

DISABILITY EQUALITY ACTION PLAN 2010 - 2013

Year One 2010-2011

KEY: P- PLANNING, I - IMPLEMENTATION, C- COMPLETED, E- EVALUATED

NO	ACTION	<u>IMPACT (I)</u> <u>TARGET DATE</u>	RESPONSIBILITY/ COMMENTS	REVIEWED TARGET DATE
Demonstrating Leadership and Accountability				
D1	<p>The Executive Team continue to support the:</p> <p>(1) Champion/Disability Action Group to continue to implement and mainstream disability equality on annual business plans and within Library strategy including the Champion sharing the plan at Operational meetings with the executive team.</p> <p>(2) Review of progress & accountability for DE progress at ET/Board level including continued annual board reports, accounting for DE in key and main projects, providing Equality Impact Assessments, signing off annual/statutory progress reports etc</p> <p>(3) Sourcing of funding for DE initiatives from Directorates</p> <p>(4) Continued communication of Library vision/commitment to DE</p>	Year 1	<p>Disability Champion/DAG & Directorates</p> <p>Disability Champion/DAG continues to mainstream disability equality with the Library whilst championing Disability Equality at ET level. Review progress and signing off annual disability and mental health action plans.</p> <p>The Library new diversity strategy /structure and remit from mid-2011 to consolidate the action groups into one equality and diversity action group with one Chair at ET level.</p>	Completed
Business Case for Disability				
D2	<p>Look at research/existing information to assess the economic, social and ethnical business case for disability equality re the impact on these areas of taking action including the financial and non-financial impact to the BL of getting it right or not,</p>	Year 1	<p>Disability Champion/DAG & Directorates</p> <p>The business case for disability is being redefined in light of new economic climate, Equality Act 2010 implication and new public sector duty. The Library still committed to realizing the benefits of disability confidence. SEE D1</p>	Implementation

D3	Continue to raise the awareness and culture within the Library understanding Disability Equality and how access needs could be met for service users and employees encouraging greater support / confidence in disclosing a disability for instance areas covered in the actions below in regards to training, communications, engagement, developing expertise and partnering etc.	Year 1	Disability Champion/DAG & Directorates Continued awareness and engagement of Disability Equality across the Library. As at 30 September 2010 -have seen an increase in the disability declaration to 6.5%	Implementation
Employment				
D4	Through the action plan and organisational support to increase the satisfaction rates of disabled staff by the next Staff Survey	Year 1	Human Resources/Directorates New Staff Survey is being developed to be launched in the autumn of 2011. Once the results of the Staff Survey are known then analysis will be undertaken on satisfaction rates for disabled employees.	Moved to Year 2
D5	Ensure required standards for Disability Employment Two Ticks Symbol continue to be met	Year 1-3 Ongoing	Human Resources Successful Re-accreditation of Two Ticks Scheme in June 2010	Completed
D6	Maintain strong relations with the Employers Forum on Disability	Year 1-3 Ongoing	Human Resources The HR diversity team to continue to maintain strong links with the Employer Forum on Disability to keep abreast of best-practice and network organisations.	Implementation
D7	HR and TUS to continue to build strong working relations to address the delivery of Disability Equality -	Year 1-3 Ongoing	Human Resources and Trade Union Side HR and TUS meeting quarterly at the Equality and Diversity Working Group to discuss all areas of diversity and equality including disability	Implementation
D8	Review / evaluate the methods of training, awareness and guidance needs across all levels and inclusive of face to face training needs (e.g. for HR, managers and front line staff). Prioritise this mindful of need and funding available Consider with this the provision of group training sessions for employee	Year 1	Human Resources Training programmes offered to staff include face-to-face communication. For example, Front line diversity training,	Completed

	in roles that need more confidence / awareness		Equality impact assessment training and career development courses. Funding constraints has affected the variety of training provision available but reasonable adjustments to training programmes are still considered and implemented as appropriate.	
D9	Access to Work – Look at how greater knowledge, application and how to use this for support can be achieved. E.g. to what level might process improvement and implementation need to be covered in training at D8 or can it be better covered with designated experts / champions in 10	Year 1-3 Ongoing	Organisation Development A New Reasonable Adjustment Policy has been drafted in Year 1 and is due to be negotiated with TUS in Year 2. Information on Access to Work has been included in the policy and the intranet site updated to raise awareness of the service available for disabled employees.	Completed
D10	Consider how disability “champions” or “experts” in disability subject fields could be developed as a resource to all within the Library	Year 1	Human Resources Champions and experts within the Library have been developed and referred to for advise or assistance i.e. BSL sign language, Mental Health, Access to Work and reasonable adjustments. With the introduction of the new equality and diversity action group this will be reviewed to ensure expert knowledge is maintained and consolidated on.	Completed
D11	Continue to provide Corporate Diversity training including disability equality training for front-line staff	Year 1-3 Ongoing	Human Resources A new Front line diversity training course was developed in 2010 and three courses were delivered in 2011. The course was delivered to front-line staff which included practical awareness and knowledge of the Library’s approach to disability equality. Further courses will be offered if required to new entrants.	Completed
D12	Text phone training to be provided if available to key front-line staff	Year 1	Service Improvement Training to be considered in light of	ON HOLD

			funding constraints and priorities. This action will be undertaken by Customer Services. ON HOLD	
D13	Deliver, implement and communicate the planned reasonable adjustment policy – ensure it includes best practice guidelines for addressing requests for reasonable adjustments, responsibilities, confidentiality which is widely communicated and published.	Year 1	Human Resources New reasonable adjustment policy was developed in 2010 and will be negotiated with TUS in Year 2 (2011) SEE also D9	Completed
D14	Consider as a reasonable adjustment the keeping of a separate record of absences i.e. disability-related leave, disability-related sickness absence and non-disability-related sickness absence to ensure more accurate monitoring of sick absence.	Year 1	Human Resources Disability- related absences are recorded separate from non-disability related absences as best-practice. SEE D13	Completed
D15	Consider how appropriate flexible working hours arrangements are made for disabled staff from the range of flexible working options available and management guidance on appropriate application of this via the review of Flexible Working Policy	Year 1	Human Resources Current Flexible Working Hours Scheme is being reviewed as part of organizational change project. New FWHS to be implemented in 2011.	Implementation
D16	Produce disability guidance for line managers in key areas that need enhancing e.g. on Performance Management and handling disability areas within Welcome back interviews	Year 2	Human Resources – Organisation Development Disability Guidance for the Performance Management Rating system is being developed in line with the launch of the new Performance Rating system from 1 st April 2011. SEE also D13.	Completed
D17	All management appraisals to include an evaluation of the action they have taken to support the organisation's disability goals to a level appropriate to their role, remit and position.	Year 2	Human Resources – Organisation Development Managers are reminded to set diversity objectives for staff to a level appropriate to their remit and role.	Implementation
D18	Continue to take action to encourage disabled employees to self declare disability and look at ways to encourage them to seek/apply for promotion e.g. via career and development	Year 1	Human Resources – Organisation Development As at 30 September 2010, Mid year	Completed

	discussions		<p>equal opportunities monitoring data showed current disability employee representation at 6.5%.</p> <p>Career development workshops are offered to all staff and reasonable adjustments are made if requested. In addition, 1:1 support is available to disabled employees.</p>	
D19	Regularly review the take-up of general training and development by self-declared disabled employees and identify and remedy any under-representation	Year 1	<p>Human Resources & Organisation Development Team (Training Coordinators to assist)</p> <p>Corporate training courses are analysed each year to determine the number of course participation from disabled staff and the number of training days. For 2010-2011 disabled course participant was 8% and training days was 7%.</p>	Completed
D20	Regularly review the take-up of those schemes and programmes which support the development of disabled employees	Year 1	<p>Human Resources - Organisation Development SEE D19</p>	Completed
D21	Regularly review the provision of access to meetings, training, schemes and programmes etc including BSL interpreter provisions	Year 1	<p>Human Resources - Organisation Development</p> <p>New Reasonable Adjustment Policy outlines the policy approach to implementing access adjustments. Due to be negotiated with TUS in Year 2. Once Policy is in place can review the implementation of the policy.</p>	Year 2
D22	Continue to assess the need/requirements for disability support which may be networks that may be staff-led, department-led or service led to engage / raise awareness of disabilities or by considering / evaluating if disabled employees may be assisted by buddying other disabled employees or by having a mentor.	Year 1-3 Ongoing	<p>Directorates & Human Resources</p> <p>No current need to have a disability employee-led support network will continue to assess the need.</p>	On Hold

D23	Ensure 1-1 and Team meetings take place regularly, are held in accessible locations and disabled staff access requirements are met e.g. , booking of qualified BSL interpreters, large font different colours and backgrounds used for printing material	Year 1-3 Ongoing	Directorates Directorates continue to assess access issues when setting up meetings for staff and take account of disability requests.	Implementation
Equality Impact Assessment				
D24	Ensure all initial and full EIAs are processed and published in a timely and appropriate way according to the policy and in an appropriate format to the level required with regard to date information, confidentiality etc	Year 1-3 ongoing	Human Resources/Directorates Initial EIAs are conducted with regard to confidentiality of information when required e.g. for organisational restructures or policy changes. The requirement for publication of results is no longer required under the New Public Sector Duty 2011.	Implementation
D25	Continue to produce and enhance where required end of year disability equality employment monitoring data	Year 1-3 ongoing	Human Resources Disability Workforce information is collated and monitored by HR/TUS every 6 months.	Implementation
Communications				
D26	Accessible Internal Communications – Improve workforce knowledge and engagement of Disability Equality – explore how communications can be made more accessible e.g. for deaf visual impaired or dyslexia, (such as encourage use of Plain English in printed documents, reduce acronyms, notice boards, more face –to-face communication	Year 1-3 ongoing	Directorates & Human Resources Current internal communication is through intranet news stories, staff updates and print media, Shelflife. New internal communication Business Partners are in place to review how internal communication is undertaken to communications. A review of the VCR facilities was conducted to find out the potential usage and potential to provide more face-to-face communication.	Implementation
D27	Increase awareness of the Disability Action Group DAG and its role e.g. via the Diversity Newsletter/ Equality at Work day – Consider using Newsletters to further raise disability awareness e.g. features on assistive technology / positive difference reasonable adjustments have made to the	Year 1-3 ongoing	Human Resources An Equality at Work Day in May 2010 was held at Boston Spa, St.Pancras and Colindale to raise awareness of the work of the action groups/sub-groups.	Implementation

	employee and the team – also for intranet pages for the DAG group		The event received complementary feedback from staff and members of the DAG/MHSG. Information and Mental Health Guidance was made available to staff.	
Access to buildings – environment				
D28	Continue to deliver the Library’s DDA improvement programme for buildings through findings from the recent access audit	Year 1-3 Ongoing	Estates/Building services – A new disabled ramp leading from the Car park to Midland Road was built and opened in November 2010. This was implemented to facilitate better access for disabled users of the car park at St. Pancras site. A mirror was fitted in the BL conference centre so as to aid wheelchair user’s visibility when reversing out of the lift.	Completed
D29	Explore ways in which tactile signage, maps and flooring can be used to assist blind and partially sighted visitors to independently find their way around BL sites e.g. reading room, restaurant, and general facilities. Consider the use of supporting text signs with pictograms, to assist those with autism, dyslexia and learning difficulties and those who first language is not English.	Year 2	Design Office/Estates Planned for Year 2	Year 2
D30	Ongoing maintenance and testing of the provision of hearing loops at all sites at least each month and the results are recorded for audit purposes. Ensure there is a process in place if any loops identified as not working are resolved quickly.	Year 1-3 Ongoing	Estates/Building services – Regular hearing-loop testing is carried out quarterly using ‘Sonido Digital Listener’ recommended by the RNID. New hearing loops have been installed at both of the clockrooms (including conference centre). Guidance was also circulated to the Reading Room managers on the correct positioning of microphones so as to resolve issues.	Implementation
Access to website - publications - marketing material				
D31	To increase the accessibility of information at the Library consider what Marketing material i.e. printed or multimedia CD/DVD ROMS should be available in alternative formats and the use audio tours for the library and exhibitions	Year 1	Design Office Currently marketing material is provided in alternative formats if requested.	Completed

			<p>'Conditions of use' and 'How to Register as a Reader' have just been produced in Braille.</p> <p>Exhibitions and Events booklet always available in large format</p> <p>Website always uses recommended web-safe colours and text</p>	
D32	Ensure marketing material or website includes information on a textphone or text relay numbers to ensure deaf and hearing impaired visitors and readers are aware of the service.	Year 1	<p>Design Office</p> <p>BL Website contains textphone information for deaf and hearing impaired visitors and readers.</p>	Completed
D33	To help promote the Library's events and exhibitions to the disabled community ensure disabled organisations are included in when promoting events externally	Year 1	<p>Directorates</p> <p>SM&C – BIPC and continue to engage with disabled organisations and run specific disability events SEE D42</p>	Completed
D34	Undertake a full accessibility audit on the BL Website and consider where appropriate, the use of any videos should have subtitles or BSL sign language for deaf users. - Link this action to D46 as D46 is relevant to access to web services	Year 1	<p>Web Services</p> <p>Accessibility audit of BL website will be incorporated in the new design of the BL website which is an on-going project</p>	Implementation
D35	Continue to assess and review what improvements can be made to signage, displays and information to meet access needs of visitors with different impairments.	Year 2	<p>Design Office</p> <p>Planned for Year 2</p> <p>SEE 31</p>	Year 2
D36	Develop and access leaflet for visitors and readers which should include information for individuals with different impairments which should include basic communication information in Plain English. Where a textphone is used the text relay numbers should be included in the access leaflet	Year 1	<p>Disability Support Officer/Design Office</p> <p>4 audio guides were produced to provide information to disabled readers and visitors covering how to travel to the Library to what events and exhibitions are currently on.</p> <p>http://www.bl.uk/whatson/podcasts/audioguides/index.html.The development of the access leaflet was begun in Year 1</p>	Year 2

			and is an on-going project – to be delivered in Year 2	
Events & Exhibitions				
D37	When organising events, organizers to ensure that reasonable and appropriate accessibility needs are met / adjustments are implemented, e.g. accessible display cases and labels, seating, booking qualified BSL interpreters, speech to-text, hearing loops, printed material and design layout.	Year 1-3 Ongoing	Directorates BIPC, Oral History, hearing loops, large print “ What’s On”, Accessible design layout – ramps and lifts. The BIPC have permanent hearing loops in their workshops fitted.	Implementation
D38	Improved monitoring and sharing of information on comments from disabled users regarding improving accessibility	Year 1-3 Ongoing	Service Improvement/Directorates Comments from BL users are monitored and responses directed to the relevant department. Customer feedback is now being managed by Customer Services.	Implementation
IT accessibility				
D39	Ensure that all requirements for adaptive technology from within the organisation are addressed by sourcing appropriate expertise for provision and support of solutions to requirements in house or externally as required and that there is subsequently a developing expertise for adaptive equipment within eIS	Year 1	eIS - – Information Systems If and when a requirement for adaptive equipment or technology is raised with IS Operations we will locate and use the skills of specialists in the areas required. For the reading rooms we have used the RNIB to assist in suggesting software for partially sighted people which has then been made available on specific PC’s within these areas. We have had some requests over the past year for mice / keyboards to assist with RSI type disabilities, when these have been raised we have worked with Health and Safety staff to locate the relevant equipment, the purchase of this equipment is the responsibility of the staff member / manager / directorate RCM. Once it arrives IS Operations have ensured that it is quickly installed and configured.	Completed

D40	The eIS (Information systems directorate) to review their disability strategy make a plan of action and implement- Including developing and maintaining expertise in new modern technology in the field around disabled access, and linking in with reader services provisions and expertise, also access to work, reasonable adjustments and health and safety expertise.	Year 1-3 Ongoing	eIS - – Information Systems IS operations to discuss with IRM and Electronic Services Desktop on future requirements in developing a strategy.	WIP – Year 2
Engagement				
D41	Continue to have to direct engage and work in partnership with appropriate disabled community / action / pressure groups identify representatives etc.	Year 1-3 Ongoing	Human Resources/ Directorates Departments continue to engage with disabled organisation e.g. BIPC, Share the Vision, MIND, Employers Forum on Disability. The Oral History Team have provided advice and support to a number of disability history community projects in their early development stages. Examples include the West Sussex Association for Disabled People, and the Deafway Bolton project.	Implementation
D42	Measure the numbers of disabled readers/ visitors on accessing services where relevant, ,for example, BLCC and BIPC, Reading Room adaptive equipment	Year 1-3 Ongoing	BLCC, BIPC, Operations and Services BLCC - In 2010 (Jan to Dec) there were 53 tours. 444 people came on the tours and out of that 444, 22 people considered themselves disabled. BIPC – SEE D52 Adaptive equipment in the reading room remains constant with approx 10 to 15 readers who regularly use the equipment with around 5 still using the Aladdin machines. Usage is still strongest in Science Reading Rooms	Implementation

D43	Continue to ensure all front-line staff are competent to provide services to disabled readers & visitors (remote/non remote) advising how best to access services/ products	Year 1-3 Ongoing	Human Resources and Directorates A new Front line diversity training course was developed and ran in 2010 to front-line staff providing practical guidance on disability etiquette and the services available at the Library. Reading Room and the Welcome Team staff continue to provide services to disabled readers	Implementation
Collection Development				
D44	Continue to engage with Share the Vision to review DE considerations in scope setting for legal deposit. Aim to report on review & identify any need for changes	Year 1-3 Ongoing	Scholarship and Collections The Library continues to have a representative on the Share the Vision Board which ensures the Library maintains a strategic partnership with our disabled stakeholders. which ensures the Library maintains a strategic partnership with our disabled stakeholders. SEE D45.	Implementation
D45	Continue to catalogue the intake of Large Print items to integrate with the legal deposit collection	Year 1-3 Ongoing	Operations and Services North The processing and cataloguing the intake of Large Print Legal Deposit items, adding these to the collections is still continuing.	Implementation
D46	Oral History Team (formerly within the Sound Archive) continue the development of oral histories on the disability community to make raise awareness of the disabilities and increase accessibility of the collections	Year 1-3 Ongoing	Scholarship and Collections The Oral History Team at the Library continues to work closely with Heritage Lottery Fund . Provided a briefing on UK-wide oral history projects involving deaf and deafened people, and have contributed a powerpoint presentation to an HLF Disability History event which aimed to share good practice in disability heritage projects with disability	Implementation

			<p>organisations, heritage organisations and HLF grantees; and encourage disability and heritage organisations to consider new projects, either independently or in partnership.</p> <p>Over the past year the Oral History Team have been working very closely with a new partner, the Alliance for Inclusive Education, on a new project (to be funded by HLF), called 'What did you learn in school today?' which will focus on disabled people's hidden experience of education over the last 100 years through the telling and recording of personal memories and histories of school: It will explore and record the educational experience of disabled people over the last century. The Oral History Team intend to interview a wide range of disabled people throughout England, with a diversity of age, impairment, gender, race and class. All the interviews will be deposited with the BL and the Oral History Team are providing advice and training.</p>	
Access to the Collections				
D47	Explore ways in which the IRMDS project ensures access to disabled users for example, those with sight impairments or dyslexia. Link this action to D33 as apart of access to web services	Year 1-3 Ongoing	Operations and Services North IRMDS project incorporated a project to ensure disabled users with different impairments by working in partnership with Shaw Trust to carry out usability testing. The usability testing identified areas for improvements to the system which have been implemented and a reasonable adjustment process has been put in place through Customers	Completed

<p>D48</p>	<p>Ensure the continued digitization of the collections is accessible to disabled readers especially for those who are blind or partially sighted</p>	<p>Year 1-3 Ongoing</p>	<p>services.</p> <p>Scholarship and Collections</p> <p>The Library has a well established history of private/public partnerships in the digitisation of the BL collections and to make access to the collections more accessible. During 2010, the Library announced 2 major digitisations projects and to ensure disability accessibility is considered at the outset and the life-time of the project.</p> <p>The Digitised Manuscripts website www.bl.uk/manuscripts containing 284 fully digitised Greek manuscripts was officially launched on 26 September 2010.</p>	<p>Implementation</p>
<p>D49</p>	<p>Ensure Sound Archive Web pages are compliant with accessibility standards; intend continued input and involvement with the wider community and external stakeholder's e.g. RNIB.</p>	<p>Year 1-3 Ongoing</p>	<p>Scholarship and Collections</p> <ul style="list-style-type: none"> - The Sound Archive's web pages, as with all BL web pages, are checked by BL web services SDU to ensure that they are in accord with accessibility standards. - For Sound Server, readers with visual impairments will be able to use our traditional listening service and would be given assistance by the Welcome Team. The severity of impairment will dictate whether Sound Server can be used or not. Archival Sound Recordings has undergone usability study <p>Oral History Team Our previous partnership with Hearing Link for their project 'Unheard Voices: Interviews with deafened people', which resulted in a deposited collection of 60 interviews</p>	<p>Implementation</p>

			<p>with people with acquired profound hearing loss, has continued to attract media coverage and now has a YouTube site linked to the BL: http://www.youtube.com/watch?v=Ddob6l5q8HQ.</p> <p>We continue to showcase our oral history collections relating to disability via the webpage http://www.bl.uk/reshelp/findhelprestype/sound/ohist/ohcoll/ohhealth/health.html</p>	
D50	<p>Hold further external talks on the collections nationally. Work with social inclusion and national and regional initiatives to improve on DE e.g. location is DES friendly - ensuring hosts target DES audiences, media used is accessible.</p>	Year 1-3 Ongoing	<p>Scholarship and Collections</p> <p>The Library continues to inclusive and diverse travelling exhibition programme, events and exhibitions at St Pancras, significant new acquisitions and loans to other institutions and curators and other expert speakers sharing their knowledge of the BL's collections across the UK. Curators have attended conferences, presented talks and use interactive mechanisms subtitles in exhibition space to increase accessibility, e.g. Evolving English, One Language, Many Voices. Growing Knowledge exhibition</p> <p>The Oral History Team have also been working with the Oral History Society to offer tailored training in oral history techniques to disability organisations. For example the team worked with One-to-One, a learning disabilities group in Enfield to run a two-day course (adapted for the trainees by replacing text with pictorial slides). HLF were again the funder: http://www.hlf.org.uk/news/Pages/Fundi</p>	Implementation

			ngforvitalprojectoncommunitycare.aspx . 12 volunteers, many of them young people living with learning difficulties or physical disabilities themselves, will chart the changes in society since the 1990 Community Care Act and the impact it has had on people's lives since then	
D51	Continue to review and enhance the DE software available in reading rooms including measuring usage and accessibility needs	Year 1-3 Ongoing	Electronic Services/ Reading Room operations Reviewed the current software and decided that at the present time little advantage would be obtained by replacing and duplicating the functions of our existing services. This will be reviewed once the reading room upgrades have been completed. The usage of our equipment was monitored and recorded. This was stopped once it became clear that the usage was constant.	Implementation
D52	Continue to provide support for sight / hearing impaired readers & visitors to the BIPC for seminars/ workshops/website	Year 1-3 Ongoing	BIPC BIPC continues to support disabled users to the Centre. During 2010, Public events <ul style="list-style-type: none"> • Enabled 4 Growth Launch event in conference centre with Leonard Cheshire Disability, January 2010 200 people • Enabled 4 growth workshops for clients in the programme, February and March 2010 40 people • Business & IP Centre exhibited at the 'Dyslexia and Business: 	Implementation - BIPC funding is set to 31 st March 2012

			<p>Beating the Odds to Succeed' event, May 2010 100 people</p> <p>Strategic engagement:</p> <ul style="list-style-type: none"> • Wideaware consultancy conducted a disability audit of the Business & IP Centre and adjoining library public spaces. • Supported and promoted the Stelios Foundation Disabled Entrepreneur of the Year Award • British Institute of Learning Disabilities • British Dyslexia Association 	
D53	Continue to ensure details on the website of equipment software & assistance available to readers / reading rooms is kept up to date and staff are trained on the use of equipment	Year 1-3 Ongoing	<p>Electronic Services – Operations and Services</p> <p>The intranet pages have been updated to show the new equipment we now have and this will be extended to the intranet in the future. Responsibility for staff training has devolved to the reading room managers with ES ready to provide backup and refresher training when asked.</p>	Completed
Reading Operations & Welcome Team				
D54	<p>Carrels - Carry out a review of the accessibility of the carrels in reading rooms. Enable better use by disabled Readers, particularly wheelchair users, and those using voice activated or screen reading software. Ensure carrels designated for disabled readers are kept available for disabled use</p> <p>Look at issues re: carrel capacity to hold a personal assistant / wheelchair / guide dog; no air conditioning in carrels, lack of sound-proofing between carrels</p>	Year 1	<p>Operations and Services</p> <p>Review of carrel was undertaken to ensure the service was kept available to for disabled users which resulted in a change in their operation. There is now a two-hour limit on the use of carrels and only two BL collection items are allowed at a time. An impact on the</p>	Completed

			changes was carried out. An exemption system authorised by management on a long term basis or if a manager wasn't available any LLA on a short term basis which could then be extended by a manager was set up, customer services are instructed to allow bookings over the phone for any amount of time, confirmation of this is then either sought from the reading room or if already granted the letter is presented. The initial feedback is good and is also beneficial for users with mental health requests.	
D55	Ensure all reading room staff are trained in the use of adaptive equipment in the reading rooms (overlaps with D54) including the use of hearing loops	Year 1-3 Ongoing	<p>Operations and Services</p> <p>Training has continued to be supplied to Reading rooms as requested by management.</p> <p>Equipment is included in this but emphasises has shifted to training and advice on policy such as copy write, readers equipment etc and situations involving disability requests that have been experienced. The welcome team who are on the front line have found this especially useful.</p> <p>Questions are asked, case studies highlighted and advice given. A lot of the recent inquires have involved mental health.</p> <p>SEE D43 includes the use of hearing loops</p>	Completed
D56	Ensure an access checklist is carried out for Public and conservation tours to ensure they meet the needs of disabled visitors with different impairments	Year 1-3 Ongoing	<p>Operations and Services/ Scholarship and Collections</p> <p>BLCC and Welcome Team are open to the public. Pre –booking is required and visitors can inform the teams of any access requirements. Both teams make adjustments to the tour as appropriate.</p>	Implementation

Health and Safety				
D57	Consider alternative fire evacuation procedures for deaf or hearing impaired visitors or readers to the library such as , plasma screens, dot matrix display boards or flashing alarm system.	Year 2	Integrated Risk Management Planned for Year 2	Year 2
D58	Consider what procedures are in place for visual alarms in Lifts. Consider where possible fitting an amplified telephone or having clear instructions inside and outside the lift, advising deaf visitors/staff what to do in an emergency	Year 2	Integrated Risk Management Planned for Year 2	Year 2
D59	Consider training for Fire Warden or key members of the fire evacuation team to undergo basic BSL to ensure deaf and hard of hearing visitors or staff during an emergency.	Year 1	Integrated Risk Management Our current Emergency Marshal training covers evacuation of mobility, hearing and visual impaired and what to do if someone is deaf or has hearing loss. Basic BSL i.e. the sign for "fire" "evacuate" and "bomb" "evacuate" are shown during training. Staff who are hearing impaired have a pager which alerts them if there is a fire alarm and visitors are escorted. Anyone in the public or reading rooms is sweep out by marshals. Basic BSL training would be costly for the number of staff to be trained.	Completed
D60	Ensure that appropriate risk assessments are undertaken as required by managers of disabled people both in terms of employees and service users	Year 1-3 Ongoing	Integrated Risk Management Risk Assessments are done by the Line Managers with assistance from Health and Safety if required.	Completed
Corporate Procurement				
D61	Continue to review and enhance how disability equality and access is included in the Library's procurement policy and that the responsibility is placed on Library providers to meet the need of disabled people	Year 1	CPU The Library's tendering process has been updated to include a revised pre qualification questionnaire which assesses a tenderers compliance with the new Equality Act and the New Public	Completed

			Sector Duty.	
D62	Contract managers to monitoring how the suppliers deliver against the responsibilities detailed in their contracts e.g. their performance on disability equality.	Year 1	CPU The Library's key outsourced Contract providers are performance managed against this requirement e.g. Catering, Engineering & Estates, Cleaning	Completed
D63	Implement procedures to ensure that providers of all outsourced services make specific reference to reasonable adjustments that may be needed by disabled employees and service users and contain an obligation to provide these within specified timescales.	Year 1	CPU Further work to be carried out to assess that providers of outsourced services make reference to reasonable adjustments with timescales.	WIP Year 2
D64	Review the training needs of those responsible for procurement as required to meet new obligations under the Equality Bill (currently expected in 2010).	Year 2	CPU Equality Act 2010 now in force and information and guidance on the new legislative changes has been communicated to CPU.	Year 2