

EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Greatstone and Town Hall Libraries
2	Person responsible for the assessment:	Sarah Curran
3	Contact details:	912 2823 sarah.curran@trafford.gov.uk
4	Section & Directorate:	Access Trafford, T&R
5	Name and roles of other officers involved in the EIA, if applicable:	Mike Lewis, Director of Customer Services

B. Policy or Function		
1	Is this EIA for a policy or function?	Policy <input type="radio"/> Function <input checked="" type="radio"/>
2	Is this EIA for a new or existing policy or function?	New <input type="radio"/> Existing <input type="radio"/> Change to an existing policy or function <input checked="" type="radio"/>
3	What is the main purpose of the policy/function?	To transfer the current Greatstone library to the refurbished Town Hall. Greatstone Library is located within Stretford Leisure centre and as a result of budget reductions last year is currently unstaffed.
4	Is the policy/function associated with any other policies of the Authority?	No
5	Do any written procedures exist to enable delivery of this policy/function?	No

6	Are there elements of common practice not clearly defined within the written procedures? If yes, please state.	
7	Who are the main stakeholders of the policy? How are they expected to benefit?	<p>The public who use Greatstone Library</p> <ul style="list-style-type: none"> • The main benefit will be access to staff who will be able to answer queries. Currently Greatstone Library is unstaffed <p>The Access Trafford staff at Trafford Town Hall</p>
8	How will the policy/function (or change/improvement), be implemented?	<ul style="list-style-type: none"> • The proposal will be subject to a public consultation and the results fed into this EIA • If the proposal is confirmed then the stock from Greatstone Library will be moved to the refurbished Town Hall during late March / early April 2013 • Staff currently employed as Receptionists will be offered the chance to apply for a Customer Service Advisor role. Those who are successful will then undergo the necessary training • Any staff not wishing to be considered for a Customer Service Advisor role will be able to apply for VR/VER.
9	What factors could contribute or detract from achieving these outcomes for service users?	<ul style="list-style-type: none"> • The public being unwilling to visit the library in its new location • Reduced hours of library availability
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	No

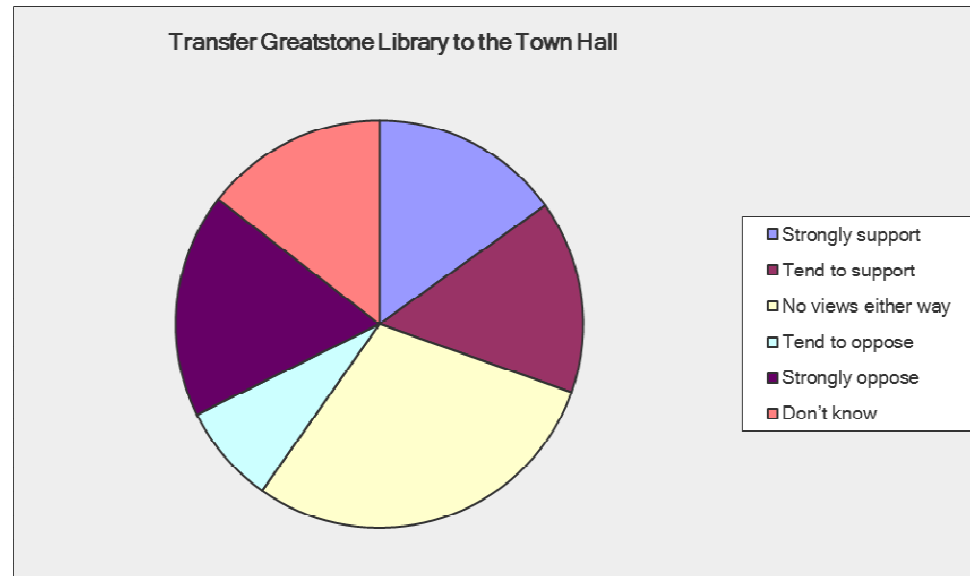
C. Data Collection		
1	What monitoring data do you have on the number of people (from different equality groups) who are using or are potentially impacted upon by your policy/ function?	All library customers are asked to give equalities data when they join but all not all do so. The data provided relates to customers who have used the libraries in the last 12 months
2	Please specify monitoring information you have available and attach relevant information*	Please see Appendix 1
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	

**Your monitoring information should be compared to the current available census data to see whether a proportionate number of people are taking up your service*

D. Consultation & Involvement		
1	Are you using information from any previous consultations and/or local/national consultations, research or practical guidance that will assist you in completing this EIA?	A public consultation was carried out from 5 th December 2011 until 5 th March 2012 on a number of points but it included the proposal to withdraw staffing from Greatstone Library and make it fully self service.
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	<p>Public Consultation</p> <ul style="list-style-type: none"> Public consultation across all libraries via paper copies and online. This commenced on 15th October 2012 and concluded on 14th January 2013 An email address was be available for customers and staff to use for any queries – libraries@trafford.gov.uk

- A phone line was available for any queries – 912 3189
- We were not required to visit Neighbourhood Forums
- We consulted with staff

At the end of the consultation process there had been 399 responses from the public and 365 people completed the section on the proposal to relocate Greatstone into the Town Hall. There were 120 comments on the proposal



Proposal 2 - Transfer Greatstone Library to the Town Hall

Answer Options	Response Percent	Response Count
Strongly support	15.1%	55
Tend to support	15.3%	56
No views either way	29.3%	107
Tend to oppose	7.9%	29
Strongly oppose	17.8%	65

Don't know	14.5%	53
<i>answered question</i>		365

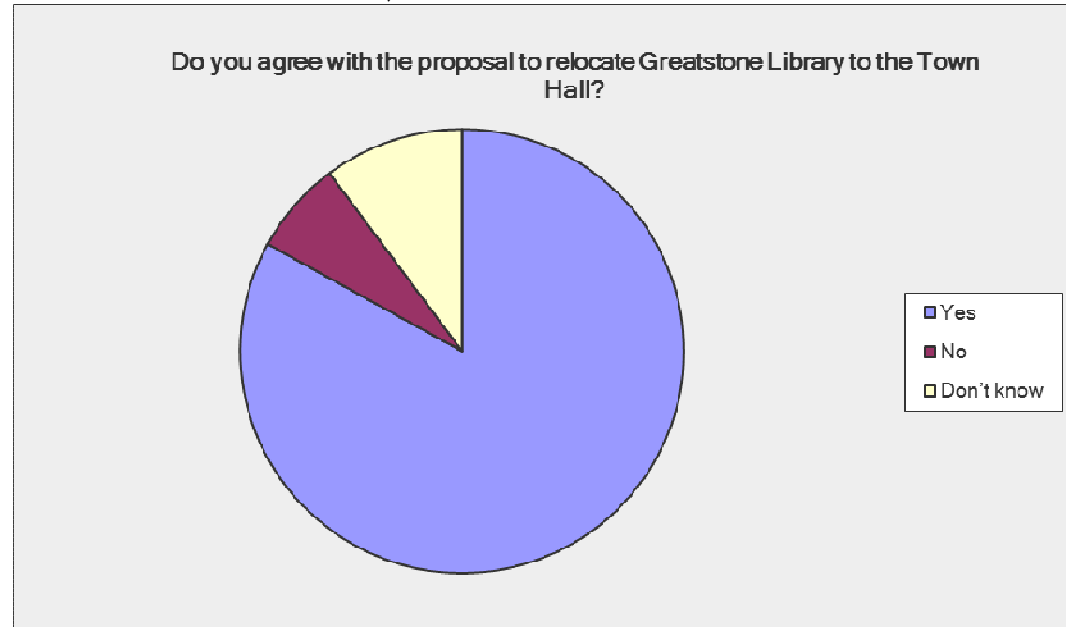
Comments included;

“I think the library needs an adult present or there is a tendency for it to turn into a place for youngsters to hang out, as there is little else on offer for them”

“Preferable to being unstaffed though concerns re lack of Saturday opening and parking facilities at the Town Hall”

Staff Consultation

Staff were also consulted on this option and the results from that consultation are below;



		<p>Do you agree with the proposal to relocate Greatstone Library to the Town Hall?</p> <table border="1"> <thead> <tr> <th>Answer Options</th> <th>Response Percent</th> <th>Response Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>83.1%</td> <td>49</td> </tr> <tr> <td>No</td> <td>6.8%</td> <td>4</td> </tr> <tr> <td>Don't know</td> <td>10.2%</td> <td>6</td> </tr> <tr> <td colspan="2"><i>answered question</i></td> <td>59</td> </tr> <tr> <td colspan="2"><i>skipped question</i></td> <td>7</td> </tr> </tbody> </table> <p>Staff comments included;</p> <p>“I think this proposal is a really good initiative, the borrowers visiting the new library will have a much better experience and personal assistance if they require it”</p> <p>“Good use of resources”</p>	Answer Options	Response Percent	Response Count	Yes	83.1%	49	No	6.8%	4	Don't know	10.2%	6	<i>answered question</i>		59	<i>skipped question</i>		7
Answer Options	Response Percent	Response Count																		
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3	**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?	<p>We do not consider there to be any barriers consulting with the above groups.</p> <p>The number of responses in the previous consultation in 2011/12 was proof that customers had enough choice in how to contribute to the consultation and we replicated that choice.</p>																		

***It is important to consider all available information that could help determine whether the policy/ function could have any potential adverse impact. Please attach examples of available research and consultation reports*

E: The Impact – Identify the potential impact of the policy/function on different equality target groups

The potential impact could be negative, positive or neutral. If you have assessed negative potential impact for any of the target groups you will also need to assess whether that negative potential impact is high, medium or low

	Positive	Negative (please specify if High, Medium or Low)	Neutral	Reason
Gender – both men and women, and transgender;			√	We have considered the nature of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited
Pregnant women & women on maternity leave		Low		<ul style="list-style-type: none"> • Pregnant women and women on maternity leave will be able to access the services as at present. However those women who visit the library after attending ante-natal swimming classes and classes with young babies will have slightly further to travel
Gender Reassignment			√	We have considered the nature

				of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited
Marriage & Civil Partnership			√	We have considered the nature of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited
Race- include race, nationality & ethnicity (NB: the experiences may be different for different groups)			√	We have considered the nature of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited

Disability – physical, sensory & mental impairments		Low		Reduced opening hours New location
Age Group - specify eg; older, younger etc)		Low		New location
Sexual Orientation – Heterosexual, Lesbian, Gay Men, Bisexual people			√	We have considered the nature of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited
Religious/Faith groups (specify)			√	We have considered the nature of the proposals but it is not considered that there will be any impact on people in this group. We have mitigated against the impacts in specific ways for those groups where the proposals will impact and in a general way for those where the information limited

As a result of completing the above what is the potential negative impact of your policy?

High

Medium

Low x

F. Could you minimise or remove any negative potential impact? If yes, explain how.	
Race:	<ul style="list-style-type: none"> • There will be greater accessibility to council services than at present as the Town Hall library will be staffed
Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	<ul style="list-style-type: none"> • We will be able to offer Storytimes and Rhymetimes to parents of babies and young people which is currently not the case at Greatstone Library
Disability:	<ul style="list-style-type: none"> • There will be greater accessibility to council services than at present as the Town Hall library will be staffed • One member of staff has gained a BSL qualification • Customers wishing to use a library outside of this hours will be able to visit Stretford Library which is 1.3 miles away or Old Trafford Library which is 1.7 miles away
Age:	<ul style="list-style-type: none"> • All services will be accessible as they are now, however, if necessary older customers can be referred to the Home Library Service or Talking Book Service • Younger customers will benefit from having staff available to help answer any homework queries and photocopying/ printing facilities • The library opening hours at the Town Hall Library will not be as long as they currently are at Greatstone but online reference sources are available to use outside of normal opening hours. Analysis of issue figures show that 72% of items were issued between 9am and 5pm, which will be the new opening times of the Town Hall library. • Customers wishing to use a library outside of this hours will be able to visit Stretford Library which is 1.3 miles away or Old Trafford Library which is 1.7 miles away

		<ul style="list-style-type: none"> • There will be some visitor car parking at the Town Hall • Over 40% of customers who use Greatstone Library also use another library in Trafford
Sexual Orientation:		N/A
Religious/Faith groups:		N/A
Also consider the following:		
1	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for a particular equality group or for another legitimate reason?	The proposals should overall give a better quality of service as trained Customer Service Advisors and there more facilities will be available to customers. These include People's Network computers, printing and photocopying.
2	Could the policy have an adverse impact on relations between different groups?	N/A
3	If there is no evidence that the policy <i>promotes</i> equal opportunity, could it be adapted so that it does? If yes, how?	

G. EIA Action Plan

Recommendation	Key activity	When	Officer Responsible	Links to other Plans eg; Sustainable Community Strategy, Corporate Plan, Business Plan,	Progress milestones	Progress
Complete public consultation		December 2012 – January 2103	Libraries Manager			Completed
Review submissions from public consultation	Submissions read	January 2013	Libraries Manager		Results published	
If proposal is accepted ensure that affected staff are informed of options	Meetings with affected staff	February 2013	Libraries Manager		Meetings with staff taken place	
Ensure those staff that want to become Customer Service Advisors are trained	Training plan put in place	February 2013 onwards	Service Support Manager		Staff are fully trained	

Ensure library opens in Town Hall	Books and equipment moved	Late March / early April 2013	Libraries Manager		Library opens	
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Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed 
Lead Officer Sarah Curran
Date 17th January 2013

Signed 
Service Head Mike Lewis
Date 17th January 2013

Appendix 1

Equalities data for customers using Greatstone Library within the last 12 months

Gender

Male	759	42%
Female	1053	58%

Race

African	19	1%
Asian British	147	9%
Bangladeshi	9	1%
Black British	91	6%
Caribbean	19	1%
Chinese	12	1%
Chinese British	7	0%
Indian	37	2%
Other Asian Background	10	1%
Other Black Background	1	0%
Other Ethnic Background	11	1%
Other White Background	65	4%
Pakistani	77	5%
White and Asian	15	1%
White and Black African	15	1%
White and Black Caribbean	37	2%
White British	1019	63%
White Irish	29	2%

Disability

Hearing	2	15%
Mobility	2	15%
Other	4	31%
Sight	5	38%

Age

Under 5	126	3%
Junior	852	22%
13-15	335	9%
16-18	245	6%
Adult	2021	53%
60+	262	7%

Sexual Orientation

Data not available

Religion/ Faith

Data not available