

## Annex 2 – Updated EIA action plan

**ISSUE 1.** The current model for Community Partnered Libraries (CPLS) puts the local community in charge of recruiting sufficient numbers of suitable volunteers. Further actions could be considered to increase Surrey County Council influence over volunteer recruitment and management

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
1.1 Provide Steering Groups with a range of task descriptions and outcomes;	CPLs are supported with their volunteer recruitment. Volunteers have a clear sense of purpose. Customers benefit from an efficiently run library.	Operations Manager / CPL Sector Lead	Provide descriptions in July 2012	1.1 Complete. Range of job roles identified and information supplied to the steering groups as the team works with them.	N/A
1.2 Ask Steering Groups to provide a regular demographic breakdown of their volunteers, to include age, gender and ethnicity and review trends over time.	Better understanding of the demographic profile of volunteers.	As above	Request demographic profile as each CPL prepares for handover in 2012/13  Review demographics as part of the 12 month evaluation.	1.2 CPLs are recruiting volunteers – Kelly has opened conversations with Steering Groups regarding capturing demographic breakdown of their volunteers.  There is a good gender balance, ethnicity is similar to paid staff in libraries. Many of the volunteers are retired but the groups have invited younger people to undertake their Duke of Edinburgh in the	1.2 Form sent to all CPL steering groups to be completed anonymously by volunteers. 20-30 completed forms. CPL partners questioned the need for this information.

libraries. More work to be done here to encourage Steering Groups to formally capture this information. It will be a snapshot in time, as the profile of volunteers will be changing as new volunteers start and others leave.

Some groups do not feel they have enough information about their service users – e.g. ethnicity etc.

Action - Design form to issue to steering groups to capture standard set of information about volunteer demographics.  
(KS)

Action - Issue form to steering groups and ask them to have the information in place for their April quarterly meeting.

(KS)

<b>ISSUES 2.</b> Ensure CPLs (and all branch libraries) have information on site about district/borough carer projects run by Action for Carers so that they can provide this information when requested. Information should either be available at the branch, or volunteers should be aware and able to refer the enquiry to Enquiries Direct.					
Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
2.1 Ask Library Managers at branch libraries to check they have this information and staff are aware	Effective signposting for carers seeking advice.	Sector Leads	By September 2012	2.1 Library Managers would know to call Enquiries Direct to search for this type of information.	Sector Leads advise that this information is available to all branches.
2.2 Provide information to Steering Groups for cascading.	As above	CPL Sector Lead	As CPLs prepare for handover in 2012/13	<p>2.2 Action Point to check. However the CPLs do call the helpline/Enquiries Direct (Edi) when faced with this type of enquiry – this is reassuring. Most steering groups have a training representative who will cascade this type of information.</p> <p>Action - KSB to check that Library Managers have the information to respond to this type of request.</p> <p>-Action - KS to double check that this is clear during training and when working with volunteers in the library</p>	Sector Leads advise that this information is available to all branches.

**ISSUE 3.** Assist Steering Groups to establish volunteer training with representatives from Surrey Independent Living Council (SILC) and Surrey Association for Visual Impairment(SAVI) and Royal National Institute for Blind People (RNIB) for additional training for volunteers in helping people with disabilities. This could also benefit existing Surrey County Council Library Staff as an addition to their current Equalities training and it would be worth considering offering this training to existing Surrey County Council Library Staff over time.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
3.1 Provide Steering Groups with the details for SAVI and SILC	Volunteers benefit from expert training advice.	CPL Sector Lead	Initiate if approved by Cabinet from August 2012	3.1 Not yet complete due to workloads and training. There is scope to involve suggested parties in the ongoing training. Action Point for KS	3.1 Ongoing
3.2 Review progress in end of year one evaluation	Customers with greater needs receive appropriate support.	Senior Management Information Officer (JB)	September 2013	<p>3.2 Discussed and keen to pursue. Further experience within CPL Support Team now and through Gamesmaker training means that disability training now improved further – covering issues that are less visible, such as mental health conditions, MS etc.</p> <p>Action: - Make contact with SAVI/SILC to discuss (KS/KSB), by Summer 2013.</p>	<p>3.2 Sector Manager has attended most of the Disability Empowerment Boards and shared the training with them.</p> <p>Feedback has been positive and they have felt reassured by what the CPL team is doing with Volunteers.</p> <p>Volunteers themselves often have personal experiences of living with disabilities and have keenly taken on training. Safeguarding Training introduced and first session successfully presented by an external trainer at Tattenhams.</p>

<b>ISSUE 4.</b> Share Mosaic profiling and other relevant library use data with the Steering Groups at the 10 CPLs to support them to target activities and programmes to their local community. Mosaic is a consumer classification system that gives access to demographic data.					
<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>	<b>Progress update Feb 2013</b>	<b>Update August 2013</b>
4.1 Discuss Mosaic profile at monthly meeting with steering groups to identify priority areas	<p>Steering Groups have a good understanding of their borrowers and local community.</p> <p>They can identify areas for focus. Customers benefit from targeted activities/information.</p>	CPL Sector Lead	As each CPL gets started in 2012/13	<p>4.1 Information has been shared with the steering groups at the regular meetings and by email.</p> <p>All have been doing extra events, and some like New Haw are conducting surveys into what their community wants from their library. Byfleet/Stoneleigh/Warlingham looking to do work with Carers and care homes to meet the needs of areas highlighted in Mosaic</p> <p>KS to share with the other 9 CPLs to help them with priority setting, by the April quarterly review (KS, KSB)</p>	<p>Data shared with CPLs.</p> <p>Activities underway in relation to local needs. For example, Warlingham have developed an outreach service for elderly in care homes;</p> <p>Stoneleigh are looking into coffee mornings aimed at mums with young children and another for older people.</p>

**ISSUE 5.** Ensure that roles and responsibilities for recruiting, training and managing volunteers and meeting duties like Equalities are equally clear in the Memorandum of Understanding (MOU) and performance indicators for all models including the paid SCC staff model.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
5.1 Review the MOU with Steering Groups at the 5 wholly-volunteer run libraries	MOU is agreed by both partners and an effective partnership is built.	Operations Manager with colleagues in Legal	Before handing over to the community  First MOUs due for formal review December 2013	5.1 MOU not yet reviewed, but service is looking to do so after the first quarterly reviews in April.  MOU has been made clearer in the interim with clarification of expectations in the terms of the lease/license, and income raising. And in training notes.	5.1 Reviewing with Legal and then discussing with partners and rolling out updated version to all CPLs. The MOU has evolved with each CPL and a new Appendix on Income Generation has now been drafted.
5.2 Amend MOU in partnership with the steering groups at the libraries looking to have paid staff plus volunteers.	As above	Operations Manager with colleagues in legal	As discussions are progressed in line with the timescales outlined in the report to Cabinet	5.2 Complete. MOU developed for Warlingham which is following the paid plus volunteer model.  - Review MOU as planned, following the April Quarterly Review meeting (RW/KSB)	5.2 Complete

<b>ISSUE 6. Add monitoring of complaints to performance indicators.</b>					
<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>	<b>Progress update Feb 2013</b>	<b>Update August 2013</b>
6.1 Add to Performance Document	Comments and complaints are formally reviewed on a quarterly basis	Performance Officer (CW)	End July 2012	<p>6.1 Yes, under user feedback, complaints (and compliments) have been added to the list of performance indicators and are in the report template. Further work is being done on the template and complaints monitoring will remain on a quarterly basis.</p> <p>Meeting between KSB and CW planned for February 2013 to come up with a document that works for all parties.</p>	Complete

**ISSUE 7.** The RNIB gave advice on customer training for people with a visual impairment. Include this guidance in future training and circulate information to volunteers who have already been trained. This information would also be useful for staff at all libraries.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
7.1 Review training given on visual impairment. Add the resources from the RNIB to future training plans, and cascade the links to steering groups where volunteers have already been trained.	People with a visual impairment are supported and feel welcomed into all libraries	CPL Sector Lead	Cascade to CPLs that have undergone training by September 2012	7.1 Incomplete. Service is looking to do more training with branch staff on the value of volunteers and what they can add.	7.1 Visual impairment awareness training is being delivered in next phase of training to volunteers.
7.2 Cascade information to Library Managers at all libraries	As above	Sector Leads	Include in training during 2012/13.  Cascade links Library Managers	7.2 Incomplete - VE to send RNIB guidance to KSB, - Sector Manager to review RNIB guidance on training and circulate by quarterly meetings in April - Add equalities as an agenda item at quarterly reviews with the steering groups in April 2013 (KSB) - Add equalities as an agenda item to monthly Library Manager meetings. (KSB) March 2013	7.2 Staff awareness is being raised through Staff Conference planned for March 2014  Equalities is discussed regularly at Library Manager meetings.  An E&D group has been set up to review how we deal with E&D in the Library Service.



<b>ISSUE 8.</b> Surveys have been conducted at some of the CPLs but not yet analysed due to staff constraints. Complete analysis and use results to inform performance monitoring of CPLs in line with the 12 month evaluation plan.					
<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>	<b>Progress update Feb 2013</b>	<b>Update August 2013</b>
8.1 Complete analysis of the remaining surveys	Evaluation of CPLs includes user satisfaction and can help identify areas where performance is particularly strong or where improvements are required	Senior Management Information Officer (JB)	December 2012	8.1 Partially complete. Surveys were conducted prior to official handover and have been analysed at Byfleet, New Haw, Stoneleigh, Tattenhams and Virginia Water The survey at Warlingham has not been completed prior to official handover but it is imminent and will be during the opening few weeks when SCC staff still have a full time presence	Completed at Warlingham.  Second surveys completed at Byfleet/New Haw/Tattenhams /Virginia Water.  First survey completed at Ewell Court.  Bagshot and Bramley planned for Nov 2013.
8.2 Share results with CPL Support Team and Steering Groups	As above	Senior Management Information Officer (JB) / CPL Sector Lead	Evaluation of CPLs proposed for Sept 2013.	RW to ensure JB is aware of timelines and order for handover and survey is ready to be issued. (RW) February 2013  - Survey results to be added as an agenda item at the quarterly reviews in April (KSB).	Survey results not yet discussed with Partners as the results have not been published yet.

**ISSUE 9.** The equalities training plan for volunteers is more detailed than the training that Surrey County Council Library Staff currently receive. Roll out the equalities training plan that has been developed for volunteers to all Surrey County Council Library staff.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
9.1 Share CPL training plan with the libraries Training Forum	Staff have more detailed understanding of equalities and how to support people.	Operations Manager / Sector Leads	End March 2013	The equalities training programme has continued to evolve in the past 6 months. Further experience within CPL Support Team now and through Gamesmaker training during the Olympics and being able to make use of the training received there to incorporate into the training plan.	Complete
9.2 Amend existing staff equalities training for new starters with the more detailed work developed for the CPLs.	Customers benefit from an inclusive, accessible service.	Operations Manager / Sector Leads	End March 2013	All library staff training is currently being reviewed.	The training is being reviewed for staff.  A pilot will be run with the Libraries Equalities and Diversity group in Sept 2013
9.3 Share information with existing staff	As above	Operations Manager / Sector Leads	End March 2013	Deadline moved to end May 2013.	Equality and Diversity will be the focus of the next staff conference in March 2013.

<b>10. Accessibility at Lingfield Library was raised as an issue by the Empowerment Boards. The Library Service is aware of the issues. Continue working with the community and with the Council's Estates and Planning Management department to seek improvements.</b>					
<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>	<b>Progress update Feb 2013</b>	<b>Update August 2013</b>
10.1 Discuss with Estates colleagues and with Steering Group at Lingfield, once formed.	Service can take advantage of any opportunities to improve access to the library.	Operations Manager	Ongoing	<ul style="list-style-type: none"> <li>- Rose to make contact with Estates to discuss.</li> <li>- Sector Lead East (LW) to work with Lingfield Manager on any improvements that can be made without requiring significant financial resources.</li> </ul>	Ongoing. Awaiting outcome of changes to Trust

**ISSUE 11.** Continue to support the communities in the 10 libraries to establish steering groups, working plans and effective relationships with the County Council.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
11.1 Continue discussions	10 CPLs are established and supported to succeed.	Operations Manager/ Head of Service	Ongoing	In discussions with 3 evolving Steering Groups at Bagshot and Bramley. and Ewell Court	Service is meeting with the steering groups at the CPLs that have been transferred on at monthly basis with quarterly review meetings. Some difficulties obtaining performance data on a monthly basis as partners would like and making it clearer to use.
11.2 Continue training in sequence, and arrange dates for going live.	As above	As above	As above	As above	New training plan has been drafted.
11.3 Ensure monthly review meetings are booked	As above	As above	As above	As above	As above.  CPL Sector lead also attends Lead Volunteer meetings on a monthly basis/as required for Virginia Water, Stoneleigh and Tattenhams.
11.4 Continue to review and develop the training plan	As above	As above	As above	As above	As above

**ISSUE 12.** Attend Empowerment Boards on a more regular basis to invite discussion on library accessibility and highlight improvements, for both Surrey County Council and CPL library services.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
<p>12.1 Discuss role of Empowerment Boards (EBs) and External equalities Advisory group (EEAG) with Programme Team staff and Sector Leads at team meetings.</p> <p>12.2 Identify upcoming improvements or possible changes to services that the EBs and EEAG could help to inform</p>	Representative bodies are able to give their expert views on accessibility and can drive service improvements and highlight improvements to their members.	Sector Leads and Programme Team	December 2012	Incomplete – ongoing.	<p>Sector Manager has attended most of the Disability Empowerment Boards and shared the training with them.</p> <p>Feedback has been positive and they have felt reassured by what the CPL team is doing with Volunteers.</p>

**ISSUE 13.** Discuss accessibility for Gypsy, Roma and Traveller people with Chairman of Surrey's GRT Relationship Forum.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
13.1 Contact Chairman to discuss areas of concern.	Joining process ensures best fit for County Council and customers	Operations Manager / Sector Leads	December 2012	Further work required to understand if there are barriers to equal use among people with no fixed address.	Contact not yet made, will be completed shortly.

**ISSUE 14.** Discuss the process for changing personal details with representatives of GIRES

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
14.1 Contact representatives via the External Equalities Advisory Group	Process for changing details is best fit for County Council and customers	Operations Manager / Virtual Content Manager	December 2012	<p>Action delayed due to leave for personal reasons of a member of staff.</p> <p>Library Senior Management Team agreed that members of the public should be able to change relevant gender details on their borrower records, themselves, online.</p> <p>Currently it is not possible to do this online – the system will not allow library users to change their title or name without going into the branch.</p>	<p>Library Service has arranged that Enquiries Direct will be able to take changes to personal details over the phone. It is not possible for customers to make these changes themselves online.</p> <p>Service seeking confirmation of acceptability from the Gender Identity Research and Education Society (GIREs).</p>

**ISSUE 15.** Support Steering Groups to identify and plan targeted activity to increase participation among under-represented groups, once they are successfully established and operating well.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
15.1 Discuss with steering groups once each CPL is under way.	More people benefit from using library services, particularly those people who might have previously been less likely to make use of them.	CPL Sector Lead / Programme Manager (JT)	Ongoing	Underway	Complete - See update 15.2 below
15.2 Link to existing initiatives and activities being developed by the Library Service's Programme Team.	As above	CPL Sector Lead / Programme Manager (JT)	Ongoing	<p>Actively working with Steering Groups to link them with appropriate colleagues to support their initiatives. Steering Groups aware ongoing support and relevant professional help will be available.</p> <p>Actively working with the Programme team and looking at working with Care Homes, Carers, Special needs students and making use of Reminiscence Collection and On line learning modules.</p> <p>Steering Groups are looking at events and activities to hold in the</p>	<p>Stoneleigh currently holding weekly conversation classes for students learning English as a foreign language and planned outreach to carers in the community in addition were planning to make use of Reminiscence Collection</p> <p>New Haw looking to start classes/reading group for emergent readers</p> <p>Warlingham - visiting care homes and use of new Friends and Family card /residential home deliveries. Also offering ebook drop-in sessions in the library</p>



				libraries – e.g. Byfleet is focusing on young people so the service will help them link to the Headspace project.	Also Stoneleigh working with Nescot college re offering work experience to students with learning disabilities
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**16.** Explore the feasibility of extending ereader borrowing and other extra support mechanisms provided as an alternative to mobile library services, to all people with a visual impairment or disability on request as part of the development of Library Direct. Library Direct is a range of services to enable people to gain access to the library service who cannot do so in the usual ways.

Action	Expected outcome	Who	Deadline for action	Progress update Feb 2013	Update August 2013
16.1 Explore volunteer capacity to extend service	People with a visual impairment or disability are able to access e-books/e-audiobooks	Programme Manager (JT)	Initiate following Cabinet decision August 2012	E-book project currently being trialled and will be evaluated February 2013. We currently have 2 groups of people trying them out: Group 1 – who need no support for downloading  Group 2: who need support and we have recruited an E-Book Reader Volunteer support for that role.	Feasibility project completed and determined that not feasible.
16.2 Cost/benefit analysis of extending the service	As above	Programme Manager (JT)	As above	Feasibility study underway	As above
16.3 Discuss likely demand with Surrey Coalition of Disabled People and SAVI.	As above	Programme Manager (JT)	As above	Feasibility study underway	As above
16.4 Work with disability groups to publicise the service				Feasibility study underway	As above

<b>ISSUE 17.</b> Raise issue of Browse Aloud function not working on ebooks/audiobook pages with the ebook supplier. Browse Aloud changes text into spoken word. Work with supplier to find a solution so that people with a visual impairment can access this content.					
<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>	<b>Progress update Feb 2013</b>	<b>Update August 2013</b>
17.1 Raise issue with ebook supplier	People with a visual impairment are able to access ebooks and audiobooks	Virtual Content Manager	September 2012	<p>Response received from Overdrive, confirming investigating possibility of incorporating Browse Aloud.</p> <p>Discussion on 5 Feb suggests that Browse Aloud should work on the library's pages, so a customer could use the Browse Aloud function to borrow an ebook, but they would then be dependent upon whether their ereader or computer had a read-aloud function to read the story.</p> <p>Action: - CG to check Browse Aloud works on the 'virtual tour' feature of the website. Due before attending Empowerment Boards in the summer 2013</p>	Overdrive have confirmed that Browsealoud does not work with their offer.

17.2 Identify what is preventing this function being added, and resolve	People with a visual impairment are able to access ebooks and eaudiobooks	Virtual Content Manager	September 2012	As above	<p>A representative from Surrey Vision is trying the offer with screen reading software</p> <p>Service also creating a working party to look at assistive technology.</p>
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