

## EQUALITY COMMISSION FOR NORTHERN IRELAND

### Public Authority 2009 – 2010 Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006

This report template includes a number of self assessment questions regarding implementation of the Section 75 statutory duties from **1 April 2009 to 31 March 2010**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2009 to 31 March 2010**. Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **31 August 2010**.

In completing this template it is essential to focus on the application of Section 75 and Section 49. This involves progressing the commitments in your equality scheme or disability action plan which should lead to outcomes and impacts in terms of measurable improvement for individuals from the equality categories. Such outcomes and impacts may include changes in public policy, in service provision and/or in any of the areas within your functional remit.

Name of public authority (Enter details below)

British Library, 96 Euston Road, London NW1 2DB

Equality Officer (Enter name and contact details below)

S75 and DDO  
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## S75 Executive Summary

- **What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?**
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The basis for the Library's key policy and service developments designed to promote equality of opportunity and good relations can be found in the business plans, schemes and reports previously submitted to the ECNI. As to the continued enhancement and development of the BL Diversity strategy, a planned strategy ensures the delivering, implementing and embedding of the following crucial areas of our Diversity Action Plan:

- The Library continues to deliver on each scheme, the action plans and statutory progress reports including; sustaining engagement and commitment to the scheme and plans, delivering and developing cultural change internally and externally (e.g.: service users, public stakeholders), and working to meet the requirements of a Single Equality Scheme and expectations of the CEHR.
- The third year of the Disability Action Plan ended in December 2009. An Executive Director has championed the cause since 2007, chairing the high profile Disability Action Group with firm terms of reference, project briefs and accountabilities. The Champion, Group and HR are keep Disability high on the agenda and outcomes have been high in terms of commitment, speed and results (see the 3 year Disability Action Plan Statutory Report as attached). The new 3 year action plan was created through stakeholder consultation and has been actioned since January 2010.
- The Library is active in the Employers Forum on Disability (**EFD**) entering the "Disability Standard" national performance benchmarking in 2007 achieving Gold Award Banding with Diamond Awards for "Listening to Disabled People" and "Accessible Goods and Services". In 2009 a second entry saw the Library attain top rating of platinum level. 106 large organisations took part and the Library came joint first in the 'charities & not-for-profit' category and has also been ranked amongst the top ten of disability confident organisations.
- The Library support the EFD in their work, e.g. speaking about engagement and commitment at their Standards Conferences in November 2008 and 2009. The Library shared their oral history of disability project with the EFD for better understanding disabilities and the EFD share the work that they are doing.
- The new project in 2009 of Mental Health (supported by the Mental Health Sub Group) has been part of the consultations and plans for new disability action plans from January 2010 (details can be seen in Disability statutory report submitted).
- In April 2010 the Library completed the 3 year Gender Action Plan. This included a more in depth Equal Pay Audit than previously with positive results on level of parity. Stakeholder consultation for the new 3 year actions have informed plans for Gender,

- The Race Action Plan year 1 ended in September 2009 (details as submitted in the progress report). There was wider coverage of Black History Month 2009 across workforce and services than previously which was well received. The end of year 2 Race Actions is in September 2010. The Executive Director Champion, Group and HR are keeping these areas high on the agenda
- The development of wider 3 year action plans (into areas such as transgender, mental health, and sexual orientation) is in preparation for broader requirements and a Single Equality Scheme. This will expand on our existing **Unified Generic Scheme** but preparations will take time as unlike Disability, Gender and Race, other areas of diversity are in early stages with not the same legislative background or experience.
- The Library has been a member of the Employers Forum on Belief since 2007 assisting with support and advice through our experience in organising Faith events. The Library promotes Faith as a key theme and after the successful “Sacred” 2007 and “Ramayana” 2008 Exhibitions a programme of supporting events e.g. a regional road show and learning programme has taken this to a wider audience.
- The “Taking Liberties Exhibition 2009 ” focussed on civil liberties and human rights. The Commission for Equality and Human Rights supported this exhibition.
- The Front Line Services Diversity Group who address increased expectations and challenges for diverse service users, has covered Religion and Belief Guidelines, Disability Equality Awareness Training and reader access equipment and Race Awareness Training. It is now looking at conduct of readers and public who use the Library to reduce likelihood of abuse to staff and other users.
- The Library has supported the Employers Forum on Age EFA since 2006. The Age Project in 2006 ensured compliance with legislation through policy review, retirement process changes, awareness training etc. The Library attained the EFA “Best Newcomer” award in 2007 and was shortlisted for “Best Employee Engagement”. The Library is ensuring ongoing best practice, awareness and understanding by working with the EFA on progressing Age Equality and the Single Equality Scheme.
- The extra funding identified in 0809 to embed the new equality schemes and implement action plans has been widely used for training which raised the bar placing the Library in a good position now there are funding issues. There will be continued use of the mandatory E on line Diversity training (disability, age, gender, religion and belief and race) and specialist application of EQIA, Screening and Consultation – impact assessment.
- A Library wide corporate policy for impact assessment ensures review of diversity, assessment, reporting and analysis of policies. A Corporate Social Responsibility project continues to develop further initiatives in conjunction with diversity

- Information Systems Support – Library wide initiatives are in place to improve information gathering and analysis, inclusive of looking at the functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service statistics.
  - The Library have continued to collaborate with Microsoft and Google Scholar in a long term strategic partnership that will ensure the Library’s position as a top national and international content provider to learners and researchers. This improves the accessibility of the collections and guarantees access to diverse digital resources for future generations. The growth in usage of BL web resources continues.
  - The Library website was reviewed and updated with increased diversity coverage in 0708. The diversity section where statutory reports and schemes can be found is regularly updated and resourced.
  - Part of Library’s digital library includes the selective archiving of UK websites that have been selected by the UK Web Archiving Consortium. A project for archiving of diversity websites commenced in 2006 and continues.
  - The Business and Intellectual Property Centre has worked to exceed the London Development Agency’s targets for attracting attendance from minority groups whilst raising the profile of successful entrepreneurs from minority groups and holding events and workshops for the disabled and BME groups.
  - The Library is working on collection and content strategy to reflect a multi-diverse Britain, and meet the needs of a wide range of researchers. “Relevance to UK” is one of the key strategic drivers for the content / consultation strategy . There is also an “Audience Development Plan” using evaluation of feedback (event forms, MORI survey, exhibition, exit surveys) to establish baseline data and consultation.
  - The Library’s marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre.
  - A regional programme of events has targeted “community” in the regions, including London e.g. with “borough days” focusing on local history of individual boroughs as part of the London in Maps programme and worked with local libraries to market to local communities and an inclusive Sacred regional and learning programme.
  - Our central procurement unit (CPU) has a Responsible Procurement policy which has increased opportunities for a diverse supply base including SME’s, BME’s, Women’s and Voluntary groups. The tender evaluation includes confirmation that bidders have equality / diversity policies meeting UK legislation to ensure they meet the Library’s standards on disability equality and diversity.
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**What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?**

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**Challenges and Initiatives ahead**

- The main challenges will be around funding and resourcing at a time of key legislative changes in diversity and equality and working to:
  - prepare the Single Equality Scheme, and deliver on all existing 3 year action plans (gender / transgender, race, disability, mental health, sexual orientation) -. Also to meet new requirements such as plans for religion and belief and age, and any reporting expectations of the CEHR.
  - prepare for new ECNI requirements and looking at the best value approach with regard to commonalties with UK requirements
  - sustain engagement and commitment; delivering development and cultural change internally and externally, and making improvements where needed.
- The reporting year 1011 will see the end of the third year of the 3 year Race Action Plan in September 2011 with the report due by March 2012.
- Measuring the success of the e-online Diversity training (disability, age, gender, religion and belief and race) which has been made mandatory for all staff.
- Implementing the Library's Prevention and Management of Abuse to Staff Policy. (A public consultation in 2008 revealed that some Library visitors have an inappropriate attitude to staff in terms of race, culture and religion - this coincides with a year on year increase in staff in the public, retail and service sector experiencing this).
- Delivering the Library's submission to Race for Opportunity National Benchmarking. This is a substantial piece of work with high impact and benefits e.g. it will result in recognition for progress and identifies areas for action which is crucial for encouraging engagement, giving feedback, mapping and driving.
- The Domestic Abuse policy will be implemented in 10/11 which will assist in handling employees who are victims or perpetrators and also for information on how to help the public e.g. should a perpetrator trace a victim to Library premises.
- Information Systems Support – Work will continue on Library wide initiatives that are improving information gathering and analysis, functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service and impact assessment statistics.

- The policy review programme will continue which includes negotiation with the Unions and EIA screening.
- The Digital Research Centre project continues. Also the strategic partnership with Microsoft and Google Scholar continues along with the Library's on-going projects for enhancing remote and digital access and the reader's experience. This will improve collection accessibility, help access to diverse digital resources for future generations and increase web resources.
- **For other work initiatives in progress for 10/11, please see the reports submitted with this progress report.**

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- **Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3 and reference the title of the relevant EQIA in the space provided below:**
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	<b>Outline change in policy or practice which have resulted in outcomes</b>	<b>Tick if result of EQIA</b>
Persons of different religious belief	<ul style="list-style-type: none"> <li>• There has been no radical changes since last year <i>re "Conditions of Library Use" / altered to accommodate persons of different religious belief</i></li> <li>• <i>New partnerships with Faith leaders and Faith groups</i></li> <li>• <i>Prevention and Management of Abuse at Work Policy to address issues with conduct from library users.</i></li> </ul>	
Persons of different political opinion	<ul style="list-style-type: none"> <li>•</li> </ul>	
Persons of different racial groups	<ul style="list-style-type: none"> <li>• The Library began implementing year 2 of the Race Action Plan in September 2009 via the Race Action Group and Executive Director / Champion. Members champion the plan and changes in their directorates. The Prevention and Management of Abuse to Staff at Work Policy has been devised to address poor conduct issues from the public / service users and the proportion of this linked to race, religion or belief.</li> <li>• A broader approach to Black History Month coverage which showed best results yet in 2009.</li> <li>• The Library offers 17 different languages on its website for growing international audiences / people whose first language is not English</li> <li>• The comprehensive consultation / research completed in 2008 served as a form of screening and actions – more</li> </ul>	

Persons of different age	<ul style="list-style-type: none"> <li>• The Library monitors policy / practice to ensure age neutral / positive. Circa 12 policies are under review and have been drafted mindful of requirements and are under going EIA screening in 0910 and into 1011</li> <li>• The Library has a partial retirement policy. Previously the pension scheme was inflexible for reducing hours before retirement without adversely affecting pension entitlements. The scheme has been altered to facilitate this without financial penalty. The policy covers this.</li> <li>• The programme continues (restricted by the Treasury) of shortening incremental scales within pay bands</li> </ul>	
Persons with different marital status	<ul style="list-style-type: none"> <li>• Organising “Singles Events” in the event programme</li> <li>• Civil partnership recognition</li> <li>• Sexual Orientation Group and LGBT group to cover issues of partnership recognition</li> <li>• Gender group cover marital and partnership areas</li> </ul>	
Persons of different sexual orientation	<ul style="list-style-type: none"> <li>• Transgender people were consulted in 2007 and 2010 and included in the gender action plan. External transgender action groups and stakeholders took part to raise understanding /engagement and inform Policy.</li> <li>• Staff have formed an LGBT group for support and networking who link in with the Gender Action Group for uplifting, understanding, knowledge and actions.</li> <li>• The Gender Action Group / Sexual Orientation Sub group interlink with Stonewall (LGBT action group) to raise understanding and engagement and inform Policy.</li> <li>• The Library has traced, showcased and catalogued material from the collections relevant to LGBT groups for historical, social and cultural interest.</li> </ul>	
Men and women generally	<ul style="list-style-type: none"> <li>• Presentations from external action groups for domestic abuse have raised understanding and engagement. Domestic Abuse Policy has been drafted and covers violence of men to women, women to men, women to women and men to men in recognition of the various groups that can be affected even if it is predominantly man to woman</li> <li>• In 2009 the Equal Pay Group re-assessed /updated the comprehensive audit completed in 2006 – No issues were found - group meets less frequently now.</li> <li>• Flexible working Policy is continually under review following changes in legislation and working practices</li> </ul>	
Persons with and without a	<ul style="list-style-type: none"> <li>• Comprehensive access audits have been acted on</li> <li>• Service Improvement lists disabled complaints /</li> </ul>	

disability	<ul style="list-style-type: none"> <li>• Increased remote access to information /documents</li> </ul>	
Persons with and without dependants	<p>Family days, events and exhibitions – some which in the economic climate have been aligned to encourage more children and free. E.g. meeting children’s illustrators with the opportunity for story-telling and drawing.</p> <ul style="list-style-type: none"> <li>• Both can occur on site or in the regional programme</li> </ul>	

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### Section 1: Strategic Implementation of the Section 75 Duties

- **Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2008-09**
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#### 1. The British Library Commitment

In 0607 the Library reported a review of their Equality and Diversity Scheme with the aim to;

- fully address new requirements (e.g. Age Legislation October 2006, Disability Equality Scheme Duty December 2006, and Gender in April 2007)
- have a more cohesive approach to diversity that encompasses adopting best practice as well as the new legislative and statutory duties;
- prepare for a Single Equality Scheme Strategy drawing together areas of diversity ready for requirements under the proposed Single Equality Act and Commission for Equality and Human Rights (CEHR).

This progress report covers the period from 1 April 2009 to 31 March 2010. It covers not only the general approach to Diversity but very specific and detailed work that has been accomplished for instance on: the Disability, Gender and Race action Schemes respectively.

For more detailed information on the commitments and planned actions listed below please see the 2008 / 2009 report.

#### 1.1 Strategic Leadership - Responsibility for Service Diversity;

- **Continued Engagement: Executive Team / Board.** 3 Executive Directors are champions for Diversity, (disability, gender and race respectively). The Executive Team / Board are engaged in the Diversity programme and plans with quarterly and special reports and actively contribute to Government strategic initiatives.

**BL Board – Governance:** A 2007 initiative to encourage applications from women, people from BAME backgrounds or with disabilities saw the appointment of women and BAME members. From September 2010 the Chair will be female.

- **Lead person;** A single point of responsibility for diversity ensures integration of all service activities across the Library, a catalyst for action, co-ordinate progress reporting and help to prepare for a Single Equality Scheme in the future.
- **Lead Groups** - Progress is discussed between management and Trade Unions at quarterly meetings of the Equality and Diversity Working Group EDWG. A formal progress report ensures that areas encompassed by Section 75 are standard agenda items for the Board / Senior Management on at least a quarterly basis.

## 1.2 Corporate Social Responsibility

The Library's Corporate Social Responsibility (CSR) programme began in 2007 and works closely with the Diversity Groups e.g. the Health and Wellbeing team support the Mental Health Sub Group and the Diversity Team support the CSR Right to Read Initiative and the mentoring of senior pupils at a local school.

## 1.3 Partnership and consultation

The Library works in partnership across the library, museum, archival, local and regional communities and group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. Long term partnerships have been reported previously and include those developed from Faith, Disability, Gender, Transgender and Age consultation and new initiatives around access to Library services in the 21<sup>st</sup> Century, especially remote and digital access.

**Intentions / Outcomes:** these partnerships ensure progress of the duties and management of these key relationships takes the diversity, inclusion and accessibility programme forward whilst developing the Library's outreach and access work. Some intentions and outcomes for these partnerships have been:

- Inclusion - consultation, participation, involvement and information gathering - all service improvements and expert guidance demonstrate that a need to consult with a wide range of potentially excluded users to ensure services meet their needs, e.g. through building relationships with appropriate partners
- Take forward recommendations from expert and specialist groups - e.g. MNDC, MLA, DCMS, Diversity Champions Network (DCN),
- Develop better connection to minority audiences for our major exhibitions
- Build on community activities: co-ordinate relations with local communities

**External work** - more than 100 Library staff are active in various networks or groups which meet regularly to share good practice and plan joint events or policy together; representation on national groups / public authorities / organisations who focus on diversity issues. Some are ongoing from the last report and include;

- Share The Vision - (For explanation and members see 0506 Progress Report)
- Project work with the RNIB and NLB continues e.g. incorporating adjustments for visually impaired in digitising 1m sound recordings.
- Close work with local community organisations e.g. Camden Business Education Partnership and Leeds Mentoring in a range of employee volunteering projects.
- Programmes of regional activities have helped define how the Library's services and collections can be presented in a way that appeals to, and is of value to, a wide cross-section of the community

**Internal Work** - Internally there are working group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. Examples of work include for instance; (1) A Working Party covers diversity and coverage of the National Archive, (2) Adhoc focus groups for readers, disability, gender and Age; (3) Disability, Gender and Race Action Groups

Partnership work has further developed and progressed with the voluntary and/or community sector as a consequence of Section 75 work.

#### 1.4 Developing “Faith” as a major theme and consideration

Faith has continued to be a major theme and work with community faith leaders / key local community groups, has developed a programme of regional events to share the success of the “**Sacred Exhibition**” nationally, including within prisons.

#### 1.5 Education

Work has continued on developing education resources and training across the library, workplace and employees and for schools / lifelong learners that have targeted and addressed the needs of persons in the nine equality categories, e.g.

- Inner schools learning programmes are continually reviewed and developed to ensure take-up by schools and groups from disadvantaged areas.
- The Library has a reputation for creative learning workshops which have supported disadvantaged talented students in London, and the Employee Volunteering Programme supporting local schools has up to 25 staff taking part.
- The Library has developed a learning policy for onsite, web users and regional programmes and continues to shape services, programmes and activities to be accessible and inclusive and to be stimulating and supportive of learning by using the “Inspiring Learning for All “ framework.
- The online learning resources on [www.bl.uk](http://www.bl.uk) and on [www.bl.uk/learning](http://www.bl.uk/learning) are being continually reviewed and updated and these are freely available for use by all schools in the home countries of the UK, including Northern Ireland.
- Learning about cultures - Access to cultural archives for discussion and enquiry-based learning has been resourced and devised following principles respectful to the individual learner and which promotes respect for different views. This includes developing skills to make interpretations of texts and artifacts from past

and other cultures, understanding the complexity of cultural identity, and seeing cultures are formed through exchange.

## 1.6 Communication

Continual improvement and development of verbal / non verbal communication and information including E and web based communications e.g;

- Representation on Share the Vision
- Contributing as a partner to the Moving Here website (free online access to resources which illustrate the migration of the Caribbean, Irish, Jewish and South Asian Communities to England over the past two centuries)
- Greater use of ethnic print, online services and media to raise awareness of library services
- Aid diverse groups to engage/make meaning from collection displays and websites

**NB;** for the achievements see the communication section in Section 4.

## 1.7 Promotion

Work continues to promote and market the Library as a service provider and employer to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events through publicity, media and communities with participation and support from minority groups e.g.

- Continued marketing strategies to make programmes relevant to a wider audience and working with partners to ensure we reach regional audiences
- Continued with “Faith” as a major theme in events on the regional programme.
- Front Line Service Diversity Group – In depth communication, consultation and promotion of front line service policies. The service leads from security, welcome team, reader entry, customer services and information handle training projects and policy.
- Business and Intellectual Property Centre (BIPC) Launched in early 2006, the BIPC has developed marketing strategies ensuring that programmes are relevant to a wider audience and are working with partners to ensure regional audiences are reached. E.g. holding events aimed at inspiring SME’s and entrepreneurs and at raising the profile of the BIPC and its resources.
- The Library has continued to support, develop, implement and review strategic marketing and **internal and external communications** - see the communication section in Section 4.

- The Library continues to raise its profile as an employer and a service provider amongst new non-traditional groups e.g. local communities, people with disabilities and with applicants from ethnic minorities

## **1.8 Workforce Developments**

The Library has continued to build on the positive change from within by working with strategies that underpin the development and implementation of an increasingly diverse workforce and inclusive working practices. This has included continuing to address employee training, awareness, competencies, work targets and involvement in corporate socialisation e.g. Strategies to underpin development/ implementation of a diverse workforce, staff monitoring, evaluation, communication and Awareness.

### **Staff Monitoring, Evaluation, Communication and Awareness.**

There is an active/interactive programme of staff involvement and communication which looks at consulting a wide mix of staff to capture their views.

The British Library benchmarks progress internally via a Staff Survey. The Survey in 2007 showed a marked improvement on the areas in 2004-05 identified for strategic action internally and identified new areas for action for 07/08 which were part addressed in the new Race Equality Scheme process and have been benchmarked in the latest survey in late 2008.

Employees have been consulted and involved in general and workforce surveys and focus groups on an individual and work related basis as part of the process of developing the Library's Disability, Gender and Race Equality Schemes. The results of these are openly and transparently reported within the schemes and outcomes are in the action plans. There has been consultation again in 2009 /2010 for the new Disability and Gender Action plans including mental health /sexual orientation.

### **Corporate training and awareness schemes**

The Library has continued to address workforce cultural needs and employee training and awareness requirements from recruitment and induction to professional training, competencies, work targets and involvement in corporate socialisation. This ensures the promotion of diversity awareness, development and cultural changes (see Section 3: Training)

### **Workforce Diversity Targets**

The Library is still aiming to improve targets and to attract, recruit and retain the best from the widest recruitment pool and to continue to implement a number of key targeting initiatives to increase applications from groups currently under-represented in the workforce. (See details in the 0809 report re: recruitment website and online application system, recruitment and selection training, Two Tick Symbol requirements, work experience placements, volunteering and mentoring etc).

## **Collection, Research and Audience**

The Library continues to work to ensure that the collection builds on and reflects cultural diversity e.g. diversifying the National Collection / Archive and diversifying Research, individual targets for diversity, curatorial diversity and adding value for a culturally diverse audience.

**The Collection** - The Library continues to build the National Collection to reflect the cultural diversity of the UK e.g. improving legal deposit coverage of non-English materials to improve the diversity of the National Archive. This includes the introduction of **web archiving of collections** and also **diversifying research** in order to develop the wide range of research required to sustain this reflection, for examples see the 0809 report e.g. Research Asian British resources in India Office Records to add to Caribbean survey and the Sound Archive archiving the records of the late Disability Rights Commission and also recording the oral histories of the last survivors of Asylums.

**Individual targets** for diversity in performance objectives of employees from Scholarships and Collections include “the continued development of the collection to reflect a multi-cultural Britain and meet the needs of a wide range of research needs is understood”

### **Curatorial Diversity.**

Ongoing from the last report, the Library has looked at ways of achieving a more diverse succession in the curatorial workforce. Realistically, this will be a long term project since these roles are extremely specialist, high in knowledge requirements and often exceptional, with a limited market and dedicated, long serving employees. Succession planning is necessarily mainly long term. For more information see the 0708 report).

## **1.9 Accessibility**

Shaping our programmes and services so that we are more inclusive and attract take up from a broader demographic profile and supporting Black and Minority ethnic groups, women and those with disabilities in their business and entrepreneurial activities.

## **1.10 Equality Scheme Strategy**

The Library has developed a strategy for developing, delivering, publishing and implementing Equality Schemes with 3 year action plans. There are now comprehensive Disability, Gender and Race Equality Schemes and action plans.

## **1.11 Monitoring / Recording and Evaluating**

Maintenance and development of existing workforce and service records with further records of relevant statistics projects, metrics or case studies. Informing the Library

and assist in meeting the duty, but also designed to aid the reporting of progress to the government and other public bodies. Further developments and enhancements of records came through the developing the Equality Schemes and Age Policy.

## Section 2: Screening

- Please provide an update of new/proposed/revised policies screened during the year.

Title of policy subject to screening	Was the <u>F</u> ull Screening Report or the <u>R</u> esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Yes/No</u>	Is policy being subject to EQIA? <u>Yes/No</u> ? If yes indicate year for assessment.
POLICIES UNDER REVIEW IN 2009 -2010	TO BE NEGOTIATED AND SCREENED 2009 - 2010		
1. Safeguarding Children, Young Persons and Vulnerable Adults	Negotiated	NO	Completed
2. Discipline	Negotiated	NO	Completed
3. Electronic Communications Security Policy	Tabled for negotiation 2010		
4. Management Guidelines TUPE	Tabled for negotiation 2010		
5. Right to Request Training	To be tabled in 2010		
6. Close Personal Relationships	To be tabled in 2010		
7. Domestic Abuse	To be tabled in 2010		
8. Reasonable Adjustment	To be tabled in 2010		
9. Stress	To be tabled in 2010		
10. Prevention and Management of Abuse to Staff at work	To be tabled in 2010		

## Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2009-10, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2010-11

### EQIA Timetable – April 2009 - March 2010

Title of Policy EQIA	EQIA Stage at end March 09 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals and the relevant Section 75 categories due to be affected.

Flexible Working Policy	Internal BL	Reviewing and developing for new legislation and organisational needs
Performance Management	Internal BL	Outcome - Auditing results and policy for any evidence of barriers to career progression – monitoring for progress re 0708 review or upgrade of competencies and the mandatory consistency checking process.
Grievance	Internal BL	Reviewing and developing for new legislation and organisational needs
Capability	Internal BL	Reviewing and developing for new legislation and organisational needs
Restructuring, Redeployment and Redundancy	Internal BL	Reviewed and developed for new legislation and organisational needs - People Placement Policy
Probation	Internal BL	Reviewed and developed for new legislation and organisational needs
Discipline	Internal BL	Negotiated and completed

**Where the EQIA timetable for 2009-10 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.**

Ongoing EQIA Monitoring Activities April 2009- March 2010

<b>Title of EQIA subject to Stage 7 monitoring</b>	<b>Indicate if differential impacts previously identified have reduced or increased</b>	<b>Indicate if adverse impacts previously identified have reduced or increased</b>
There has been some delay on the policy programme due to re-organisations taking precedence for facilitation time		

**Please outline any proposals, arising from the authority's monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:**

2010-11 EQIA Time-table

<b>Title of EQIAs due to be commenced during April 2010 – March 2011</b>	<b>Existing or New policy?</b>	<b>Please indicate expected timescale of Decision Making stage i.e. Stage 6</b>
1. Scholarships and Collections	Restructure	March 2010
2. Colindale closure sites	Restructure	March 2010
3. Strategic Marketing and	Restructure	March 2010

4. House of Lords Archive Facility	Restructure	March 2010

#### Section 4: Training

- **Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.**

- 4.1 Diversity awareness training has been delivered in a variety of different ways:
- New entrant induction training - awareness of policies relating to diversity.
  - Within management training programmes e.g. recruitment and selection courses
  - Intranet E learning on line diversity -programme of staff talks on diversity
  - Internal communications programme assists in awareness
- 4.2 Recruitment and Selection Training courses –An intense training programme has ensured recruiters are training before they can be involved in the process. .
- 4.3 Performance Management Training and Consistency Checking All managers were trained in the performance management system re: fairness and respect for all colleagues. Further awareness training has been completed following a review and attendance at consistency checking workshops is mandatory. There are regular meetings for enhancing knowledge, skills and equality.
- 4.4 Specific training on Section 75 related issues has been recorded in the 0809 report e.g. participative training workshops run by actors with disabilities 355 front line staff for disability confidence, bespoke Equality Impact Assessment training, investigation training for managers
- 4.5 An internal communications programme informs employees on new legislation, projects, policies and schemes. Also intranet and internet access to information on all aspects of diversity has been enhanced. Employment legislation briefings and updates for HR staff are regularly held including equality legislation
- 4.6 There has been participation in a number of conferences, seminars and workshops organised by networks e.g. Employers Forums for Age and Disability.
- 4.7 Various Diversity Training initiatives were implemented during 2008-09 to raise awareness and understanding on Equality and Diversity. (see relevant report)
- 4.8 Executive Team and Board Training - regularly briefed on diversity and projects – e.g. An annual presentation / report to the Board and Executive Team on Diversity strategy and progress, diversity legislation and best practice, Schemes, Duty and Action Plans, new policies, guidelines, initiatives and training provisions/ funding. Members of the Executive Team continue to attend a number of diversity related meetings and seminars e.g. National Museums Directors Conference meetings, the

Mayor's Commission on African and Asian Heritage. The Library has also participated in the Cabinet Office Diversity Network.

**4.9 Review of Training Provision;** Diversity training is continually being reviewed, developed and upgraded. From April 09 ongoing this included review, expansion and implementation of;

- E online Diversity training with emphasis on disability, age, gender, religion and belief and race.
- Race Equality Awareness Training
- Investigation Training to improve skills and knowledge e.g. diversity issues that can arise.
- Further training on EQIA, screening, consultation and impact assessment
- Training Evaluation and review methods
- Monitoring of arrangements to review training needs as a result of staff recruitment, promotion or re-organisation.

## **Section 5: Communication**

**Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.**

**5.1** The Library uses a variety of internal and external methods of communication to promote their commitment to the statutory duties, e.g. E, intranet, document, policies and verbal and non verbal employee, visitor, stakeholder and public communications For instance;

- **Internal communication** –interactive staff magazine “Shelflife”, weekly “Team Briefings” for sharing, filtering and appropriate cascade of information. Team Brief monthly information report on the intranet with a feedback system.
- **From 2008 an Employment Law Update newsletters** for managers which updates on diversity and discrimination law and best practice
- **From 2009 – A Diversity Newsletter – for all staff**

**5.2 Commitment Statements** - Commitment to Equal Opportunities is stated in all recruitment advertisements along with the Two Tick symbol commitment which is publicised in all recruitment literature. Equality Schemes /action plans are on the BL website with our Equal Opportunities policy and statement re. Access etc

**5.3 External / Service Communications** - Improvement and development of verbal and non verbal communications, communication channels and information including E and web based communications continues e.g.;

- Providing user documents in an accessible, appealing and inclusive way.
- Taking part in Career Fairs/ Open Days aimed at minority groups to communicate commitment to diversity and inclusiveness.

- Communicating and engaging through supporting and promoting the INSPIRE referral and access initiative which aims to provide seamless access for lifelong learners to resources in academic, public or national libraries.

**5.4** Various methods are used to communicate progress on the statutory duties which are reviewed to ensure effective delivery.

- The web-based training programme for public librarians has now been introduced to other library sectors
- Web services delivery /Usability testing. This has been used to evaluate and improve important new website content, from Turning the Pages on the web, to current work on a prototype global search of the Library's web resources
- Extending the usability testing is an explicit part of the [Library's strategy 2005-2008](#) in raising the standard of the web experience for our users and has been extended to people with disabilities in terms of web site accessibility.

## **Section 6: Data Collection & Analysis**

**Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.**

- Please outline any use of the Commission's Section 75 Monitoring Guide.

### **6.1 Systems that were established to supplement available statistical and qualitative research;**

There have been many developments in this area and samples are;

- The Business and Intellectual Property Centre is part funded by the London Development Agency who require targets for reaching minority groups – Systems are in place to capture information
- As part of the audience development plan –
  - Evaluating feedback from event forms, MORI survey, and exhibition exit surveys to establish baseline data.
  - Learning Team using model consultation and evaluations processes.
- For the Learning Programme and Learning Policy, the DCMS target of numbers of learners on site is 7,500 and the target for web users is 200,000 and this is being monitored.

### **6.2 Research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75 –**

There have been many developments in this area and samples are in preparation;

- For the Disability, Gender and Race Schemes - information gathering, involvement and engagement was undertaken externally and internally with (a) Internal directorate matrixes completed in team meetings and brain storming

sessions; (b) General and employee focus groups and surveys were hosted by specialist consultants for expertise and neutrality. These were then reported in the Schemes.

- The British Library, RNID, NLB working with consultants “Rightscom” have worked on a research project looking at best practice for services to the visually impaired
  - With the NMDC Cultural Working Group the Library has supported research and planning across the sector in social inclusion and diversity progress.
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## **Section 7: Information Provision, Access to Information and Services**

**Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.**

Details of the main initiatives / steps taken during the year to improve access to services have already been covered in this report such as;

- As a result of the Disability, Gender, Race Equality Scheme Duties, for the Ramayana Exhibition and Religion and Belief Projects
  - Meeting the challenges of the 21<sup>st</sup> century Library in remote access, digitisation of the main and sound archive collections, Turning the Page access to collections etc.
  - BIPC - Marketing materials now available in Braille, large print and audio copies, as well as information clinics. E-workshop courses are used to provide more opportunities for disabled audiences to access their services.
- 

## **Section 8: Complaints**

**Please identify the number of Section 75 related complaints:**

- **received and resolved by the authority (including how this was achieved);**
- **which were not resolved to the satisfaction of the complainant;**
- **which were referred to the Equality Commission.**

During 2009-10 there were no Employment Tribunal claims.

## **Section 9: Consultation and Engagement**

**Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year. Please outline any use of the Commission's guidance on consulting with and involving children and young people.**

The Library is committed to effective consultation and conducts its consultation in accordance with the guidelines set out in the Equality Scheme.

A number of initiatives are in place to engage with relevant groups and improve representation both within the workforce and in the audience profile. These have included targeted publicity campaigns, focus groups and formal and informal meetings

with representatives of appropriate groups. The Library has continued to build on these throughout 2008 and 2009 – this has been demonstrated previously in the document e.g. in Section 1.

The Library's involvement in groups, networks, partnerships, communities, organisations and working groups has already been described. However, this has been a prime year for consultation, engagement, participation, involvement and information gathering. All service improvements and expert guidance demonstrate that there is a need to consult with a wide range of potentially excluded users to ensure services meet their needs, e.g. through building relationships with appropriate partners. It has also been a specific requirement for new legislation and statutory duties.

**Equality Schemes** - successful partnerships representing diverse people have been maintained for many years but the detailed Equality Schemes produced in 2006-7 are the product of much listening and discussion with diverse Library stakeholders. The need and benefit of establishing long term relationships has met scheme requirements with active participation and has been sustained in producing the new 3 year action plans as already detailed. Individuals have developed an understanding of the Library and a reciprocal relationship reflects the priorities of both parties. The Library undertook in 2009 -2010 further consultation, participation and involvement initiatives which gave meaningful and constructive dialogue and new actions.

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#### **Section 10: The Good Relations Duty**

**Please provide details of additional steps taken to implement or progress the good relations duty during the year; indicate any findings or expected outcomes from this work and; outline any use of the Commission's Good Relations Guide.**

**10.1** Details of the progress of implementation and planned actions can be seen in this document and the attachments

**10.2** From these documents and attachments it can be seen that the Library has made significant progress in the implementation of Section 75, in terms of reaching a wider audience and making our services more inclusive. There is a clear commitment to embedding the principles of diversity and inclusion in all our functions and we are gathering more robust monitoring data to assess the impact

#### **Section 11: Additional Comments**

**Please provide any additional information/comments**

**11.1** Not applicable

Annual Report 1 April 2009 / 31 March 2010  
'Disability Duties' Questions

**1. How many action measures for this reporting period have been?**



Fully  
Achieved



Partially  
Achieved



Not  
Achieved

On this plan there were 63 actions out of which we have:

- Only 5 are work in progress and have been carried to the next 3 year plan 2010 to 2012

We have also completed work which was not on the action plans but have been detailed in the report below.

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**2. Please outline the following detail on all actions that have been fully achieved in the reporting period.**

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
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<sup>1</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

National <sup>3</sup>			
Regional <sup>4</sup>			
Local <sup>5</sup>			

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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

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2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

<sup>2</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

<sup>3</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>4</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>5</sup> **Local**: Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

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2 (d) What action measures were achieved to ‘encourage others’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

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2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1			
2			
3			

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**3. Please outline what action measures have been partly achieved as follows:**

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				

<sup>6</sup> **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

3				
4				

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**4. Please outline what action measures have not been achieved and the reasons why?**

	Action Measures not met	Reasons
1		
2		
3		

**5. What monitoring tools have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?**

(a) Qualitative

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b) Quantitative

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**6. As a result of monitoring progress against actions has your organisation either:**

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes.

Please delete: Yes / No

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If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

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7. Do you intend to make any further **revisions to your plan** in light of your organisations annual review of the plan? If so, please outline proposed changes?

**\_ PLEASE SEE OUR ANNUAL STATUTORY ACTION PLAN REPORT AS ATTACHED**

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