

EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Extend the use of volunteers across all 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 Service

B. Policy or Function		
1	Is this EIA for a policy or function?	Policy <input checked="" type="checkbox"/> Function <input type="checkbox"/>
2	Is this EIA for a new or existing policy or function?	New <input type="checkbox"/> Existing <input type="checkbox"/> Change to an existing policy or function <input checked="" type="checkbox"/>
3	What is the main purpose of the policy/function?	To introduce volunteers across all libraries in Trafford
4	Is the policy/function associated with any other policies of the Authority?	Greater use of volunteers across the Authority
5	Do any written procedures exist to enable delivery of this policy/function?	<ul style="list-style-type: none"> • Volunteer library role and duties • Trafford Volunteering Strategy

6	Are there elements of common practice not clearly defined within the written procedures? If yes, please state.	No
7	Who are the main stakeholders of the policy? How are they expected to benefit?	<p>Customers using Trafford libraries</p> <ul style="list-style-type: none"> • No libraries will close as a result of using volunteers • all services will still be available to customers • a reduction in costs across the service <p>Staff working in the libraries</p> <ul style="list-style-type: none"> • There will be no redundancies as a result of this proposal
8	How will the policy/function (or change/improvement), be implemented?	<ul style="list-style-type: none"> • Trafford Council would still support the organisations by buying and maintaining the stock, maintaining the buildings and providing training to the volunteers. • Learning from the experience at Hale and Old Trafford libraries this proposal would be introduced on a phased basis over a two year period. • An extra Trainer will be recruited to help deal with the extra training that will be required. • We do not intend to make any staff redundant, introducing volunteers when staff have left through 'natural wastage'. • Once the minimum number of Customer Service Advisors has been reached we will stop recruiting volunteers and not go below the stated numbers for Customer Service Advisors. • Volunteers will be working alongside Trafford Library staff and will be subject to CRB checks (which are free of charge for volunteers) • Volunteers will be dealing with library related duties and enquiries, whilst Trafford Library staff will also be dealing with Council enquiries such as council tax and benefits

9	What factors could contribute or detract from achieving these outcomes for service users?	<ul style="list-style-type: none"> • Not enough volunteers coming forward • Some libraries in close proximity to each other may be trying to attract volunteers from the same catchment population e.g. Davyhulme and Urmston • Resistance to change • Objections from members of the community
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	Not currently, although meetings with Pulse Regeneration are taking place as part of their role as third sector leader for Trafford Council. This is with a view to Pulse taking some responsibility for the co-ordination and organisation of the volunteers within the libraries. The Libraries Manager is also on the Trafford Volunteer Steering Group

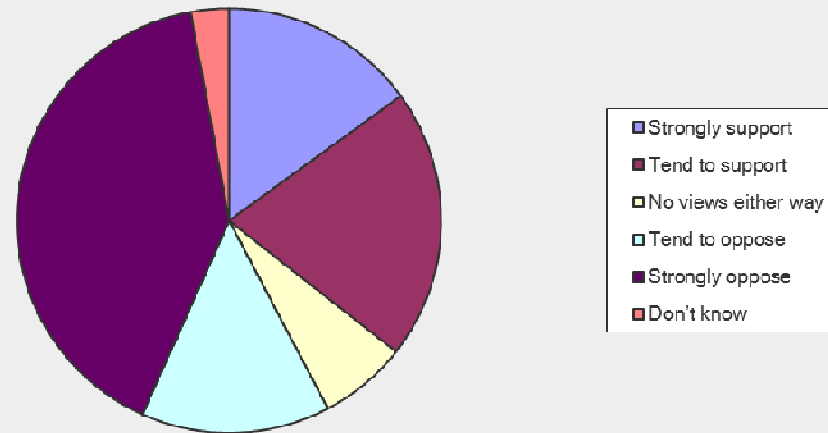
C. Data Collection

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 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 for details
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 introduce volunteers.
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 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 also consulted with staff <p>At the end of the consultation process there had been 399 responses from the public and 374 people completed the section on the proposal to introduce volunteers across all libraries. There were 213 comments on the proposal</p>

Proposal 1 - Use of volunteers across all libraries



Proposal 1 - Use of volunteers across all libraries

Answer Options	Response Percent	Response Count
Strongly support	15.0%	56
Tend to support	20.6%	77
No views either way	6.7%	25
Tend to oppose	14.4%	54
Strongly oppose	40.4%	151
Don't know	2.9%	11
<i>answered question</i>		374
<i>skipped question</i>		25

Some of the comments from the public included;

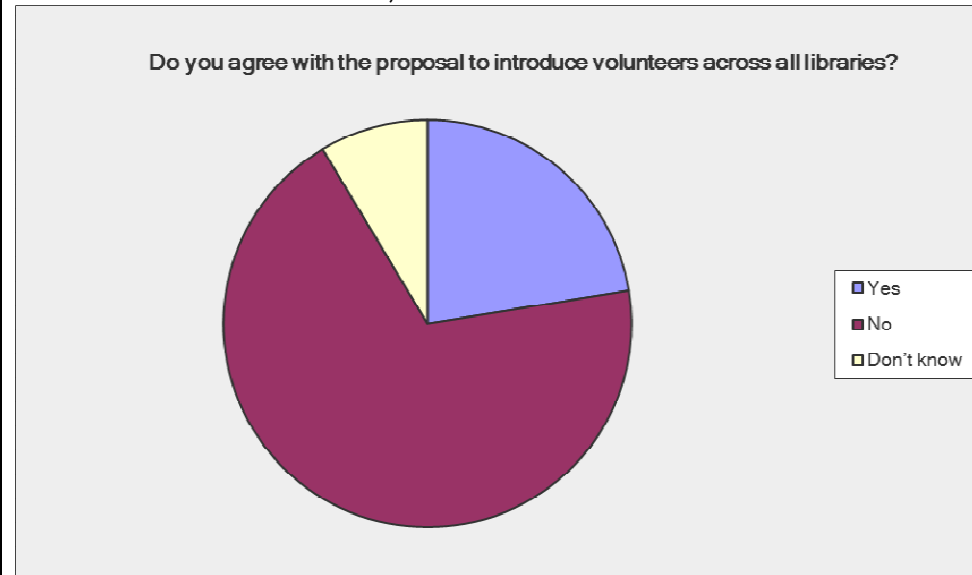
“Librarians and trained library staff have traditionally provided a valuable service to borrowers, enquiries etc. I don't believe that volunteers should be used in place of paid staff to provide library services”

“Cannot rely on volunteers all the time”

“I want to volunteer to use my skills and energy to benefit the local community”

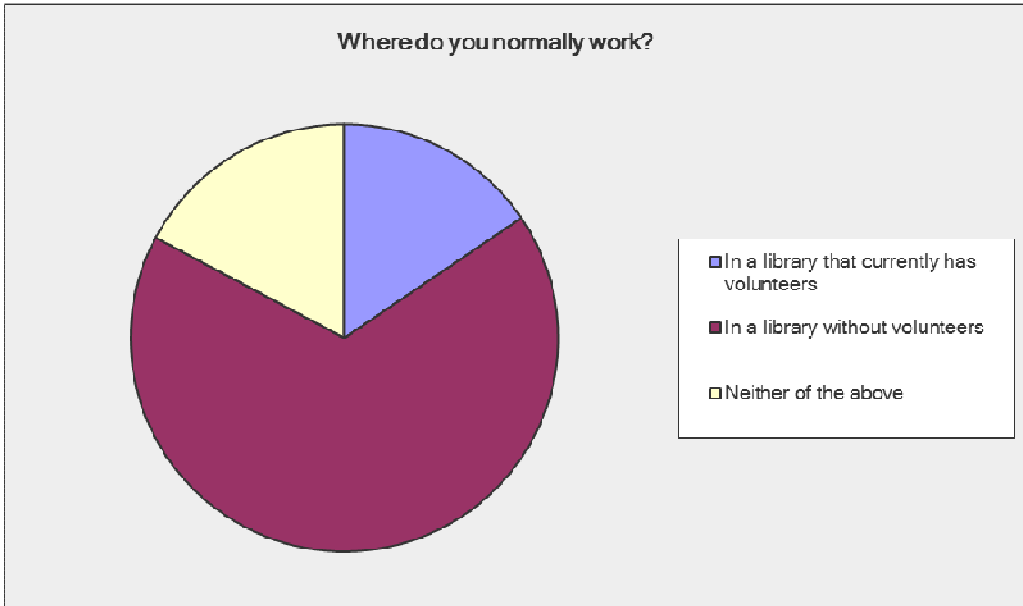
Staff Consultation

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



Do you agree with the proposal to introduce volunteers across all libraries?

Answer Options	Response Percent	Response Count
Yes	22.4%	13
No	69.0%	40
Don't know	8.6%	5
<i>answered question</i>		58
<i>skipped question</i>		8



Where do you normally work?		
Answer Options	Response Percent	Response Count
In a library that currently has volunteers	15.5%	9
In a library without volunteers	67.2%	39
Neither of the above	17.2%	10
<i>answered question</i>		58
<i>skipped question</i>		8

Some of the comments received included;
 “Volunteers are driven and have a cause to assist. They do not have the level of commitment or attendance that paid staff are contracted to deliver. This can lead to a fall in standard to the service level customers have come to expect in their libraries.”

		<p>“Volunteers can be very useful in an organisation but only if they are an ADDITION to the staff necessary to run the library in the first instance”</p> <p>“Good idea in principle but feel there needs to be greater standardisation in volunteer skills.”</p>
3	<p>**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?</p>	<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 will be replicating 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;			√	Volunteers will be working alongside current Trafford Library staff. We will ensure that, wherever possible, volunteers reflect the balance of the community where the library is based.
Pregnant women & women on maternity leave			√	Pregnant women and women on maternity leave will be able to access the same services as at present
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)			√	As the libraries will be remaining open, this should not adversely affect this group.
Disability – physical, sensory & mental impairments			√	As the libraries will be remaining open, this should not adversely affect this group.
Age Group - specify eg; older, younger etc)			√	As the libraries will be remaining open, this should not adversely affect this group.
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
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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"> • By ensuring that the volunteers match the profile for the catchment area • All services will be accessible as they are now
Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	<ul style="list-style-type: none"> • By ensuring that the volunteers match the profile for the catchment area • Libraries at Coppice and Old Trafford have Children's Centres in the same building and customers can access all their services and information
Disability:	<ul style="list-style-type: none"> • By giving equal opportunities for volunteering to people with disabilities. This is already the case at Hale Library • All services will be accessible as they are now
Age:	<ul style="list-style-type: none"> • By ensuring that volunteers come from different age groups.

		<ul style="list-style-type: none"> • By offering younger people the opportunity to gain work experience • All services will be accessible as they are now
Sexual Orientation:		<ul style="list-style-type: none"> • By ensuring that the volunteers match the profile for the catchment area • All services will be accessible as they are now
Religious/Faith groups:		<ul style="list-style-type: none"> • By ensuring that the volunteers match the profile for the catchment area • All services will be accessible as they are now
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?	N/A
2	Could the policy have an adverse impact on relations between different groups?	No
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?	

As a result of the public and staff consultation there are changes to the proposals;

The table below gives information on the minimum members of staff necessary at each library and the estimated number of volunteers that would be needed (numbers will depend to a certain extent on how many hours each volunteer can commit to)

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Library	Current number of staff	Minimum number of staff	Staff savings	Number of volunteers
Altrincham/ Hale	8	7	1.0	10
Coppice	6.15	4	2.15	10
Davyhulme	1.59	1	0.59	5
Lostock	1	1	0	5
Partington	2	1.5	0.5	5
Sale	10	9	1.0	15
Stretford/ Old Trafford	7.67	7	0.67	10
Timperley	4.8	3	1.8	15
Urmston	7.94	6.5	1.44	15
Woodsend	1.6	1	0.6	5
Total	50.75	41	9.75	95

There will be a reduction of 9.75 FTE Customer Service Advisors, not 10.75. The distribution of staff savings will also be changed slightly;

Library	Original staff savings	Revised staff savings
Sale	0.5 FTE	1 FTE
Urmston	2.94FTE	1.44 FTE

0.5 FTE staff saving has been moved from Urmston to Sale

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
1 Complete public consultation	Review submissions from the public	October 2012 – January 2013	Libraries Manager			Completed
2. Complete staff consultation	Review submissions from staff	October 2012 – January 2013	Libraries Manager			Completed
3. Recruit volunteers if the proposal is accepted	Liase with Pulse Regeneration	March 2013	Libraries Manager		Volunteers recruited	
4. Start to train the volunteers	Training plan implemented	April 2013 onwards	Service Support Manager			
5. Managing the reduction of Customer Service Advisors	Savings made across libraries	April 2013 onwards	Sarah Curran			

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 Gender

	Altrincham	Bowfell	Coppice	Dawyhulme	Greatstone	Hale	Lostock	Old Trafford	Partington	Sale	Stretford	Timperley	Urmston	Woodsend
Male	5840	369	2058	646	759	2770	418	3401	1068	6143	4461	2806	3901	1022
Female	6551	504	2662	896	1053	3863	605	3614	1374	7439	4784	3607	4807	1223

Race

	Altrincham	Bowfell	Coppice	Dawyhulme	Greatstone	Hale	Lostock	Old Trafford	Partington	Sale	Stretford	Timperley	Urmston	Woodsend
African	176	4	45	15	19	24	14	829	49	113	213	35	108	12
Asian British	238	10	151	2	147	175	37	982	14	213	429	96	116	7
Bangladeshi	25	1	9		9	7		68	1	19	32	11	23	
Black British	90	9	63	18	91	19	38	759	26	170	429	34	118	10
Caribbean	35		10	2	19	8	8	209	1	52	135	3	23	3
Chinese	132	2	46	4	12	18	9	25	3	122	44	25	31	3
Chinese British	71	5	18	8	7	24	1	18	1	73	28	26	20	2
Indian	405	5	97	17	37	87	21	382	3	472	223	117	125	45
Other Asian Background	195	4	51	8	10	39	2	270	2	160	138	48	60	12
Other Black Background	19	1	6	3	1	3	5	60	7	16	19	9	8	2
Other Ethnic Background	81	3	39	4	11	52	13	73	16	121	78	19	58	12
Other White Background	1159	15	128	38	65	447	21	302	64	839	767	214	348	44
Pakistani	175	3	35	6	77	90	39	778	8	98	430	51	62	12
White and Asian	63	1	28	2	15	40	6	63	6	61	54	40	24	6
White and Black African	34	4	23	4	15	15	4	102	8	45	78	18	21	4
White and Black Caribbean	45	3	40	6	37	11	14	138	27	68	133	20	52	11
White British	7646	671	3252	1242	1019	4659	754	1343	1886	9540	5037	5078	6785	1916
White Irish	193	12	63	27	29	124	16	59	52	284	197	115	123	27

Disability

	Altrincham	Bowfell	Coppice	Dawyhulme	Greatstone	Hale	Lostock	Old Trafford	Partington	Sale	Stretford	Timperley	Urmston	Woodsend
Hearing	25	3	13	2	2	4	7	5	13	29	31	12	32	2
Mobility	32	2	30	4	2	9	15	2	18	59		10	57	5
Other	17		11	1	4	6	8	5	9	35	16	9	28	4
Sight	17	2	11		5	8	9	1	9	31	9	10	27	4

Age

	Altrincham	Bowfell	Coppice	Dayhulme	Greatstone	Hale	Lostock	Old Trafford	Partington	Sale	Stretford	Timperley	Urmston	Woodsend
Under 5	499	24	479	291	126	639	67	291	180	975	497	656	609	217
Junior	2023	322	1582	481	852	2219	476	1493	700	3569	1989	2266	2153	794
13-15	751	210	585	123	335	753	373	681	325	1271	781	825	794	254
16-18	556	187	386	129	245	527	216	599	245	939	565	603	578	189
Adult	14379	1477	4623	1536	2021	6123	1429	6674	2367	16460	10433	6326	9323	1918
60+	4059	466	1430	709	262	2193	222	485	538	4551	2102	2246	3106	777

Sexual orientation

Data not available

Religion / Faith group

Data Not available