

DISABILITY EQUALITY ACTION PLAN 2010 - 2013

NO	ACTION	<u>IMPACT (I)</u> <u>TARGET</u> <u>DATE</u>	RESPONSIBILITY/ COMMENTS	REVIEWED TARGET DATE
Demonstrating Leadership and Accountability				
D1	The Executive Team continue to support the: (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 of the executive team (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 of annual /statutory progress reports etc. (3) sourcing of funding for DE initiatives from Directorates (4) continued communication of Library vision/ commitment to DE	Year 1	Disability Champion/DAG & Directorates	
Business Case for Disability				
D2	Look at research / existing information to assess the economic, social and ethical 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.	Year 1	Disability Champion/DAG & Directorates	
D3	Continue to raise the awareness and culture within the Library for understanding Disability Equality and how access needs could be met for service users and employees encouraging greater support / confidence in disclosing a disability by for instance areas covered in the	Year 1	Disability Champion/DAG & Directorates	

	actions below with regard to training, communications, engagement, developing expertise and partnering etc			
	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	
D5	Ensure required standards for Disability Employment Two Ticks Symbol continue to be met	Year 1-3 Ongoing	Human Resources	
D6	Maintain strong relations with the Employers Forum on Disability	Year 1-3 Ongoing	Human Resources	
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	
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 in roles that need more confidence / awareness	Year 1 Ongoing	HR – Front Line Services / Directorates – e.g. to raise awareness / guidance in terms of a sufficient level of understanding, knowledge, resources and support	
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 Ongoing	Human Resources – DAG members	
D10	Consider how disability “champions” or “experts” in disability subject fields could be developed as a resource to all within the Library	Year 1 Ongoing	Human Resources – DAG members	
D11	Continue to provide Corporate Diversity training including disability equality to front-line staff	Year 1-3 Ongoing	HR - Organisation Development	
D12	Text phone training to be provided if available to key front-line staff	Year 1	Service Improvement	
D13	Deliver, implement and communicate the planned reasonable adjustment policy –ensure it includes best	Year 1	Human Resources	

	practice guideline for addressing requests for reasonable adjustments, responsibilities, confidentiality which is widely communicated and published			
D14	Consider as a reasonable adjustment keeping 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	
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	
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 1	Human Resources - Organisation Development	
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	
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 discussions	Year 1	Human Resources Organisation Development	
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	Human Resources & Organisation Development Team – (Directorate Training Co-ordinators to assist)	
D20	Regularly review and monitor the take-up of schemes and programmes which would support the development of disabled employees	Year 1	Human resources Organisation Development	
D21	Regularly review the provision of access to meetings, training, schemes and programmes etc including BSL interpreter provisions	Year 1	Human resources Organisation Development	

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	Directorates and Human Resources	
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	
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	
D25	Continue to produce and enhance where required end of year disability equality employment monitoring data	Year 1-3 ongoing	Human Resources	
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	
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 employee and the team – also for intranet pages for the DAG group	Year 1-3 ongoing	Human Resources	

	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	
D29	Explore ways in which tactile signage, maps and flooring can be used to assist blind / partially sighted visitors to independently find their way around BL sites e.g. reading room, restaurant, and general facilities. Consider 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	
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	
	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	
D32	Ensure marketing material or website includes information on a text phone or text relay numbers to ensure deaf and hearing impaired visitors and readers are aware of the service.	Year 1	Design Office	
D33	To help promote the Library’s events and exhibitions to the disabled community by ensuring disabled organisations are included in the promotion of events externally	Year 1	Directorates	
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	Web Services	

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	Design Office	
D36	Develop an access leaflet for visitors /readers which should include basic communication information in Plain English and information for individuals with different impairments. Where a text phone is used the text relay numbers should be included in the access leaflet	Year 1	Disability Support Officer/Design Office	
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	
D38	Improved monitoring and sharing of information on comments from disabled users regarding improving accessibility	Year 1-3 Ongoing	Service Improvement/Directorates	
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 – Informations Systems	
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.		eIS – Informations Systems	
Engagement				
D41	Continue to engage and work in partnership with	Year 1-3	Human Resources/	

	appropriate disabled community / action / pressure groups identifying representatives etc.	Ongoing	directorates	
D42	Measure the numbers of disabled readers, visitors on accessing services where relevant, e.g. BLCC and BIPC, Reading Room adaptive equipment	Year 1-3 Ongoing	BLCC, BIPC, Operations and Services	
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	
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	
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	
D46	Sound Archive continue the development of oral histories on the disability community to raise awareness and increase accessibility of the collections	Year 1-3 Ongoing	Scholarship and Collections	
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	
D48	Ensure the continued digitization of the collections is accessible to disabled readers especially for those who are blind or partially sighted	Year 1-3 Ongoing	Scholarship and Collections	
D49	Ensure Sound Archive Web pages are compliant with accessibility standards; intend continued input and involvement with the wider community and external stake - holders e.g. RNIB.	Year 1-3 Ongoing	Scholarship and Collections	
D50	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	Year 1-3 Ongoing	Scholarship and Collections	

	accessible			
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	
D52	Continue to provide support for sight / hearing impaired readers & visitors to the BIPC for seminars/ workshops/website	Year 1-3 Ongoing	- BIPC	
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	Electronic Services – Operations and Services	
Reading Operations & Welcome Team				
D54	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.	Year 1	Operations and Services 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.	
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	Operations and Services	
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	Operations and Services/ Scholarship and Collections	
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	
D58	Consider what procedures are in place for visual alarms in Lifts e.g. fitting amplified telephones, having clear instructions inside/ outside the lift, advising deaf visitors/staff what to do in an emergency	Year 2	Integrated Risk Management	
D59	Consider training for Fire Warden or key members of the fire evacuation team to undergo basic BSL to ensure	Year 1	Integrated Risk Management	

	deaf and hard of hearing visitors or staff during an emergency.			
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	
	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	
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	
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	
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	