



In compliance with
Section 49 of the Disability Discrimination Act 1995
As amended by
Article 5 of the Disability Discrimination
(Northern Ireland) Order 2006

Disability Action Plan June 2010- May 2013

This Disability Action Plan can be obtained from us in alternative formats.
If you would like a copy in an alternative format, please contact:

Name: Diane Brown, Equality Officer

Address: 96 Euston Road, London, NW1 2DB

Telephone number: 0207 412 7101

Email: hr.diversity-team@bl.uk

Website: www.bl.uk

Minicom: 44(0) 1937 546860

This Disability Action Plan can also be downloaded from our website.
Our website is accessible and meets the W3C accessibility guidelines level 2.

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Annex

Appendix 1 – Detailed internal and external consultation findings
(See consultation reports -
<http://www.bl.uk/aboutus/stratpolprog/diversity/schemes/index.html>)

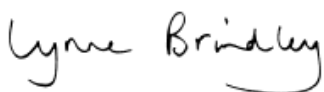
Foreword by Chief Executive

We are delighted to introduce the British Library's 2nd disability action plan for Northern Ireland. Since the production of our 1st disability action plan we have worked hard to ensure when carrying out our functions to have regard to the need to promote positive attitudes towards disabled people; and to encourage participation by disabled people in public life. The Library has made great strides in becoming a disability confidence organisation and was awarded the Platinum Award in the Employer's Forum on Disability Benchmark in 2009 and received two further awards; joint first award for Disability Confidence with BT and also the Best Public Sector Organisation Award.

Our new disability action plan will help to further embed disability into our business and enhance our ability of being an employer of choice for disabled people. It also demonstrates our determination to fulfilling the statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (Northern Ireland) Order 2006).

However, we need to be mindful of the economic climate and reduced Public Sector funding in making decisions and allocating resources and this may affect the delivery of our plans.

We are still working towards both wider public access and ensuring that we as an employer are inclusive to people of all abilities, men and women, transgender individuals and to people of different race, ethnicity and sexual orientation. We are also committed to taking steps to ensure disabled people can access our resources remotely and on-site and that the British Library is a welcoming and inclusive organisation.



Dame Lynne Brindley
Chief Executive

2. Introductory Statement

- 2.1 Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by the Disability Discrimination (Northern Ireland) Order 2006) the British Library is required when carrying out its functions to have due regard to the need:
- to promote positive attitudes towards disabled people; and
 - to encourage participation by disabled people in public life.
- 2.2 Under Section 49B of the DDA 1995, the British Library is also required to submit to the Equality Commission a disability action plan showing how it proposes to fulfil these duties in relation to its functions.
- 2.3 This plan sets out how the Library proposes to fulfil its disability duties.
- 2.4 The Library remains committed to implementing effectively the disability duties and this disability action plan. However, we need to be mindful of the economic position and reduced resources (in terms of people, time and money) that may affect timescales and implementation of this plan. We have where appropriate, built objectives and targets relating to the disability duties into corporate and annual operating plans.
- 2.5 The Library will ensure appropriate internal arrangements are in place to be able to comply with disability duties and to appropriately and proportionally support the implementation of this disability action plan. We will maintain communication of the plan to staff and work to provide training and guidance for staff on the disability duties and the implementation of the plan where appropriate.
- 2.6 The Library will continue to involve and consult with disabled stakeholders, readers and users of the library as appropriate and when implementing and reviewing our plans.
- 2.7 The Library submits an annual progress report to the Equality Commission on the implementation of this plan and carries out a review of the plan as required.
- 2.8 The Library makes available on its website, this plan and our statutory progress reports see www.bl.uk

3 The British Library's roles and functions

- 3.1 The British Library is the national library of the United Kingdom. It was founded in 1972 by an Act of Parliament which eventually brought together eight institutions and a 250 year history of collecting books and documents. It is one of the greatest libraries, and also one of the most significant research libraries in the world, holding over 150 million items and adding some 3 million every year.
- 3.2 The Library plays a crucial role within the UK's knowledge sector, not just as a trusted legal repository and a keeper of knowledge but also in serving widespread information and research needs by providing access to materials from around the world including information provided by new technology.
- 3.3 The Library receives copies of all books produced in the UK, all books from abroad which are reprinted in the UK, and many items which are only printed abroad. This includes copies of the majority of the books found in the Library of Congress, a substantial additional collection of international items and historical items dating back as far as 300 BC, more than 11.2 million monographs and the receipt of more than 41,500 regular serials.
- 3.4 Thus the scope of the Library's remit, the scale of operations, range of services and the international importance of the collections are without equal. The Library also hosts many public events and exhibitions and has a Business and Intellectual Property Centre and has made a major contribution to the economy.
- 3.5 The Library is currently mainly resourced by Government funding with a lower level of funding from sponsorship. This means that the Library is classed as a public sector institution and as such has to report regularly to the Department of Culture, Media and Sports (DCMS) who also report on Disability to the ECNI.
- 3.6 The Library currently has buildings located in London at St Pancras and Colindale, and in West Yorkshire at Boston Spa.
- 3.7 **The British Library Strategy 2008-2011** - The Library devised a challenging strategy for 2008-2011 building on the progress already achieved by the Redefining the Library 2005-2008 in meeting the ever increasing technological advance and to advance the Library as the service and employer of choice. The progress on aspects of this will be affected by the changes in funding.

Our Mission

Helping people advance knowledge to enrich lives

Our Vision

- *We play a leading role in the changing world of research information*
- *We exist for **everyone** who wants to do research – for academic, personal or commercial purposes*

- *We promote ready access to our collections and expertise through integrated services which are increasingly time and space independent*
- *We also connect with the collections and expertise of others and work in partnership to fulfil our users' needs.*

Our Strategic Priorities

- *Capture extensively and store UK digital publications*
- *Connect our users with content*
- *Transform access and preservation for Newspapers*
- *Support UK research with innovative services and integrated processes*
- *Build our digital infrastructure*
- *Integrate storage and preservation of physical collections*
- *Develop as an organisation*

Our Organisational Values

- *Open Consultation*
- *Empowered, flexible and diverse workforce*
- *Non-hierarchical, agile decision making*
- *Staff who feel valued and recognised*
- *Strong Performance Management.*

(For a full explanation of our mission, vision, strategic priorities and organisational values please see our Annual reports for 2006-2007, 2007-2008 2008-2009 and 2009 and 2010 which can be found on the Library website www.bl.uk)

3.8 The Library functions are carried out by six Directorates as outlined below:

➤ **Human Resources & Integrated Risk Management**

This directorate leads on HR Operations and Administration, Organisation Development, Pay and Grading, Management Information, Diversity and Policy, Corporate Social Responsibility initiatives and wellbeing programme. The Directorate ensures the Library has policies & procedures, development opportunities and strategies in place to ensure that the Library's business can be delivered effectively, consistently and works closely with all Library services and trade unions to achieve this. A successful HR programme is key to the delivery of the Library's strategy and the development of the organisation. The HR teams work in partnership with each directorate in taking forward a diversity programme that aims to broaden our workforce and increase engagement both within the Library and with the wider community.

Integrated Risk Management activities are managed within three teams: Risk Management and Business Continuity, Health and Safety and Security.

The Risk Management function aims to manage the Library's Risk Registers and provide appropriate assurance to the British Library Board. Promotes consistency in approach to risk management and gives practical advice to project, programme and operations managers. **Collection Risk Management** focuses on protecting collection items against loss, theft, criminal damage or mutilation, or unauthorised copying. Further areas of responsibility include the delivery of collection security awareness training, the collection storage access policy and work to share

information and best practice with other organisations.

The **Business Continuity** function seeks to ensure that the essential business functions of the British Library are able to continue (or re-start) in the event of unforeseen circumstances; normally a large scale emergency/disaster. This is achieved by identifying the critical people (roles / functions), information, systems and other infrastructure which are required to enable the business to operate.

The Health and Safety team aims to ensure that staff, readers, members of public, and on-site service providers do not suffer an accident or an injury while on a the Libraries sites. The Health and Safety team provides information, instruction and training to promote and maintain a positive safety culture and encourage the reporting of hazards, accidents and assessing risks from hazards.

The **Security** Team focuses on the protection of people, collections and property whilst also providing a positive customer focused service.

➤ **Strategic Marketing and Communications**

Strategic Marketing and Communications work with directorates across the Library to enhance and develop the British Library's brand and reputation with external and internal stakeholders. Strategic Marketing and Communications also leads on Public, Learning and Regional engagement, Business and Sales Marketing. They also provide the lead for higher education, learning, fundraising, publishing, internal and external communications, events and exhibitions, web and creative services.

In March 2006 the Library opened a Business and Intellectual Property Centre. This is a major development in terms of making Library services relevant to new audiences, developing strategic partnerships and "enriching the user's experience".

The Library's website at www.bl.uk was opened in 1995 and was one of the UK's first websites. During 1995, the Magna Carta went online which began the opening up of the national collection.

➤ **Finance and Corporate Services**

The Finance and Corporate Services directorate leads on Financial operations, Management accounting, Strategy and planning, Procurement and Estates. Estates are responsible for many aspects of the environment from building accessibility and managing building works. The Estates teams also support building projects and the maintenance of hearing loops. The Finance teams are working to strengthen business and strategic financial planning to ensure delivery of Library services and programmes. The Corporate Procurement Unit aims to maximise value for money and support the Library in meeting its legal, audit and operational requirements. The Legal Contract Services offer support, specialist advice and contract drafting.

➤ **Operations and Services**

Operations and Services are critical to ensuring the Library meets the strategic priority of enrichment of the service user's experience. They are responsible for service delivery to our users in the Reading Rooms and via Document Supply. They are also working to ensure excellent service delivery and to support greater efficiency of processes wherever possible, increasingly supported by the better use of technology to ensure continuous improvement. Resource Discovery and research enables users to find and access information they need. The work of the Directorate also includes; collection acquisition and description, reference and

research, product development, collection moves, newspapers, scientific, technical and medical information, scholarly communications and the Sound Archive listening service.

➤ **Scholarship and Collections**

This directorate leads on conservation and preservation, and the curatorial skills in developing and maintaining the collections in Social Science, European, American, British, and Asia, Pacific and Africa. The directorate also lead on many projects such Digital Scholarship and exploiting digital content and new technologies. The directorate has responsibility for Library's Content Strategy research and operations which defines what we collect in the future and how accessible this is and the collection digitisation programme. The directorate aims to engage with the Library's user community in order to respond to the changing nature of their needs and effectively support multi- and inter-disciplinary research and to strengthen and form strategic alliances and partnerships with other organisations to widen and enhance the user experience within the BL's overall priorities.

➤ **E- Strategy and Information Systems**

This directorate leads in the architecture and development of E systems including technical operations and in E programmes that effect the efficiency and success of library services such as the integrated Library system, digitisation, UK web archiving and digital object management. They provide support and technology direction to all Library services internally and externally to our customers.

For instance the Library is creating a Digital Research Centre (DRC) which will support the needs of existing and future generations of researchers. The DRC Programme will help the Library establish how we will meet the future needs of researchers as their demands for content, services and space change.

A prime focus is on e-journals because of their critical importance in the recording and transmission of UK research. They work closely with other major research libraries, expert communities, as well as commercial organisations, to ensure we create the level of interoperability that is needed by these communities.

Externally, through the Science, Technology & Medicine team (STM), they provide a variety of content, products and services to support researchers across the sciences with a particular focus on bioscience and environmental sciences.

4. Public life positions over which the Library has responsibility

4.1 The British Library has no responsibility for, or influence on, public life positions in Northern Ireland. Through the action measures we have proposed in Section 6, however, we hope to encourage greater participation by disabled people in all aspects of the Library's services and corporate employment policy development.

5. Consultation and Involvement of Disabled People in the production of the new Disability and Mental Health Action Plans

5.1 The Library recognises the proven success of involving disabled people and for this reason the British Library embraced the expressive comment "**Nothing about us without us**" mooted by the DRC, (which originated from the American disability rights movement), as a key promoter of the Plan and again consulted with disabled people in the autumn of 2009.

5.2 An initial review of the work completed during the life span of the action plan was evaluated by the DAG Members, as well as key areas for the next consultation were scoped out. The Library consulted and involved disabled readers, stakeholders, and staff in the development of the new Disability and Mental Health Action Plans for 2010 – 2013. The consultation was publicised through the Reader Bulletin, plasma screens, posters and internal news items.

5.3 In 2006, the Library had undertaken a comprehensive consultation including surveys and focus groups. For this consultation, it was decided to hold focus groups externally and internally to gather qualitative information on key areas such as:

- Remote access – digital, websites, document supply
- Physical access
- Customer service
- Events & exhibitions
- General facilities
- Reader facilities

In addition, a key library project in the area of mental health in which a specific external focus group was arranged in order to consult on the topic area.

5.4 The focus groups organised for staff was on employment and focused on the information obtained from the 2008 staff survey results.

5.5 A specialist disability consultant was appointed (who had supported the first consultation exercise) with a facilitator for the external focus groups.

5.6 There were two external focus groups for disabled stakeholders, and three internal

focus groups for disabled employees covering pan disability and mental health. The groups were supported by an external facilitator, Human Resources and action group members. The information gathered from the consultation exercise resulted in a new three year Disability including mental health action plan. For the full consultation reports gathered from the internal and external focus groups can be viewed at:

<http://www.bl.uk/aboutus/stratpolprog/diversity/schemes/index.html>

5.7 We shall continue to consult and involve disabled people both internally and externally in delivering the action measures and the reviewing of this disability action plan within the context of public sector funding and available resources.

6. Action Measures

- 6.1 This action plan outlines the action measures the Library will be undertaking to fulfil its duties. The priorities identified during the involvement and consultation process with disabled people are aligned to our vision, mission and strategic priorities. The Library as part of its aims and ambitions will continue to have sustained involvement to ensure we deliver the action measures through active participation from the Disability Champion and representatives from the disability leads for each Directorate.
- 6.2 Progress on the disability action plan will be reviewed and reported on annually. The Library shall monitor and review the actions which have been identified each year. New actions may be added or changed on the plan and reported on annually which were not previously included in the action plan. Equally – Funding may also inhibit speed of implementation and what is implemented.
- 6.3 Outlined below are the key measures which we propose to take over the period from June 2010 – May 2013 of this disability action plan, together with performance indicators or targets.

Disability Duty: Promote positive attitudes towards disabled people			
Measures	Action Description	Timescales	Performance indicator
Demonstrating Leadership and accountability	The Executive Team continue to support: (1) Champion/Disability Action Group 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 progress & accountability for Disability Equality progress at Executive	Year 1	Ensure Executive Team demonstrate leadership and accountability at senior level for the delivery of action plan. Review progress and sign of annual progress report. Approve funding of Disability Equality initiatives within directorates to meet actions

	Team /Board level including annual board reports, accounting for Disability Equality in key and main projects, providing EIAs, signing of annual/statutory progress reports etc. (3) sourcing of funding for Disability Equality initiatives from Directorates (4) continued communication of Library vision/commitment to Disability Equality		
Business case for Disability	Continue to raise the awareness and culture within the Library for understanding Disability Equality and how access could be met for service users and employees encouraging greater support/confidence in disclosing a disability for instance areas covered in the actions below with regard to training, communications, engagement, developing expertise and partnering etc.	Year 1	Continue to promote the importance of disability equality throughout the organisation to ensure Disability Equality is embedded to support and encourage increases in disclosure.
Employment	Ensure required standards for Disability Employment Two Ticks symbol continue to be met	Year 1-3	Review and continue to meet the commitments for the Two Ticks Symbol

	HR and TUS to continue to build strong working relations to address the delivery of Disability Equality	Year 1-3	To continue working together to promote and delivery the actions through Equality and Diversity Working Group
	Access to Work – Look at how greater knowledge, application and how to use this for support can be achieved e.g. what level might process improvement and implementation need be covered in training or can it be better covered under designated experts/ champions below.	Year 1 and ongoing	Review and evaluate how ATW can be better communicated and implemented i.e. through raising awareness or through disability champions in order to ensure disabled staff know about the service and support available.
	Consider how disability “champions” or “experts” in disability subject fields could be developed as a resource to all within the Library and share their knowledge/awareness to staff.	Year 1 and ongoing	Review how disability champions or experts could be developed and used with the Library to add value.
	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	To deliver and implement a Reasonable Adjustment Policy which is widely communicated and published.
	Consider as a reasonable adjustment keeping separate record of absences i.e. disability-	Year 1	To deliver and implement a Reasonable Adjustment Policy which also considers the disability

	related leave, disability related sickness absence and non-disability related sickness absence to ensure more adequate monitoring of sick absence.		related sickness absence and the recording of absences.
	Consider how appropriate flexible working hours arrangements 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	Consider in the review of the Flexible working policy the appropriate flexible working options available and management guidance on the application for disabled staff to ensure it meets the Library's business aims.
	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	Provide disability guidance for line managers on performance management/welcome back interviews and ensuring disabled staff are asked if they require any reasonable adjustments or how effective those in place are – (also linked to new reasonable adjustment policy)
	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	Continue to take action to promote the importance of self-declaration and to encourage disabled employees to seek promotion.
	Regular review and monitor the take-up of career development	Year 2	Review and monitor the take-up of career development workshops

	workshops which would support the development of disabled people		and other programmes for disabled employees.
	Regularly review the take-up of general training and development by self-declared disabled employees and identify and remedy any under-representation	Year 1	Review and monitor the take-up of training programme by self-declared disabled employees and take any appropriate action if under-represented.
	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	Consider availability of setting up disability networks/buddy/mentor schemes for disabled employees.
	Ensure 1:1 and Team meetings take place regularly, are held in accessible locations and disabled staff access requirements are met to meet individual needs	Year 1-3	To ensure disabled staff do not face environmental or attitudinal barriers in taking part in team meetings or having 1:1 with their managers

Communications	Increased awareness of the Disability Action Group (DAG) and its role e.g. Diversity Newsletter/Equality and Learning at Work Day – Consider using newsletter 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 Disability Action Group	Year 1 -3	To promote the work of the Disability Action Group and continue to raise awareness.
Equality Impact Assessment & Monitoring	Ensure all initial and full EIAs are processed and published in a timely and appropriate way according to the policy and in a appropriate format to the level required with regard to data information, confidentiality etc	Year 1-3	To ensure compliance with EIA policy
	Continue to produce and enhance where appropriate end of year disability equality employment monitoring data.	Year 1-3	Continue to produce and review disability monitoring employment information.
Access to– marketing material, access to events, exhibitions, and promotion of marketing material	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	Promote the Library's events and exhibitions with the disabled community/organisations as part of our engagement with disabled people.
	When organising events, organizers to ensure that	Year 1-3	To ensure events are accessible for disabled people and when

	reasonable and appropriate accessibility needs are met /adjustments are implemented e.g. accessible display cases, labels, seating, booking of BSL interpreters, speech-to-text, hearing loops, printed material and design layout.		requests are made they are actioned.
	Improved monitoring and sharing of information on comments from disabled users regarding improving accessibility	Year 1-3	Monitor and review comments from disabled users regarding improving accessibility
	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	Produce an access leaflet available to disabled visitors or readers on access the BL sites.
Disability Duty: encourage the participation of disabled people in public life			
Measures	Action Description	Timescale	Performance
Engagement	Continue to engage and work in partnership with appropriate disabled community/action /pressure groups identifying representatives etc.	Ongoing	Improve networking and partnering opportunities with disabled organisations and disabled people and encourage their participation in public life.
	Measure the numbers of disabled readers, visitors on accessing	Year 1-3	Collection of data to monitor usage and take action where

	services where relevant, e.g. the British Library's Centre for Conservation (BLCC), Business & Intellectual Property Centre (BIPC) , Reading room adaptive equipment		required.
	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	Ensure front-life staff are equipped to provide services to disabled readers and visitors remotely and non-remotely.
Reading Operations and Welcome Team	Carrels- carry out a review of the accessibility of the carrels in the 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	From the review identify any issues regarding accessibility of the carrels to ensure better and more effective use of the designated disabled reader's carrels in the reading rooms.
	Ensure all reading room staff are trained in the use of adaptive equipment in the reading rooms and website information is up-to-date.	Year 1-3	All reading room staff are trained in how to use the adaptive equipment in the reading rooms.
	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	Develop an access checklist for public and conservation tours to ensure they meet the needs of disabled visitors.

	Ensure appropriate risk assessments are undertaken as required by managers of disabled people both in terms of employees and service users.	Year 1-3	Ensure appropriate risk assessments are undertaken in a timely and structured way for disabled people (employees and service users).
Collection Development	Sound Archive's development of oral histories to encompass the disability community to raise awareness and increase accessibility of the collections	Year 1-3	The development of oral histories to include the disabled community to raise awareness of disability issues and access to the collection.
Access to the Collections	Explore ways in which the Integrated Request Management & Delivery System (IRMDS) project ensures access to disabled users for example, those with sight impairments or dyslexia.	Year 1-3	Ensure the Integrated Request Management & Delivery System (IRMDS) project has accessibility built in to ensure there are no barriers to access.
	Ensure the continued digitization of the collections is accessible to disabled readers especially for those who are blind or partially sighted.	Year 1-3	Ensure the Library's digitization programme of work is accessible to all disabled people.
	Ensure Sound Archive web pages are compliant with accessibility standards; intend continued input and involvement with the wider community and external stakeholders e.g. RNIB.	Year 1-3	Ensure the Sound Archive web pages are compliant with accessibility standards.
	Continue to review the Disability Equality software available in	Year 1-3	Continue to review Disability Equality software available in the

	reading rooms including measuring usage and accessibility needs		reading room based on usage and needs.
	Provide support for sight/ hearing impaired readers and visitors to the Business & Intellectual Property Centre (BIPC) for seminars/workshops/website	Year 1	Provide support for sight/hearing impaired readers and visitors to Business & Intellectual Property Centre (BIPC).
Corporate Procurement	Continue to review 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	Continue to review how Disability Equality is included in the Library's procurement policy.
	Contract managers to monitor how the suppliers deliver against the responsibilities detailed in their contracts e.g. their performance on disability equality	Year 1	Contract managers to monitor how suppliers deliver against their responsibilities as detailed in their contracts.
	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 2	Implement procedures to ensure that providers of outsourced services make specific reference to reasonable adjustments that may be needed by disabled employees and service users.
	Review the training needs of	Year 1	Improve procurement procedures

	those responsible for procurement as required to meet new obligations under the Equality Act 2010		to take account Equality Commission for Northern Ireland Guidance on Equality of Opportunity and Sustainable Development in Public Sector Procurement and the new Equality Act 2010.
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MENTAL HEALTH

The Mental Health sub-group was formed in January 2009 and has already progress in securing information and expertise for the group. The MHSG's work on Mental Health will now be integrated back into the work of the Disability Action Group. The action measures detailed below are actions to be completed during 2010-2013.

Disability Duty: Promote positive attitudes towards disabled people			
Measures	Action Description	Timescales	Performance indicator
Securing information and formal and group research	Uplift legal /best practice knowledge of Mental Health with support from Employers Forum on Disability for members of the Disability Action Group. Look at current external projects and initiatives for employers.	Year 1	Uplift knowledge on Mental health within the DAG and disseminate wider in meeting the action measures.
Policy and Guidance 2010 - 2013	Continue to prepare, draft and deliver mental health policy which includes looking at the provision of an advance statement form as	Year 1-2	To develop and deliver a mental health policy for managers and staff experiencing mental health issues.

	part of a mental health policy / disability in general and management guidance		
	Look at other policies where Mental Health may need to be considered e.g. Prevention and Management of Staff abuse at work policy and Domestic Abuse policy etc	Year 1	To consider policies or guidance when dealing with mental health service users and other users whose behaviour may be threatening to Library staff.
Partnering	Build stronger networks to enable greater insight into national and local initiatives	Year 1-3	All DAG members to continue to keep abreast of local initiatives and build stronger networks
Training, awareness, support and data	Consider appropriate methods on how to raise awareness and guidance needs e.g. managers / front line staff considering the funding available	Year 1-3	Consider appropriate methods on how to raise awareness and guidance is required to increase awareness of mental health – alongside mental health policy.
	Assess what Mental Health information can be captured and the level of data available – including looking at issues and possible solutions around declaration of mental health issues	Year 1-3	To assess how capture meaningful monitoring information on mental health and assess how to increase self-declaration.
	Better understanding of the Employee Assistance Programme (EAP) provision by Disability Action Group and across the Library	Year 1-3	To communicate a better understanding to the Disability Action Group and staff the benefits of Employee Assistance Programme (EAP).
	Look at the potential of mental health first aid expertise in terms of mental health first-aiders for	Year 1-3	Consider options to implement i mental health awareness into first aiders duties either by having

	service users or raising expertise of existing first aiders to encompass mental health for employees and service users.		mental health aiders or by upskilling existing first aiders.
Internal and external communication and PR to raise profile and access	Internal Communications e.g. newsletter, intranet news items, posters etc	Year 1-3	To promote the work of the DAG and continue to raise awareness of mental health through internal communications to staff.
	Customer service – monitor and act on feedback with regards to access to Library services and events	Year 1-3	Continue to monitor and action feedback from service users on access to Library services.
	Events and exhibitions – mindful of engagement re. mental health and disabled audiences	Year 1-3	When planning events and exhibitions consider appropriate reasonable adjustments for disabled and mental health audience.
	Share experience / knowledge from an internal and external perspective with other organisations	Year 1-3	Continue to share experience and knowledge with other employer/charities on mental health.
	Support for Mental Health impaired readers and visitors to welcome and educate remote/non remote Mental Health disabled service users to the British Library advising how best to access services/products	Year 1-3	Ensure front-line staff are equipped to support and provide advice to Mental Health impaired readers and visitors to the services of the library.
Disability Duty: encourage the participation of disabled people in public life			

Corporate procurement	Include Mental Health issues in corporate procurement policies /practices and uplift awareness of mental health in the department	Year 1-3	Ensure a pan disability approach is included in the Library's procurement policy which includes Mental Health
	Review systems to ensure that selection of providers identify those who support requirements and that they meet expectations	Year 1-3	Ensure providers of outsourced services make specific reference to reasonable adjustments that may be needed by disabled employees and service users

6.4 The British Library is committed to monitoring its performance on the action measures outlined above. Some of the performance indicators are specific and outcome focused whilst others will be an on-going improvement to embed and mainstream the disability equality and mental health.

7. Annual Review

7.1 As part of the monitoring process an annual review of the plan will be carried out to meet out statutory duties.

7.2 A copy of this plan, as well as the annual progress report will be made available on the Library's website:

<http://www.bl.uk/aboutus/stratpolprog/diversity/schemes/index.html>

8. Five Year Review

8.1 The Library shall carry out a five year review of this plan to meet our statutory duties.