0.28	-0.52																									

	<table border="1"> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </table> <p>Residents were less likely to profess Christianity and more likely to be profess no religion than the citywide population. Other minority faiths also showed a minor decrease in indicative figures measured against the average across the city.</p>	Sikh	1	0.007	0.004	Other Religion	42	0.30	-0.2	No religion	5092	36.5	+3.6	Not stated	988	7.1	-			
Sikh	1	0.007	0.004																	
Other Religion	42	0.30	-0.2																	
No religion	5092	36.5	+3.6																	
Not stated	988	7.1	-																	
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be divorced (+2.3%) or widowed (+1.9%)</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.																			
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Ethnicity	Number	%	% var					No adverse impact anticipated	Consider making library closure	A Macdonald tbc								
Ethnicity	Number	%	% var																	

	White British	13465	96.6	+3.7		information available in other languages where required / requested.	
	White Other	196	1.4	-1.8			
	Mixed	151	1.1	-0.2			
	Asian/Asian British	77	0.6	-0.9			
	Black/Black British	41	0.3	-0.4			
	Other ethnic group	9	0.1	-0.3			
	<p>The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community. The second most widely spoken language is Polish (48) and South Asian (18)</p> <p>Census 2011.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No adverse impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A



<p><b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b></p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in Egguckland is 96%, this is 20% above the citywide average and 7% above the national average. The library will continue to make a key contribution to providing an effective community space. No impact anticipated</p>	<p>N/A</p>
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>N/A</p>

#### STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# 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

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

	<ul style="list-style-type: none"> <li>▪ Naval history collection</li> <li>▪ Books for loan</li> <li>▪ Audiobooks</li> <li>▪ Request a library item – books, periodicals, plays, DVD’s, Audiobooks</li> <li>▪ Performance space (booking must involve vicar or clerk who can be contacted through the library)</li> </ul> <p><b>Events at Devonport Library</b></p> <ul style="list-style-type: none"> <li>▪ Younger Readers</li> <li>▪ Share a story – weekly</li> <li>▪ Rhymetime –weekly</li> <li>▪ Chatterbooks – weekly</li> </ul> <p><u>Health &amp; Fitness</u></p> <ul style="list-style-type: none"> <li>▪ Smoking cessation – weekly</li> <li>▪ Active Steps- Movement and fitness for over 50s – weekly</li> </ul> <p><u>General</u></p> <ul style="list-style-type: none"> <li>▪ Work Club - weekly</li> <li>▪ Book group -monthly</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>▪ Stoke</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="360 438 891 842"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>3170</td> <td>19.9</td> <td>+2.4</td> </tr> <tr> <td>16- 64</td> <td>11181</td> <td>70.1</td> <td>+5.1</td> </tr> <tr> <td>64+</td> <td>1605</td> <td>10.1</td> <td>-7.3</td> </tr> </tbody> </table> <p data-bbox="360 858 1086 970">Above data based is based on Office of National Statistics demographic indicator data for Devonport Library ward. (Devonport)</p>	Age	Number in Ward	%	% variance with city wide average	0-15	3170	19.9	+2.4	16- 64	11181	70.1	+5.1	64+	1605	10.1	-7.3	<p data-bbox="1093 395 1594 544">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1093 560 1594 708">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1093 724 1594 873">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1093 888 1594 1037">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1093 1053 1594 1169">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1093 1185 1594 1406">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p data-bbox="1093 1422 1594 1455">The representation of the 16-64 age</p>	<p data-bbox="1601 395 1951 464">Promote online lending of eBooks</p> <p data-bbox="1601 480 1951 628">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1601 644 1951 793">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1601 809 1951 925">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1601 941 1951 1272">Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
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		<p>groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p> <p>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.</p> <p>Other events cater for all ranges and are largely social in nature such as book groups and work clubs.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc. However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>						
<p><b>Disability</b></p>	<table border="1"> <tr> <td data-bbox="360 1401 656 1453">Day to day activities</td> <td data-bbox="656 1401 790 1453">Number</td> <td data-bbox="790 1401 887 1453">%</td> <td data-bbox="887 1401 999 1453">% var</td> </tr> </table>	Day to day activities	Number	%	% var	<p>Access for disabled people to Devonport Library has been assessed</p>	<p>Promote the outreach service effectively in areas</p>	<p>A Macdonald</p>
Day to day activities	Number	%	% var					

	<table border="1"> <tr> <td>Limited a lot</td> <td>1595</td> <td>10.8</td> <td>+0.8</td> </tr> <tr> <td>Limited a little</td> <td>1558</td> <td>10.5</td> <td>-0.1%</td> </tr> </table>	Limited a lot	1595	10.8	+0.8	Limited a little	1558	10.5	-0.1%			<p>as good and as a tier 1 library it may benefit from service enhancements.</p> <p>There is no on street parking facilities for disabled people.</p>	<p>where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>There are good parking facilities at nearby libraries, e.g. Central and St Budeaux.</p>	tbc
Limited a lot	1595	10.8	+0.8											
Limited a little	1558	10.5	-0.1%											
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have</p>	No impact anticipated.	N/A	N/A										

	<p>missed the bus and are feeling overwhelmed.</p> <p>Devonport Library is currently not a designated safe place although there are 13 locations nearby. It may be beneficial to nominate the library as the listed participants are not in the immediate proximity of the library.</p>																																											
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7728</td> <td>55.4</td> <td>-2.7</td> </tr> <tr> <td>Buddhist</td> <td>26</td> <td>0.19</td> <td>-0.11</td> </tr> <tr> <td>Hindu</td> <td>20</td> <td>0.14</td> <td>-0.06</td> </tr> <tr> <td>Jewish</td> <td>3</td> <td>0.02</td> <td>-0.08</td> </tr> <tr> <td>Muslim</td> <td>39</td> <td>0.28</td> <td>-0.52</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0.007</td> <td>0.004</td> </tr> <tr> <td>Other Religion</td> <td>42</td> <td>0.30</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>5092</td> <td>36.5</td> <td>+3.6</td> </tr> <tr> <td>Not stated</td> <td>988</td> <td>7.1</td> <td>-</td> </tr> </tbody> </table> <p>Residents were less likely to profess Christianity and more likely to be profess no religion than the citywide population. Other minority faiths also showed a minor decrease in indicative figures measured against the average across the city.</p>	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	1	0.007	0.004	Other Religion	42	0.30	-0.2	No religion	5092	36.5	+3.6	Not stated	988	7.1	-	No impact anticipated.	N/A	N/A
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<b>Gender - including marriage, pregnancy and</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.7%). Men 47.7%, Women 52.3%.</p> <p>Residents are less likely to be single and never married than the city wide average (-3.6%), more likely to be</p>	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other	Promote the outreach service effectively in areas where a Library is closing  Reassess staffing levels to provide additional capacity	A Macdonald																																								



<b>maternity</b>	<p>divorced +2.3%) or widowed (+1.9%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	<p>children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>	<p>for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>																													
<b>Gender reassignment</b>	<p>Data covering gender reassignment is not available at ward level.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>																												
<b>Race</b>	<table border="1" data-bbox="365 639 981 1134"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>13465</td> <td>96.6</td> <td>+3.7</td> </tr> <tr> <td>White Other</td> <td>196</td> <td>1.4</td> <td>-1.8</td> </tr> <tr> <td>Mixed</td> <td>151</td> <td>1.1</td> <td>-0.2</td> </tr> <tr> <td>Asian/Asian British</td> <td>77</td> <td>0.6</td> <td>-0.9</td> </tr> <tr> <td>Black/Black British</td> <td>41</td> <td>0.3</td> <td>-0.4</td> </tr> <tr> <td>Other ethnic group</td> <td>9</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <p>The second most widely spoken language is Polish (48) and South Asian (18).</p> <p>Source: Census 2011.</p> <p>There is a higher than average representation of White British citizens in this community.</p>	Ethnicity	Number	%	% var	White British	13465	96.6	+3.7	White Other	196	1.4	-1.8	Mixed	151	1.1	-0.2	Asian/Asian British	77	0.6	-0.9	Black/Black British	41	0.3	-0.4	Other ethnic group	9	0.1	-0.3	<p>No adverse impact anticipated -The local area similar in terms of diversity to the citywide average.</p> <p>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.</p>	<p>Consider making library closure information available in alternative languages.</p>	<p>A Macdonald</p>
Ethnicity	Number	%	% var																													
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Black/Black British	41	0.3	-0.4																													
Other ethnic group	9	0.1	-0.3																													

<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No adverse impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in 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
<b>Human rights Please refer to <a href="#">guidance</a></b>	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

	<p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	
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**STAGE 4: PUBLICATION**

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

# 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 11 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

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. **Efford ranked number 10 out of 17 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

	<ul style="list-style-type: none"> <li>▪ Free Wi-Fi</li> <li>▪ Printer (colour and black/white)</li> <li>▪ Photocopier (colour and black/white)</li> <li>▪ Scanner</li> <li>▪ Meeting Room for Hire</li> <li>▪ Books for loan</li> <li>▪ Audiobooks</li> <li>▪ Request a library item – books, periodicals, plays, DVD's, audiobooks</li> </ul> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>▪ Work Club – ad-hoc, run at the Community Centre</li> <li>▪ Rhyme Time – Weekly on Tuesdays (babies and toddlers)</li> <li>▪ Seasonal events – e.g. Christmas crafts</li> <li>▪ THRIVE – run by THRIVE (Smoking Cessation)</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>• Tothill</li> <li>• Egguckland</li> <li>• Laira</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected	Evidence and information (e.g. data and	Any adverse impact	Actions	Timescale
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characteristics (Equality Act)	feedback)	See guidance on how to make judgement		and who is responsible																
Age	<table border="1" data-bbox="483 272 1010 679"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2655</td> <td>18.6</td> <td>-1.1</td> </tr> <tr> <td>16- 64</td> <td>9803</td> <td>68.6</td> <td>+3.6</td> </tr> <tr> <td>64+</td> <td>1832</td> <td>12.8</td> <td>-4.6</td> </tr> </tbody> </table> <p data-bbox="483 695 994 727">Source annual populations survey 2012.</p> <p data-bbox="483 748 1077 855">Above data based is based on Office of National Statistics demographic indicator data for Efford Library ward. (Efford and Lipson)</p> <p data-bbox="483 876 1099 983">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="483 1003 1072 1075">The 16 – 64 age group are more represented in this area than the citywide average.</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2655	18.6	-1.1	16- 64	9803	68.6	+3.6	64+	1832	12.8	-4.6	<p data-bbox="1117 229 1684 336">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1117 357 1630 501">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1117 521 1684 628">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1117 649 1677 793">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1117 813 1684 920">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1117 941 1677 1128">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p data-bbox="1117 1149 1644 1287">Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p data-bbox="1117 1308 1684 1452">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</p>	<p data-bbox="1700 229 1908 336">Promote online lending of eBooks</p> <p data-bbox="1700 357 1908 612">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1700 633 1908 852">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1700 873 1908 1059">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1700 1080 1908 1442">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</p>	A Macdonald tbc
Age	Number in Ward	%	% variance with city wide average																	
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		<p>public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>	<p>users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>													
<p><b>Disability</b></p>	<table border="1" data-bbox="483 549 1097 751"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1,394</td> <td>9.89</td> <td>-0.2</td> </tr> <tr> <td>Limited a little</td> <td>1,368</td> <td>9.70</td> <td>-0.7</td> </tr> </tbody> </table> <p>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</p> <p>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 five years or more in duration.</p> <p>There are three people who recorded their first language as British Sign Language in the last census.</p> <p>This library is Equality Act 2010 compliant.</p>	Day to day activities	Number	%	% var	Limited a lot	1,394	9.89	-0.2	Limited a little	1,368	9.70	-0.7	<p>Access for disabled people to Efford Library has been assessed as adequate however access to Tier 1 libraries will be significantly better.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>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</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var													
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			libraries elsewhere. Promote the Home Library Service																																	
<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>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.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact. Nearest Safe Space to Efford Library will continue to be;</p> <p>The Co-operative Food, Torridge way (1 min walk)</p> <p>Opening times: 7:00-22:00 Mon-Sun.</p> <p>50 Shades of Hair and Beauty, Blandford road (8 min walk).</p> <p>Opening times:</p> <p>9:30- 17:00 Tue – Thurs.</p> <p>9:30- 19:00 Fri</p> <p>9:00- 17:00 Sat</p> <p>Closed Sun - Mon</p>	Promote nearest alternative Safe Space	A Macdonald																																
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7242</td> <td>51.4</td> <td>-6.7</td> </tr> <tr> <td>Buddhist</td> <td>48</td> <td>0.3</td> <td>+0.04</td> </tr> <tr> <td>Hindu</td> <td>26</td> <td>0.18</td> <td>-0.02</td> </tr> <tr> <td>Jewish</td> <td>10</td> <td>0.7</td> <td>+0.06</td> </tr> <tr> <td>Muslim</td> <td>117</td> <td>0.8</td> <td>-</td> </tr> <tr> <td>Sikh</td> <td>8</td> <td>0.07</td> <td>+0.04</td> </tr> <tr> <td>Other Religion</td> <td>69</td> <td>0.48</td> <td>-0.02</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7242	51.4	-6.7	Buddhist	48	0.3	+0.04	Hindu	26	0.18	-0.02	Jewish	10	0.7	+0.06	Muslim	117	0.8	-	Sikh	8	0.07	+0.04	Other Religion	69	0.48	-0.02	No impact anticipated.	N/A	N/A
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No religion	5555	39.4	+6.5									
Not stated	1017	7.2	+0.1									
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly less likely to be male than the citywide average (-1%). Men 48.6%, Women 51.4%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered.</p>	A Macdonald tbc								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
<b>Race</b>		No adverse impact anticipated	Consider making library closure									

	Ethnicity	Number	%	% var		information available in other languages where required / requested	A Macdonald tbc
	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			
	<p>Over 95% of residents over three years old speak English as their main language. This is 1% lower than the citywide average. Polish (166) is the most common alternative main language followed by East Indian (46)</p> <p>Census 2011.</p>						
<b>Sexual orientation – including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A

<p><b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b></p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in Efford &amp; 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.</p>	<p>N/A</p>
<p><b>Human rights</b> <b>Please refer to <u>guidance</u></b></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>N/A</p>

#### STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services

# EQUALITY IMPACT ASSESSMENT

Estover Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **ESTOVER LIBRARY**

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

**Estover Library has 478 active users which is 1% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

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

they can help and support their local library.

As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **Estover is ranked number 14 out of 17 libraries.**

#### **Opening hours**

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

	<ul style="list-style-type: none"> <li>▪ Sunday: Closed</li> </ul> <p><b>Services and facilities</b></p> <ul style="list-style-type: none"> <li>▪ Computers for public use</li> <li>▪ Printer (black/white)</li> <li>▪ Photocopier (black/white)</li> <li>▪ Scanner</li> <li>▪ Books for loan</li> <li>▪ Audiobooks</li> <li>▪ Request a library item – books, periodicals, plays, DVD's, Audiobooks</li> </ul> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>▪ Family History Drop In Sessions – Weekly on Saturdays</li> <li>▪ Reading Café – Monthly on Saturdays – average 11 people per session</li> <li>▪ Half Term Events</li> <li>▪ Ward Cllr surgeries every other Saturday</li> </ul> <p>In the event that libraries identified for proposed closure in the Plan for Libraries do close, Estover Library is an alternative venue for displaced library users from the following branch within two miles.</p> <ul style="list-style-type: none"> <li>▪ Eggbuckland</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible																
Age	<table border="1" data-bbox="481 363 1005 770"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>1754</td> <td>14.8</td> <td>-2.7%</td> </tr> <tr> <td>16- 64</td> <td>7477</td> <td>63.1</td> <td>-1.9%</td> </tr> <tr> <td>64+</td> <td>2615</td> <td>22.1</td> <td>+4.7%</td> </tr> </tbody> </table> <p data-bbox="481 786 864 810">Source annual populations survey 2012.</p> <p data-bbox="481 831 1077 938">Above data based is based on Office of National Statistics demographic indicator data for Estover Library ward. (Moor View)</p> <p data-bbox="481 959 1095 1066">This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p> <p data-bbox="481 1086 1070 1158">64+ are significantly more represented in this area than the citywide average.</p>	Age	Number in ward	%	% variance with city wide average	0-15	1754	14.8	-2.7%	16- 64	7477	63.1	-1.9%	64+	2615	22.1	+4.7%	<p data-bbox="1113 320 1570 464">Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p data-bbox="1113 485 1570 628">Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p data-bbox="1113 649 1570 793">Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p data-bbox="1113 813 1570 995">Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p data-bbox="1113 1016 1570 1160">Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p data-bbox="1113 1181 1570 1441">Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p>	<p data-bbox="1588 320 1933 392">Promote online lending of eBooks</p> <p data-bbox="1588 413 1933 557">Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p data-bbox="1588 577 1933 721">Promote click and collect service which will be available at outreach venues</p> <p data-bbox="1588 742 1933 849">Promote the outreach locations where library services will be delivered</p> <p data-bbox="1588 869 1933 1198">Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p data-bbox="1588 1219 1933 1291">Promote the Home Library Service</p>	<p data-bbox="1942 320 2085 443">A Macdonald tbc</p>
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		<p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1"> <thead> <tr> <th data-bbox="481 1114 734 1353">Day to day activities</th> <th data-bbox="734 1114 875 1353">Number in ward</th> <th data-bbox="875 1114 965 1353">%</th> <th data-bbox="965 1114 1095 1353">% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="481 1353 734 1410">Limited a lot</td> <td data-bbox="734 1353 875 1410">1372</td> <td data-bbox="875 1353 965 1410">11.7</td> <td data-bbox="965 1353 1095 1410">+1.7%</td> </tr> <tr> <td data-bbox="481 1410 734 1461">Limited a little</td> <td data-bbox="734 1410 875 1461">1434</td> <td data-bbox="875 1410 965 1461">12.2</td> <td data-bbox="965 1410 1095 1461">+1.8%</td> </tr> </tbody> </table>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1372	11.7	+1.7%	Limited a little	1434	12.2	+1.8%	<p>Access for disabled people to Estover Library has been assessed as adequate however access to Tier 1 libraries will be significantly better.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p>	<p>A Macdonald tbc</p>
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	<p>In total just over 23% of the community reported that they had a long term health condition or disability at the last Census, this is higher (+3.5%) than the citywide average.</p> <p>There is a lack of information and data concerning Mobility Allowance claimants for Moor View ward.</p> <p>There are four people who recorded their first language as British Sign Language in the last census.</p> <p>The library is Equality Act 2010 compliant</p>		<p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>	
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<b>Disability</b>	<p><b>Safe Space Scheme</b></p> <p>Estover library is not a member of the Safe Space Scheme. If a person with a Learning Disability with an 'I need help' card needs assistance they can show this to a member of staff in a Safe Place. They will then call their designated person or the Police, depending on the circumstances.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p>	<p>No adverse impact. Nearest Safe Space to Estover Library will continue to be;</p> <p>Asda, Leypark Walk (9 min walk)</p> <p>Opening times:</p> <p>24 hours Tues-Fri</p> <p>7am – 12am Mon</p> <p>12am – 10pm Sat</p> <p>10am – 4pm Sun</p>	N/A	A Macdonald tbc																																				
<b>Faith/religion or belief</b>	<table border="1" data-bbox="479 746 1099 1423"> <thead> <tr> <th data-bbox="479 746 719 991">Religion</th> <th data-bbox="719 746 857 991">Number in ward</th> <th data-bbox="857 746 965 991">%</th> <th data-bbox="965 746 1099 991">% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td data-bbox="479 991 719 1046">Christian</td> <td data-bbox="719 991 857 1046">7,595</td> <td data-bbox="857 991 965 1046">64.1%</td> <td data-bbox="965 991 1099 1046">+6.0%</td> </tr> <tr> <td data-bbox="479 1046 719 1102">Buddhist</td> <td data-bbox="719 1046 857 1102">35</td> <td data-bbox="857 1046 965 1102">0.3%</td> <td data-bbox="965 1046 1099 1102">0.0%</td> </tr> <tr> <td data-bbox="479 1102 719 1158">Hindu</td> <td data-bbox="719 1102 857 1158">25</td> <td data-bbox="857 1102 965 1158">0.2%</td> <td data-bbox="965 1102 1099 1158">0.0%</td> </tr> <tr> <td data-bbox="479 1158 719 1214">Jewish</td> <td data-bbox="719 1158 857 1214">2</td> <td data-bbox="857 1158 965 1214">0.0%</td> <td data-bbox="965 1158 1099 1214">-0.1%</td> </tr> <tr> <td data-bbox="479 1214 719 1270">Muslim</td> <td data-bbox="719 1214 857 1270">113</td> <td data-bbox="857 1214 965 1270">0.9%</td> <td data-bbox="965 1214 1099 1270">+0.1%</td> </tr> <tr> <td data-bbox="479 1270 719 1326">Sikh</td> <td data-bbox="719 1270 857 1326">1</td> <td data-bbox="857 1270 965 1326">0.0%</td> <td data-bbox="965 1270 1099 1326">0.0%</td> </tr> <tr> <td data-bbox="479 1326 719 1382">Other Religion</td> <td data-bbox="719 1326 857 1382">32</td> <td data-bbox="857 1326 965 1382">0.3%</td> <td data-bbox="965 1326 1099 1382">-0.2%</td> </tr> <tr> <td data-bbox="479 1382 719 1423">No religion</td> <td data-bbox="719 1382 857 1423">3141</td> <td data-bbox="857 1382 965 1423">26.7%</td> <td data-bbox="965 1382 1099 1423">-6.2%</td> </tr> </tbody> </table>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	64.1%	+6.0%	Buddhist	35	0.3%	0.0%	Hindu	25	0.2%	0.0%	Jewish	2	0.0%	-0.1%	Muslim	113	0.9%	+0.1%	Sikh	1	0.0%	0.0%	Other Religion	32	0.3%	-0.2%	No religion	3141	26.7%	-6.2%	No impact anticipated.	N/A	N/A
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Not stated	824	7.0%	-0.1%									
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.4%). Men 47.9%, Women 52.0%.</p> <p>Residents are less likely to be single and never married than the city wide average (-9.8%), more likely to be divorced (+10.1%) or widowed (+1.1%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.</p>	<p>Promote online lending of eBooks.</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line.</p> <p>Promote click and collect service which will be available at outreach venues.</p> <p>Promote the outreach locations where library services will be delivered.</p>	<p>A Macdonald</p> <p>tbc</p>								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	No adverse impact anticipated	N/A	N/A								
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in ward</th> <th>%</th> <th>% variance in city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>11,247</td> <td>95.6</td> <td>+2.7%</td> </tr> </tbody> </table>	Ethnicity	Number in ward	%	% variance in city wide average	White British	11,247	95.6	+2.7%	No adverse impact anticipated	<p>Consider making library closure information available in other languages where required / requested.</p>	<p>A Macdonald</p> <p>tbc</p>
Ethnicity	Number in ward	%	% variance in city wide average									
White British	11,247	95.6	+2.7%									

	White Other	188	1.6	- 1.6%			
	Mixed	67	0.6	- 0.7%			
	Asian/Asian British	215	1.8	- 0.3%			
	Black/Black British	20	0.2	- 0.5%			
	Other ethnic group	31	0.3	- 0.1%			
	<p>Over 98% of residents over 3 years old speak English as their main language. This is 1.8% higher than the citywide average. Malay (65) and Polish (38) are the most common alternative main languages.</p> <p>Census 2011.</p>						
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.		
<b>Good relations between different communities (community cohesion)</b>	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
<b>Human rights</b> Please refer to <a href="#">guidance</a>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

# EQUALITY IMPACT ASSESSMENT

North Prospect Library (as part of the proposed Plan for Libraries)



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

**What is being assessed - including a brief description of aims and objectives?**

### **NORTH PROSPECT LIBRARY**

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

**North Prospect Library has 1270 active users which is 2.7% of the total active library users.**

The aims of the Pfl proposal are to deliver five universal offers (in line with Society of Chief Librarians and Libraries Taskforce). These are Reading, Information, Digital, Health and Learning. These will be delivered through our objectives:

- Our online offer is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines plus a range of premium online resources
- Our library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around the offers of Reading and Literacy, Information and History, Digital, Health and Wellbeing and Learning. They will be clean, modern and welcoming and run by friendly and trained staff
- Our outreach offer will increase. Investment in technology will mean we are able to take the library into communities, providing a pop up library with click and collect activities and services. This will include our Home Library Service for housebound users. The Home Library Service is for Plymouth residents who want to borrow books and audiobooks but who are unable to get to a library; either through ill health, injury or disability. This free service allows access to the library and books as well as a regular visit from a friendly face.

### **Rationale for staying open**

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

in which they can help and support their local library.

As a result of retaining this library as part of our estate it may result in additional usage and footfall from those residents displaced by the closure of their nearest library.

In respect of coverage we aligned ourselves to the four geographical areas (localities) as defined by one of our key partners Livewell Southwest.

Using existing best practice each of our libraries has been assessed against the following criteria:

- Proportion of population in ward aged 0-17
- Proportion of population in ward aged over 60
- Total transactions (book issues)
- Indices of Multiple Deprivation (IMD) score 2015. IMD is a measure to show deprivation across the country, using a variety of measures (for example barriers to housing, or local area crime), rather than just traditional poverty measures.
- Total visits
- Cost per visit
- Computer Hours used
- Total event attendance
- Suitability and sustainability of building (ability to deliver our new offer)

All criteria had an equal weighting, and each library was ranked 1 to 17 against each criteria. With 17 being the lowest value scoring. **North Prospect ranked number 8 out of 17 libraries.**

### **Opening hours**

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

### **Services and facilities**



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

### Events

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

Commitment has been made in Plan for Libraries proposal that the activities and services which currently run from the Library will be replaced by the in library offer at an alternative location, on-line offer and the outreach offer.

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

- Stoke

Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional activities may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.

#### 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**

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					<p>the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>		
<p><b>Disability</b></p>					<p>Access for disabled people to Peverell Library has been assessed as adequate however</p>	<p>Promote the outreach service effectively in areas where a library is closing</p>	<p>A Macdonald tbc</p>
	<p>Day to day activities</p>	<p>Number in Ward</p>	<p>%</p>	<p>% variance</p>			

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	<p>front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>North Prospect Library is a designated safe place.</p>																																											
<p><b>Faith/religion or belief</b></p>	<table border="1" data-bbox="486 587 1102 1321"> <thead> <tr> <th>Religion</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7,595</td> <td>57.1%</td> <td>-1.0%</td> </tr> <tr> <td>Buddhist</td> <td>41</td> <td>0.3%</td> <td>0.0%</td> </tr> <tr> <td>Hindu</td> <td>18</td> <td>0.1%</td> <td>-0.1%</td> </tr> <tr> <td>Jewish</td> <td>5</td> <td>0.0%</td> <td>-0.1%</td> </tr> <tr> <td>Muslim</td> <td>38</td> <td>0.3%</td> <td>-0.5%</td> </tr> <tr> <td>Sikh</td> <td>0</td> <td>0.0%</td> <td>0.0%</td> </tr> <tr> <td>Other Religion</td> <td>62</td> <td>0.5%</td> <td>0.0%</td> </tr> <tr> <td>No religion</td> <td>4,607</td> <td>34.7%</td> <td>1.8%</td> </tr> <tr> <td>Not stated</td> <td>928</td> <td>7.0%</td> <td>-0.1%</td> </tr> </tbody> </table> <p>Residents were slightly less likely to profess Christianity and less than half as likely to be Muslim as the citywide population they were</p>	Religion	Number in ward	%	% variance with city wide average	Christian	7,595	57.1%	-1.0%	Buddhist	41	0.3%	0.0%	Hindu	18	0.1%	-0.1%	Jewish	5	0.0%	-0.1%	Muslim	38	0.3%	-0.5%	Sikh	0	0.0%	0.0%	Other Religion	62	0.5%	0.0%	No religion	4,607	34.7%	1.8%	Not stated	928	7.0%	-0.1%	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+1.1%). Men 48.2%, Women 51.8%.</p> <p>Residents are less likely to be single and never married than the city wide average (-4.2%), more likely to be divorced (+1.4%) or widowed (+1.8%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p>	A Macdonald 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.						
<b>Sexual orientation – including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A

<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in Ham Ward is 71%, this is 5% below the citywide average and 18% below the national average. The key contribution the library plays is in maintaining a safe community space. Since the Beacon will remain open albeit without the library service, the impact on community cohesion is likely to be neutral.	N/A
<b>Human rights</b> Please refer to <a href="#">guidance</a>	The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.  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

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 11 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

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. **Peverell ranked number 11 out of 17 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

- 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

<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number</th> <th>% in Ward</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2523</td> <td>18.5</td> <td>+1.0%</td> </tr> <tr> <td>16- 64</td> <td>8936</td> <td>65.6</td> <td>+0.6%</td> </tr> <tr> <td>64+</td> <td>2170</td> <td>15.9</td> <td>-1.5%</td> </tr> </tbody> </table> <p>Source: annual populations survey 2012.</p> <p>Above data based is based on Office of National Statistics demographic indicator data for Peverell Library ward. (Devonport)</p> <p>This ward level data could be added to by potential additional library users from displaced libraries to the sum total.</p>	Age	Number	% in Ward	% variance with city wide average	0-15	2523	18.5	+1.0%	16- 64	8936	65.6	+0.6%	64+	2170	15.9	-1.5%	<p>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.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures</p>	<p>A Macdonald</p> <p>tbc</p>
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	<p>Under 15s are more represented in this area than the citywide average.</p>	<p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>Rhyme time and Story time activities are the only ones targeted at a specific age range. Other activities cater for all age ranges.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>	<p>there is a significant displacement of users from of libraries elsewhere.</p> <p>Promote the Home Library Service</p>					
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<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.			No impact anticipated.	N/A	N/A																													

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

Local priorities	Implications	Timescale and
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		who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in 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
<b>Human rights Please refer to <u>guidance</u></b>	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

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

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. **Plympton is ranked number 3 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
- 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

	<p>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.</p> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible																
<b>Age</b>	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2310</td> <td>20.3</td> <td>+2.8</td> </tr> <tr> <td>16- 64</td> <td>7554</td> <td>58.6</td> <td>-6.4</td> </tr> <tr> <td>64+</td> <td>3035</td> <td>23.5</td> <td>+5.1</td> </tr> </tbody> </table> <p>Above data based is based on Office of National Statistics demographic indicator data for Plympton Library ward. (Plympton St Mary)</p>	Age	Number in Ward	%	% variance with city wide average	0-15	2310	20.3	+2.8	16- 64	7554	58.6	-6.4	64+	3035	23.5	+5.1	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p> <p>Reassess staffing levels</p>	<p>A Macdonald</p> <p>tbc</p>
Age	Number in Ward	%	% variance with city wide average																	
0-15	2310	20.3	+2.8																	
16- 64	7554	58.6	-6.4																	
64+	3035	23.5	+5.1																	

	<p>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.</p>	<p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p> <p>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.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PCs for young or older people, or demand for targeted childrens activities e.g rhyme time</p>	<p>to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
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		<p>etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>														
<p><b>Disability</b></p>	<table border="1" data-bbox="463 504 1079 818"> <thead> <tr> <th>Day to day activities</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1159</td> <td>9.0</td> <td>-1.0</td> </tr> <tr> <td>Limited a little</td> <td>1381</td> <td>10.7</td> <td>-0.3</td> </tr> </tbody> </table> <p>Figures above relate to Plympton Library Ward (Plympton St Mary) 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 lower (-0.6%) than the citywide average.</p> <p>There are 4 people who recorded their first language as BSL in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p>	Day to day activities	Number in ward	%	% variance with city wide average	Limited a lot	1159	9.0	-1.0	Limited a little	1381	10.7	-0.3	<p>Access for disabled people to Plympton Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	<p>A Macdonald tbc</p>
Day to day activities	Number in ward	%	% variance with city wide average													
Limited a lot	1159	9.0	-1.0													
Limited a little	1381	10.7	-0.3													

	<p>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).</p> <p>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.</p> <p>The library is Equality Act 2010 compliant.</p>			
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>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.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Plympton Library is a designated safe place along with 11 other Plympton locations</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A



<b>Faith/religion or belief</b>					No impact anticipated.	N/A	N/A
	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	1	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 Plympton St Mary were far more likely to profess Christianity and less likely to be any other religion than the citywide population.				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	
<b>Gender - including marriage, pregnancy and maternity</b>		Residents are more likely to be female than the citywide average (+1.2%). Men 48%, Women 52%.  Residents are less likely to be single and never married than the city wide average (-14.7%), less likely to be divorced (-2.0%) and more likely to be widowed (+2.3%)  Anecdotal evidence suggests that it's					

	predominantly women who accompany 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.																													
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																												
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number in Ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12,534</td> <td>97.5</td> <td>+5.4</td> </tr> <tr> <td>White Other</td> <td>153</td> <td>1.2</td> <td>-2.0</td> </tr> <tr> <td>Mixed</td> <td>90</td> <td>0.7</td> <td>-0.6</td> </tr> <tr> <td>Asian/Asian British</td> <td>50</td> <td>0.4</td> <td>-1.1</td> </tr> <tr> <td>Black/Black British</td> <td>21</td> <td>0.2</td> <td>-0.5</td> </tr> <tr> <td>Other ethnic group</td> <td>8</td> <td>0.1</td> <td>-0.3</td> </tr> </tbody> </table> <p>Residents are more likely to be White British (+5.4%) than the average across the city. All other minority and BME groups are substantially less represented in this ward.</p> <p>Over 99% of residents over three years old speak English as their main language. This is 3.4% higher than the citywide average. Polish (24) is the most common alternative main language.</p>	Ethnicity	Number in Ward	%	% variance with city wide average	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	<p>No adverse impact anticipated</p> <p>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.</p>	N/A	N/A
Ethnicity	Number in Ward	%	% variance with city wide average																													
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	Census 2011.			
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.	No adverse impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in 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
<b>Human rights Please refer to <u>guidance</u></b>	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

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**STAGE 4: PUBLICATION**

Date 12.06.2017



Responsible Officer

Assistant Director for Customer Services

# 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

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. **Plymstock ranked number 1 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
- 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

<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

**STAGE 2: EVIDENCE AND IMPACT**

<b>Protected characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact See guidance on how to make judgement</b>	<b>Actions</b>	<b>Timescale and who is responsible</b>																
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<b>Disability</b>		Access for disabled people to Plymstock Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.	Promote the outreach service effectively in areas where a library is closing	A Macdonald tbc												
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	Limited a lot	1180	9.5		-0.5											
Limited a little	1389	11.1	+1.3													
<p>Figures above relate to Plymstock Library Ward (Plymstock Radford) In total just over 20% of the community reported that they had a long term health condition or disability at the last Census, this is slightly higher (+0.2%) than the citywide average.</p> <p>There are six people who recorded their first language as British Sign Language in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There are some health related activities and provision available at Plymstock Library. This aimed at mixed ability groups and there are some events targeting particular issues</p>		Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.														

	including mental health. There are suitable car parks (The Broadway) within close proximity to Plymstock library with dedicated disabled parking spaces.																							
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an ‘I need help’ card, needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Plymstock Library is a designated safe place along with 8 other Plymstock locations.</p>	No adverse impact as this Safe Space will be retained.	N/A	N/A																				
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8322</td> <td>66.7</td> <td>+8.6</td> </tr> <tr> <td>Buddhist</td> <td>30</td> <td>0.2</td> <td>-0.1</td> </tr> <tr> <td>Hindu</td> <td>4</td> <td>0.0</td> <td>-0.2</td> </tr> <tr> <td>Jewish</td> <td>4</td> <td>0.0</td> <td>-0.1</td> </tr> </tbody> </table>	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	-0.1	No impact anticipated.	N/A	N/A
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	-0.1																					

	<table border="1"> <tr> <td>Muslim</td> <td>19</td> <td>0.2</td> <td>-0.6</td> </tr> <tr> <td>Sikh</td> <td>2</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Other Religion</td> <td>33</td> <td>0.3</td> <td>-0.2</td> </tr> <tr> <td>No religion</td> <td>3184</td> <td>25.5</td> <td>-7.4</td> </tr> <tr> <td>Not stated</td> <td>882</td> <td>7.1</td> <td>0.0</td> </tr> </table> <p>Residents in Plymstock Radford were far more likely to profess Christianity and less likely to be any other religion than the citywide population.</p>	Muslim	19	0.2	-0.6	Sikh	2	0.0	0.0	Other Religion	33	0.3	-0.2	No religion	3184	25.5	-7.4	Not stated	882	7.1	0.0			
Muslim	19	0.2	-0.6																					
Sikh	2	0.0	0.0																					
Other Religion	33	0.3	-0.2																					
No religion	3184	25.5	-7.4																					
Not stated	882	7.1	0.0																					
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be female than the citywide average (+1%). Men 48%, Women 52%.</p> <p>Residents are less likely to be single and never married than the city wide average (-14.7%), less likely to be divorced (-1.8%) and more likely to be widowed (+2.5%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities. However the commitment that has been made for the activities and services which currently run from these libraries, to be retained and relocated elsewhere in the community will reduce this impact.	Promote the outreach service effectively in areas where a Library is closing	A Macdonald tbc																				
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																				
<b>Race</b>	<table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>12107</td> <td>97.0</td> <td>+4.9</td> </tr> <tr> <td>White Other</td> <td>157</td> <td>1.3</td> <td>-1.9</td> </tr> <tr> <td>Mixed</td> <td>99</td> <td>0.8</td> <td>-0.5</td> </tr> </tbody> </table>	Ethnicity	Number	%	% var	White British	12107	97.0	+4.9	White Other	157	1.3	-1.9	Mixed	99	0.8	-0.5	No adverse impact is anticipated.	Consider making closure information available in other languages where required / requested.	A Macdonald tbc				
Ethnicity	Number	%	% var																					
White British	12107	97.0	+4.9																					
White Other	157	1.3	-1.9																					
Mixed	99	0.8	-0.5																					

	Asian/Asian British	59	0.5	-1.0			
	Black/Black British	42	0.3	-0.4			
	Other ethnic group	16	0.1	-0.3			
	<p>Over 99% of residents over three years old speak English as their main language. This is 3.4% higher than the citywide average. Portuguese (9) is the most common alternative main language.</p> <p>Census 2011.</p> <p>Residents are more likely to be White British (+5.4%) than the average across the city. All other minority and BME groups are substantially less represented in this ward.</p>						
<b>Sexual orientation -including civil partnership</b>	Data covering sexual orientation is not available at ward level.		No impact anticipated.	N/A			N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A

<p><b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b></p>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	<p>N/A</p>
<p><b>Good relations between different communities (community cohesion)</b></p>	<p>The headline rate of Community Cohesion in 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</p>	<p>N/A</p>
<p><b>Human rights</b> Please refer to <a href="#">guidance</a></p>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	<p>N/A</p>

#### STAGE 4: PUBLICATION

Date 12.06.2017

Responsible Officer



Assistant Director for Customer Services

# 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.

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



	<ul style="list-style-type: none"> <li>▪ Feel better with a book – Mondays- Weekly</li> <li>▪ Rhymetime – Wednesday – Weekly</li> <li>▪ Feel Better with a Book – Tuesdays weekly</li> <li>▪ Stop Smoking Service – Thursdays weekly</li> <li>▪ Lego Club – Thursdays weekly</li> <li>▪ Half Term Activities – Scheduled to co-ordinate with local school terms</li> </ul> <p>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.</p> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible												
Age	<table border="1"> <thead> <tr> <th>Age</th> <th>Number in ward</th> <th>%</th> <th>% variance with city wide average</th> </tr> </thead> <tbody> <tr> <td>0-15</td> <td>2716</td> <td>20.5</td> <td>+3.0</td> </tr> <tr> <td>16- 64</td> <td>7996</td> <td>60.2</td> <td>-4.8</td> </tr> </tbody> </table>	Age	Number in ward	%	% variance with city wide average	0-15	2716	20.5	+3.0	16- 64	7996	60.2	-4.8	<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and hearing impairments and dementia.</p>	<p>Promote online lending of eBooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p> <p>Promote click and collect service which will be available at outreach</p>	A Macdonald tbc
Age	Number in ward	%	% variance with city wide average													
0-15	2716	20.5	+3.0													
16- 64	7996	60.2	-4.8													

	64+	2560	19.3	+1.9	<p>Source annual populations survey 2012.</p> <p>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.</p>	<p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p>	<p>venues</p> <p>Promote the outreach locations where library services will be delivered</p> <p>Reassess staffing levels as a result of closure of library to provide additional capacity for in-library and outreach offers.</p>	

		<p>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.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PC's for young or older people, or demand for targeted children's activities e.g. rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>		
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Disability					Access for disabled people to Southway Library has been assessed as good and as a tier 1 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
	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			
<p>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.</p> <p>There are six people who recorded their first language as British Sign Language in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There is a suitable car park to the rear of Southway Library with dedicated disabled parking spaces.</p>							

	<p>There are some health related activities and provision available at Southway Library. This aimed at mixed ability groups and there are some events targeting particular issues including mental health.</p> <p>The library is accessible from the entrance by the bus stop rather than the main entrance at the shopping precinct. It is Equality Act 2010 compliant.</p>																			
<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an ‘I need help’ card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>Southway Library is a designated safe space.</p>	No adverse impact is as this Safe Space will be retained.	N/A	N/A																
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>8089</td> <td>62.1</td> <td>+4.0</td> </tr> <tr> <td>Buddhist</td> <td>35</td> <td>0.3</td> <td>0.0</td> </tr> <tr> <td>Hindu</td> <td>25</td> <td>0.2</td> <td>0.0</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	8089	62.1	+4.0	Buddhist	35	0.3	0.0	Hindu	25	0.2	0.0	No impact anticipated.	N/A	N/A
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No religion	3927	30.1	-2.8																									
Not stated	858	6.6	-0.5																									
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are more likely to be female than the citywide average (+1.5%). Men 48%, Women 52%.</p> <p>Residents are less likely to be single and never married than the city wide average (-10.4%), more likely to be divorced (+0.4%) and more likely to be widowed (+0.5%).</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries.</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>	<p>Promote the outreach service effectively in areas where a Library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald tbc																								
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																								

Race					No adverse impact anticipated 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.	Consider making library closure information available in other languages where required / requested.	A Macdonald tbc
Ethnicity	Number in ward	%	% variance in city wide average				
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	-0.1				
<p>Over 98% of residents over three years old speak English as their main language. This is 1.8% higher than the citywide average. Polish (41) and Filipino (34) are the most common alternative main languages.</p> <p>Census 2011.</p> <p>Residents are more likely to be White British (+2.9%) than the average across the city. All other minority and BME groups are more substantially represented in this ward.</p>							
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No adverse impact anticipated.	N/A	

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average hourly pay between men and women	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	Library staff in all tier 1 libraries will be trained to take Hate incident reports. Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.	N/A
<b>Good relations between different communities (community cohesion)</b>	The headline rate of Community Cohesion in 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
<b>Human rights Please refer to <a href="#">guidance</a></b>	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

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

**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**

	<ul style="list-style-type: none"> <li>▪ Rhymetime – Twice Weekly - Monday &amp; Thursday</li> <li>▪ Share a Story for Under 5s – Weekly</li> <li>▪ Active Steps – For over 50s – Twice Weekly Monday &amp; Wednesdays</li> <li>▪ Stop Smoking Advice – Weekly – 1-2-1 sessions</li> <li>▪ Work Club – Weekly Fridays</li> <li>▪ Memory Café – Weekly</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>▪ Ernesettle</li> <li>▪ West Park</li> </ul> <p>Demand for existing services hosted by this library may increase as a result of the proposed closure of other libraries. Additional sessions may be required at this and other libraries to accommodate any additional demand along with outreach in the local areas of the proposed closures.</p>
<b>Author</b>	Chris Jones and Kevin Mackenzie
<b>Department and service</b>	TCC06 (Plan for Libraries) Project Team (Transforming the Corporate Centre Programme)
<b>Date of assessment</b>	Final version 12/06/17

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible
<b>Age</b>		<p>Our home library service will need to meet the needs of an increasing number of physically frail older people.</p> <p>Libraries will face a similar challenge in meeting the needs of older people with visual and</p>	<p>Promote online lending of ebooks</p> <p>Library staff will provide assistance to anyone who needs help accessing the service on line</p>	A Macdonald

Age	Number in Ward	%	% variance with city wide average			
0-15	3039	22.4	+4.9%	<p>hearing impairments and dementia.</p> <p>Older people are proportionately less likely to access our online services, either through lack of ability or access to ICT.</p> <p>Older people particularly the over 75's welcome the idea of a home library service but need more information to understand the offer.</p> <p>Older people, particularly those in the 66 – 75 age may be more socially isolated if their local library closes.</p> <p>Young children may miss out on the library experience and the planned and informal opportunities for social interaction with their peer group libraries provide, particularly for those of pre-school age.</p> <p>The representation of the 16-64 age groups is significantly greater than the city average. This area houses the city's largest university and student accommodation is abundant which will partly account in for this variance. Students tend to use the University library facilities, therefore no adverse impact is expected</p>	<p>Promote click and collect service which will be available at outreach venues</p> <p>Promote the outreach locations where library services will be delivered</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
16- 64	8554	63.0	-2.0%			
64+	1993	14.7	-2.7%			
<p>Above data based is based on Office of National Statistics demographic indicator data for St Budeaux Library at ward level</p> <p>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 +</p>						

		<p>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.</p> <p>There may be an adverse impact to users if there is significant displacement to this library from the libraries that are closing. For example more demand on services like public access PC's for young or older people, or demand for targeted children's activities e.g rhyme time etc.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers.</p>										
<p><b>Disability</b></p>	<table border="1"> <thead> <tr> <th>Day to day activities</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Limited a lot</td> <td>1556</td> <td>11.6 %</td> <td>+1.6</td> </tr> </tbody> </table>	Day to day activities	Number	%	% var	Limited a lot	1556	11.6 %	+1.6	<p>Access for disabled people to St Budeaux Library has been assessed as good and as a tier 1 library it may benefit from service enhancements.</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Ensure that outreach locations that are selected for delivering library services are Equality Act 2010 compliant</p> <p>Reassess staffing levels to</p>	<p>A Macdonald tbc</p>
Day to day activities	Number	%	% var									
Limited a lot	1556	11.6 %	+1.6									

	<table border="1"> <tr> <td>Limited a little</td> <td>1457</td> <td>10.9 %</td> <td>+0.5</td> </tr> </table>	Limited a little	1457	10.9 %	+0.5		<p>provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	
Limited a little	1457	10.9 %	+0.5					
<p>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.</p> <p>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.</p> <p>There are seven people who recorded their first language as British Sign Language in the last census.</p> <p>Private transport is the preferred option for the majority of mobility impaired adults (69% in 2013).</p> <p>Transport statistics reveal that despite 85% of the UK bus fleet being accessible 25% of mobility impaired passengers report experiencing difficulty using public transport.</p> <p>There are some health related activities and provision available at St Budeaux Library such as Active Steps and Smoking Cessation.</p> <p>There is a small car park at the rear of the library. There is limited on-street parking in the neighbouring streets</p> <p>The library is Equality Act 2010 compliant.</p>								

<b>Disability</b>	<p><b>Safe Place Locations</b></p> <p>If a person with a learning disability with an 'I need help' card needs assistance when they are in the community, they can show this to a member of staff in a Safe Place. Someone will then call their designated person or the Police, depending on what the circumstances may be.</p> <p>Venues involved in the scheme are easily identifiable by the yellow logo displayed in their front window.</p> <p>Going to a Safe Place can be used in any situation where a person with a learning disability is feeling vulnerable. For example, if someone is being called names or if they are being bullied. Or they may have missed the bus and are feeling overwhelmed.</p> <p>St Budeaux Library is not currently is a designated safe place. There are currently 5 safe spaces identified in St Budeaux.</p>	<p>No adverse impact anticipated.</p>	<p>Explore possibility of St Budeaux Library being made a designated Safe Place.</p>	<p>A Macdonald</p>																								
<b>Faith/religion or belief</b>	<table border="1"> <thead> <tr> <th>Religion</th> <th>Number</th> <th>%</th> <th>% var</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>7545</td> <td>56.4</td> <td>-1.7</td> </tr> <tr> <td>Buddhist</td> <td>31</td> <td>0.23</td> <td>-0.07</td> </tr> <tr> <td>Hindu</td> <td>1</td> <td>0.007</td> <td>-0.1</td> </tr> <tr> <td>Jewish</td> <td>4</td> <td>0.03</td> <td>-0.03</td> </tr> <tr> <td>Muslim</td> <td>48</td> <td>0.36</td> <td>-0.4</td> </tr> </tbody> </table>	Religion	Number	%	% var	Christian	7545	56.4	-1.7	Buddhist	31	0.23	-0.07	Hindu	1	0.007	-0.1	Jewish	4	0.03	-0.03	Muslim	48	0.36	-0.4	<p>No impact anticipated.</p>	<p>N/A</p>	<p>N/A</p>
Religion	Number	%	% var																									
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<b>Gender - including marriage, pregnancy and maternity</b>	<p>Residents are slightly more likely to be female than the citywide average (+0.7%). Men 48.7%, Women 51.3%.</p> <p>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%)</p> <p>Anecdotal evidence suggests that it's predominantly women who accompany children to activities in libraries</p>	<p>There may be an adverse impact to women if there is significant displacement to this library from the libraries that are closing in order to access Rhymetimes and other children orientated activities.</p> <p>However this impact will be reduced due to the commitment that has been made for the activities and services which currently run from these libraries to be provided by an alternative library, or through the online and outreach offers</p>	<p>Promote the outreach service effectively in areas where a library is closing</p> <p>Reassess staffing levels to provide additional capacity for in-library and outreach offers if as a result of the closures there is a significant displacement of users from of libraries elsewhere.</p>	A Macdonald																
<b>Gender reassignment</b>	Data covering gender reassignment is not available at ward level.	N/A	N/A	N/A																
<b>Race</b>		No adverse impact anticipated	Consider library closure	A																

	<b>Ethnicity</b>	<b>Number</b>	<b>%</b>	<b>% var</b>	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.	information made available in alternative languages.	Macdonald
	White British	12905	96.5	+3.6			
	White Other	244	1.7	-1.5			
	Mixed	105	0.8	-0.5			
	Asian/Asian British	84	0.6	-0.9			
	Black/Black British	27	0.2	-0.5			
	Other ethnic group	14	0.1	-0.3			
<p>The second most widely spoken language is Polish (44) and East Asian (32) Census 2011.</p> <p>The local area similar in terms of diversity to the citywide average. There is a higher than average representation of White British citizens in this community.</p>							
<b>Sexual orientation - including civil partnership</b>	Data covering sexual orientation is not available at ward level.				No impact anticipated.	N/A	N/A

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

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	No negative impact on wage levels is anticipated from the implementation of the Plan for Libraries. Library staff will continue to be considered by corporate policies aimed at reducing the gap in average	N/A

	hourly pay between men and women	
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	<p>Library staff in all tier 1 libraries will be trained to take Hate incident reports.</p> <p>Residents are able to report hate crime incidents on the <a href="http://www.plymouth.gov.uk">www.plymouth.gov.uk</a> website.</p>	N/A
<b>Good relations between different communities (community cohesion)</b>	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
<b>Human rights Please refer to <a href="#">guidance</a></b>	<p>The Council is required to act in a way which is compatible with the rights granted under the European Convention of Human Rights.</p> <p>The Council also has a duty under section 7 of the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient service for all persons desiring to make use thereof.</p> <p>This provision will continue to reduce the potential risk of social isolation for elderly or vulnerable members of the public.</p>	N/A

**STAGE 4: PUBLICATION**

Date 12.06.2017

Responsible Officer

Assistant Director for Customer Services