

Five Year Review Reporting Template

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority Five Year Review Report

This report template includes a number of self assessment questions under the twelve key elements of an equality scheme. Please enter information at the relevant part of each Section in the template and ensure that it is submitted to the Commission electronically (by completing this template) **and** in writing, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive (or equivalent).

Name of public authority (Enter details below)

The British Library
British Library, 96 Euston Road LONDON NW1 2DB

Equality Officer Name and Contact details (Enter details below)

Diane Brown
HR Policy and Diversity Manager
British Library,
96 Euston Road,
LONDON NW1 2DB
Tel 020 7412 7194
Fax 020 7412 7306
Email: diane.brown@bl.uk

Executive Summary

Please provide some main conclusions in terms of:

- a. To what extent has your public authority's approved scheme provided a workable basis for mainstreaming the need to promote equality of opportunity and good relations into policy-making over the past five years?*
 - b. What key lessons have been learnt over the past five years in terms of effectively implementing the approved equality scheme?*
 - c. What more needs to be done to achieve outcomes for individuals from the 9 equality categories?*
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EXECUTIVE SUMMARY

The basis for the key policy and service developments made by the British Library to promote equality of opportunity and good relations can be found in the summary annual plans for diversity 2003 to 2008 as submitted with each annual progress report.

During this period there has been concerted commitment to integrate and promote equality of opportunity and good relations into policy-making, services and the scheme required for Northern Ireland has ensured progress by providing a workable framework for this.

The Library has moved forward from 2003 the framework for diversity strategy consisted of the ongoing scheme commitment for Northern Ireland, a Social Inclusion Plan and Disability Action Group. Since then, a huge raft of new and complex legislation influenced by Europe, along with increasingly diverse workforce and service user expectations and needs and a national raising of the bar in best practice, has driven our Diversity Strategy. Hence, during the 5 years, Library strategy has been much enhanced and consolidated (e.g. through Disability, Gender and Race Equality Schemes and work completed on Age and Religion & Belief etc (see section 2).

It has been key that through the development and implementation of these schemes, the Library is more keenly aware of its multi faceted role in terms of diversity as an educator, promoter, information provider, an employer, a commissioner of services, an investor in imaginative projects and as an influencer. Hence there has been considerable work and progress in the areas, for instance, of;

- Aligning diversity with business plans
- Communication, engagement and involvement
- Ascribing leadership, commitment and accountability
- Action plans and delivery of action
- Training, awareness and development

- Corporate procurement
- Monitoring, benchmarking and reporting
- Partnering, collaborating and supporting
- Corporate Policy and Corporate Social Responsibility projects
- Information Systems Support (information functionality and statistics)

The Library has strategic and inclusive plans for diversity which are demonstrated in our annual reports and which aim to meet not just legal requirements, but also best practice expectations, whilst taking into account business and organisational needs. Library business strategy is geared to ensure improvements that will advance the Library as a service and employer of choice to all, and our mission, values, strategic priorities, and organisational values are consistent with, and have a solid basis for, meeting the expectations and responsibilities of diversity strategy e.g.

- commitment to enriching the users experience and existing for everyone who wants to do research has brought key initiatives and developments such as digitising the Library's collections and increasing remote accessibility for all.
- HR "People Strategy" has the diversity agenda as a major driver e.g.; how teams can be encouraged to have ownership and understanding of diversity - how this would be integrated into all parts of the Library.

The Library Diversity Strategy has taken into account best practice key success criteria in implementing diversity and equality projects. This has been to the Library's benefit, not only in meeting legal requirements, but in enhancing and sustaining the Library's image as a service and employer of choice. For instance this has included the following criteria with sample outcomes:

- Strategic / operational measures - Top level leadership - Diversity being an open, transparent part of corporate reporting - Internal and external consultation - Action Groups for accountability, engagement and representation (workforce and TUS),
 - *Demonstrable leadership from Executive Director Champions raising organisational commitment, internal engagement and accountability*
 - *valid consultation processes to inform plans and Action Groups delivering outcomes, raising Library profile as an employer, influencer, promoter, educator, innovator, etc. bringing awards and accolades.*
- Screening, auditing and reviewing policies, procedures and practices for any negative impacts. Ensuring these are inclusive, flexible and "diversity practical" as well as "diversity positive". - Addressing of increased expectations of the Library's diverse workforce and service users, including policies, training, and awareness needs etc.

- *Becoming more adept at positioning formal obligations (e.g. around legal deposit, collection security and legal conditions of Library use), against proportional, appropriate and sensitive accommodation of service user and workforce needs. This has helped ensure clarity and readiness for inclusion and adjustment. Projects in this area continue.*
- Impact Assessment and Monitoring - Enhancing service / workforce records, measuring accessible statistics for diversity impacts in policy and practice, performance and results.
 - *Building records to enable measurement of impact, performance, result,*
 - *Early 2008, 125 key decision makers received impact assessment training that addressed these legal and business requirements.*
- Recognising diverse needs and gaps in understanding, culture and practice and taking positive steps to (a) challenge perceptions internally and externally (b) to be inclusive and accessible and to become a service and employer of choice for diverse people.
 - *Considerable achievement has been made, e.g. through diversity schemes and projects, training, awareness raising and open forums for discussion, internal and external communications, and membership and support of diversity groups and employers' forums. A snap-shot of Library-wide samples of inclusion and access initiatives include: Corporate Procurement Unit raising diversity standards in goods and service suppliers; the Business and Intellectual Property Centre hosting diverse business events e.g. for Black, Female and Disabled Entrepreneurs; the uplifting of disabled reader equipment and facilities; independent access audit of buildings and service environment; and project work to improve access to the Ritblatt Gallery for the visually impaired.*

Extra funding was identified for 0708 to help embed the new equality schemes and implement action plans. It funded, for instance, review and implementation of training, awareness and impact assessment initiatives such as Disability Equality Awareness Training, E on line Diversity training (disability, age, gender, religion and belief and race) and specialist training on EQIA, Screening and Consultation initiatives.

Most of the samples of key lessons learnt as described above have been from effective results rather than disappointments. The Library has learnt though that public issues are more difficult to address and the difficulty of educating a movable audience is one of the main challenges of managing diversity.

The Library has firm plans in keeping with legislative, statutory and best practice requirements and expectations to implement further progress and achieve outcomes across all areas of diversity. Preparatory work is underway to create a

Single Equality Scheme in response to the single “Commission for Equality and Human Rights (CEHR)”. In keeping with national progress, in June 2008, the Library unified the 3 current statutory schemes of Disability, Race and Gender into a generic document in staged preparation for attaining a Single Scheme in the future. This has the benefit of keeping bespoke sections of each of the 3 areas (e.g. consultation reports and action plans) separate so that focus is maintained on embedding these areas.

The Single Scheme will take time to develop since unlike the current scheme areas of Disability, Gender and Race where there has been long term legislation, best practice, guidance and case law, other areas of diversity such as sexual orientation, age and religion and belief are in early stages. Legislative developments in other areas of diversity, e.g. Age, Religion and Belief, Sexual Orientation and Gender Reassignment are more recent and are national areas for development. However, as can be seen in the Library’s annual progress reports, work has already been completed on age and religion and belief over the last 5 years both in terms of the service and the workforce.

SECTION 1

- A general introductory statement specifying the purpose of the scheme and the public authority’s commitment to the statutory duties.

The British Library Commitment

In 2005, the Library reported a review of their Equality and Diversity Scheme with the aim to;

- fully address new requirements in 2006 / 2007, (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 Equality and Human Rights Commission (EHRC) due October 2007.

This 5 year review of progress report covers the period from 1 April 2003 to 31 March 2008. It covers not only the general approach to Diversity but very specific and detailed work that has been accomplished on Age Legislation, Disability Equality Scheme DES, Disability Standard (National Benchmarking), Gender Equality Scheme, Race Equality Scheme, culminating in the Library’s Single

Equality Scheme. Progress has been made in advance preparation for meeting increased requirements for other strands of diversity e.g. religion and belief, age, sexual orientation etc through 2008 and continuing.

For more detailed information on the commitments and planned actions listed below please see previous reports in this 5 year period and the reports attached to this report which include statutory annual reports for Disability Action Plan 2007, the Gender Action Plan 2007/8 (will follow) and other relevant reports for the year 2007-2008.

A. To what extent were senior management involved in ensuring scheme compliance over the 5 year period and what further steps could be undertaken to ensure effective internal arrangements? - Prompts – Identify any changes to arrangements for managing scheme implementation, and what were the lessons learnt in terms of enablers and impediments to monitoring scheme implementation?

There were two ways in which senior management were involved in ensuring scheme compliance over the period. Firstly by the formal structure for handling compliance and secondly by the projects and initiatives undertaken for involvement and engagement in the schemes and other diversity initiatives.

1. Formal Structure - Strategic Leadership and Responsibility for Diversity;

Continued Engagement of the Executive Team and Board – To demonstrate support and commitment at strategic management level, over the 5 years that Library has progressed from 3 Executive Directors who are champions for Diversity to 6;

- Work Force Diversity Champion: Director of Human Resources
- Service Diversity Champion: Director of Strategic Marketing & Communications
- Disability Champion: Director of Operational Services
- Gender Champion: Director of Human Resources
- Race Champion: Director of Finance and Corporate Services

Integral to Business strategy - The executive champions keep diversity high on the executive and board agenda and ensure that it is an open and transparent part of CSR reports. The Executive Team and Board are engaged in the Diversity programme and action plans, have quarterly and special reports and actively contribute to Government strategic initiatives.

Target / Key Performance Indicator– for this year is "the percentage of achievement against the equality and diversity plans by year"

BL Board / Governance – During this period role and executive search service specifications for 5 vacancies stated that applications are particularly welcome from women, people from ethnic minority backgrounds or with disabilities – Amongst those appointed were women and people from ethnic minorities.

Board and Executive Team Review and Funding – Since 2003, diversity and social inclusion has been on the Library Business plan and strategy with the requirement for setting targets and reporting on the progress quarterly to the Executive Team and to the Board. For 2007-2008 a one off special diversity fund was sourced to ensure embedding of all new diversity initiatives.

Lead person- A single point of responsibility for service diversity, acts as a catalyst for action, ensures integration of all activities across the Library, and co-ordinates progress reporting.

Lead Groups - Progress is discussed with the Trades Unions representatives at quarterly and special meetings of the Equality and Diversity Working Party (Joint Management and Trade Unions). A formal progress report ensures that Section 75 is a standard agenda for the Board and / or Senior Management Team on at least a quarterly basis.

2. Initiatives undertaken for involvement and engagement in the schemes.

Engagement from the top: The Library had undertaken radical challenge and change in order to deliver the “Redefining the Library” for the 21 Century plans. Diversity was a part of this plan and the executive team gave attention, time, and commitment to this.

Each diversity initiative starts with an Executive Team report designed to engage and lead from the top whilst describing a plan for engagement and involvement across the workforce in both organisational and cultural change. Reports focus on; corporate and organisational needs; positive steps for communication; demonstrating business risk and benefits; needs of the legislation, and anticipating Library priorities, concerns and needs. This gave not just information but the options and answers, including a profile of the effects on the directorates.

Director and Senior Management Cascade - After executive team endorsement, this is then appropriately and proportionally cascaded to each directorate’s senior lead team meetings, Trade Union Staff Side, and then all directorate teams so that everyone is aware of the scheme / initiative and the requirements. Supported by HR, briefings were an open forum for questions and answers and created a lot of interest.

Engagement from the Managers and other employees –

Cascades are the beginning of communication and involvement and require management and employee actions – for example;

- **Workforce Participation and Planning - Review of Policy and Practice**
The Library wanted management and workforce opportunity, participation, support and commitment in reviewing policy and practice and in planning the way forward in reviewing, planning and supporting the schemes.
- **Embracing the Challenge as Directorates** - The schemes were seen as opportunities to demonstrate how the Library's directorates were going to respond to the Equality duties.
- **The Plan and Directorate Matrices** – Each directorate received five key areas to respond to with guidance on how each area should be defined and developed and a matrix form to complete. The matrix profiles the directorate; their achievements, current initiatives and strengths; identified weaknesses and areas for improvement in years 1-3; how they will champion disability equality and engage involvement from disabled people. (See the Schemes)
- **Workforce involved in Impact Assessment - foundations of a Long Term Investment:** The Library sees this method of workforce engagement as a long term investment; a form of impact assessment where practices, policies and procedures have been considered from an equality perspective and; an initial exploration and mapping exercise that informed the Action Plans.

Ascribing workforce Leadership - employees who drafted component parts of the directorate matrices demonstrated their commitment by becoming members of Action Groups and taking responsibility and accountability for their areas. They may also be involved in steering change, being a voice, liaising with consultation groups, looking at methods of engagement and representation of the workforce and assisting in policy review and effective communications, also challenging perceptions internally and externally.

Outline annual direct expenditure of resources to ensure that the statutory duties were complied with, in terms of staff and money over the past 5 years, and comment on the extent that all necessary resources were allocated

Prompts – Identify costs related to equality unit staff, use of consultants, allocation of budgets to training/publications/ research, extent of in-year bids and/or reallocation of resources. What were the lessons learnt in terms of enablers and impediments to monitoring resourcing? What could the public authority do in future to ensure effective allocation and monitoring of necessary resources? (Enter text below)

Dedicated Employees, Interims and Consultants

Year	Full Time Equivalent Staff	£'s
2003/04	HR Diversity manager 100% 2 service managers with diversity responsibilities 50% Consultant for Policy – Age Review	£70,000
2004/05	HR Diversity Manager 100% 2 service managers with diversity responsibilities 50%	£50,000
2005/06	HR Interim Consultant 75% 1 service manager with 20% diversity responsibilities	£70,000
2006/07	HR Diversity Business Partner 100% Consultant for Disability Consultation 10 -15 days Consultant for Gender Consultation 10 - 15days	£90,000
2007/08	HR Diversity Business partner 100% HR Policy and Diversity Manager 50% HR Policy and Diversity Advisor 50% Consultant for Race Scheme Consultation 10 days	£120,000

Additional funding – Diversity funding from DCMS varies annually according to the requirements of the main funding and budgets. Many diversity projects are funded by external organisations either on an ad-hoc (e.g. to secure a book or other collection for the Library) or more permanent such as the London Development Agency funding diversity initiatives in the Business and Intellectual Property Centre. Not all funding is anticipated or secured.

An additional fund of £250,000 was sourced in accounting year 0708 to help resource meeting the requirements of the huge raft of new legislation and expectations around diversity such as the schemes, action plans, cultural change, training, awareness, uplift of equipment and premises etc. This was very effectively allocated and monitored.

Please note:

- The costs of diversity work within the Library i.e. the salaries of permanent staff are met from existing budget.

- Additional funding from the corporate budget has been allocated for fees of consultants engaged to undertake audits, equality training and associated expenditure.
 - Individual directorates fund the diversity work completed by their employees such as attendance at meeting, courses, networks and other events.
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SECTION 2

An outline of how the public authority intends to assess its compliance with the Section 75 duties and for consulting on matters to which a duty under that section is likely to be relevant.

A. Outline impacts and outcomes (for the public authority and/or individuals from the nine equality categories) over the past five years and what further steps could be undertaken to build on these or address under reporting? - Prompt – Were outcomes delivered for all of the nine equality categories? Were annual progress reports critically reviewed before or after submission to the Commission? What examples of good practice from other public authorities could be adopted? (Enter text below)

The Library is keenly aware of its multi faceted role in terms of diversity as an educator, promoter, information provider, an employer, a commissioner of services, an investor in imaginative projects and as an influencer. This is an important role with a large diversity remit and every project and report is critically reviewed across numerous stakeholders before submission or publication. It is only possible to list the key impact and outcomes for the equalities categories over the past 5 years which are:

Disability

The Library has had a Disability Action Group, planned works and an Executive Director Disability Champion since 2003. In December 2006, having undergone a comprehensive consultation process, the Library superseded this with the publication, launch and implementation of a Disability Equality Scheme DES and 3 year DES Action Plan. The action plan year 1 [2007] was successfully completed and a statutory report for this has been published (see attached with this report). Details of the scheme can be found on our website and within the 0607 Progress Report.

The Library entered the Employers Forum on Disability **EFD** benchmarking project the Disability Standard 2007 which benchmarks service and workforce progress across private and public sector organisations nationally. The Library came 8th out of 116 participants and achieved Gold Award Banding and also received 2 Diamond Awards for “listening to disabled people” and accessible products and services.

From the individual annual reports over this 5 year period it can be seen that progress has been made Library wide for disability inclusion, access, partnering, consultation etc. The Disability Equality Scheme DES and 3 Year DES Action Plan confers more accountability, responsibility, commitment and engagement and this can be seen in the increased progress in these areas. The Disability Action Group has 33 members who champion this in their directorates and areas.

Going forward, the Disability Standard mirrored many of our actions but also identified several areas to work on in organisational development in terms of Disability such as recruitment, selection, performance management, promotion and career progression. The Standard also identified these as national areas that needed working on, and to support this, the Library hosted the EFD Annual Conference in June 2007 which covered these same areas.

These have been added to the main action plan and a further project in keeping with National interest has been to add Mental Health to our projects for this year.

Gender

In May 2007, again having undergone a comprehensive consultation process, the Library published, launched and implemented a Gender Equality Scheme GES and 3 Year GES Action Plan. This included consultation with transgendered stakeholders. The action plan year 1 [June 2007 – May 2008] has been completed and the statutory report for this is in the process of being compiled. An Executive Director was appointed Gender Champion and has been published and is provided with this report. Details of the scheme can be found on our website and within the 0607 Progress Report.

The Library has had a Gender Action Group since April 2008 which is chaired by the Gender Champion. The Group will take forward the action plan over the next 2 years. Key projects involve review of Flexible Working and Domestic Violence Policy and a Transgender Policy.

The Library undertook an Equal Pay Audit in 2006-7 and a group has been set up to address Equal Pay.

Race

In June 2008, again having undergone a comprehensive consultation process, the Library developed a Race Equality Scheme RES and 3 Year RES Action Plan (details of the scheme can be found on our website [\(link\)](#)). The action plan year 1 commences from September 2008 to August 2009. The 1st statutory report for this will be due on early 2010. However, many of the generic diversity areas of this plan are already in hand for instance Equality Impact assessment Training and on line diversity awareness training inclusive of Race.

An Executive Director was appointed Race Champion in early 2008 to help the RES Scheme process and a Race Action Group is being formed, again with the same comprehensive terms of reference as the Disability and Gender Action Groups. Work has already been done in this area as can be seen in the individual annual reports over this 5 year period and within our Social Inclusion Plan outcomes. Progress has been made Library wide for Race inclusion, access, partnering, consultation etc. However, the Race Equality Scheme RES and 3 Year RES Action Plan confers more accountability, responsibility, commitment and engagement and this can be seen in the increased progress in these areas. Additionally, the Race Action Group members will champion this in their directorates and areas.

Unified Generic Scheme (preparations for Single Equality Scheme)

Statutory Schemes: The three diversity areas above currently confer defined statutory duties on the UK public sector inclusive of developing an Equality Scheme and 3 year action plan for each area with a duty to report annually on progress.

In October 2007 several Equality Commissions merged to form a single "Commission for Equality and Human Rights (CEHR)". The Government is paving the way for creating a Single Equality Scheme. Hence, in keeping with national progress, in June 2008, the Library unified the 3 current statutory schemes into a generic document in staged preparation for attaining a Single Scheme in the future. This has the benefit of keeping bespoke sections of each of the 3 areas (e.g. consultation reports and action plans) separate so that focus is maintained on embedding these areas.

The Single Scheme will take time to develop since unlike the current scheme areas of Disability, Gender and Race where there has been long term legislation, best practice, guidance and case law, other areas of diversity such as sexual orientation, age and religion and belief are in early stages. Legislative developments in other areas of diversity, e.g. Age, Religion and Belief, Sexual Orientation and Gender Reassignment are more recent and are national areas for development.

However, as can be seen in the Library's annual progress reports, work has already been completed on age and religion and belief over the last 5 years both in terms of the service and the workforce. For instance key examples are:

Age

An intense Age Project ensured compliance with Age Legislation by October 2006. The thorough process covered for example; policy review, retirement process, publicity and awareness training, internal comms, posters and letters etc. The Library is ensuring ongoing implementation of best practice, awareness and understanding and is working with the Employers Forum on Age on further projects to progress Age Equality and on the approach to a Single Equality Scheme.

The Library has managed a successful retention / retirement policy since then which has been assisted by changes to the Civil Service Pension scheme which now accommodates more flexibility and partial retirement.

The Library has become a notable leader in change management working with the Employers Forum on Age on Action / Advisory groups and being awarded by the forum in late 2007 for "Best Newcomer" and shortlisted for "Best Employee Engagement".

Religion and Belief

The Library held an unprecedented "Sacred Exhibition" from April to September 2007 which embraced the 3 Faiths of Christianity, Judaism and Islam and what they share. This involved much consultation and negotiations with Faith Leaders and partnering of Faith groups.

This also led to the formation of the **Front Line Services Diversity group** in February 2007, primarily to meet the needs of the Sacred Exhibition and the diverse audiences it would attract, but also to meet the other rapid changes in expectations and requirements around diversity that had impacted Library services. It was also necessary to unify the approach and understanding of customer needs and service requirements across front line services so thus members are key services leads from estates, customer services, security, catering, book shop, welcome team, reader services, events and exhibitions etc. The group helps in addressing an increasing amount of legislation and service issues around diversity and front line services, requirements for policy review, for clarity and consistency and in meeting new expectations

The first project of this group focussed particularly on the **Religion and Belief Project** in order to meet Regulatory, Library and Sacred Exhibition needs and involved positioning the Library as a legal custodian of the Nation's treasures and then determining balanced flexibility around different dress or security measures e.g. security-checking readers in niqab or rabbinical coats. Our "Conditions of

Use" (including dress and security) are strict. Unlike museums or galleries our rare, invaluable items are entrusted into the readers care.

There are 3 further areas or strands of diversity which are development areas for 2008 onwards and are likely to be included in, or are already connected to, the Gender Action Group.

Sexual Orientation – There are new enhanced best practice requirements under sexual orientation. Having been in the top 10 of the Stonewall Employer Index in 2005 (lead organisation campaigning for Gay and Lesbian Rights). The Library, having focussed on meeting key legal requirements in other areas of diversity, will now be working towards being a full member of the Stonewall Champion programme which has now been enhanced to meet increased best practice expectations.

Transgender - Gender Re-assignment under the Gender Equality Duty –The Library included transgendered people in their recent Gender Consultation and the main focus group was well supported by transgendered participants. Further policy work will be completed in this area.

Equal Pay Group - Gender Equality Scheme Duties (Gender and Pay) The Scheme includes objectives to show due regard to the causes of any gender pay gap in accordance with Equal Pay legislation. A comprehensive audit of equal pay in relation to gender and age has already been completed. An Equal Pay Group is being formed in 2008 which will make use of information on gender equality in the workforce and help to assess the impact of policies and practices.

Internal and External partnerships – These are key relationships to ensure duties are progressed, take the diversity, inclusion and accessibility programme forward and develop our outreach and access work. For instance

- Internally, work continues in consultation with employees and trade unions, e.g. in regard to Equal pay above, to demonstrate an adequate process has been undertaken to determine whether our policies or practices are contributing to the causes of the gender pay gap. HR has worked to improve Trade Union partnership working e.g. in the case of the Equality and Diversity Working Party recently organised with the Trade Unions an away day to discuss how relationships could be enhanced / joint outcomes achieved.
- Externally – work continues in partnership across the sector, local and regional communities and group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. There are both long term and new partnerships e.g.; those recently developed from Faith, Disability, Gender, Age and Transgender consultation or from new initiatives around access to Library services in the 21st Century, especially remote and digital access e.g. the Gateway Project has linked to the Metropolitan University Diversity Team.

Examples of Library partnering by membership or representation include; (a) for the workforce, the Employers Forums on Age, Disability and Religion & Belief, CIPD Senior Diversity Network, DCMS Diversity Group, NMDC HR forum etc; (b) for the service, Share the Vision, Right to Read Group, RNIB / RNID projects, key Faith and community groups, business or educational partnerships e.g. BIPC and Leonard Cheshire.

From 0708 the Library has installed a key performance indicator for diversity which is "the percentage of achievement against the equality and diversity plans by year".

B. Outline the number of equality scheme related consultation exercises undertaken by your authority over the past five years. Set out the number and percentage related to screening exercises and to EQIAs and indicate the extent that your scheme helped you to engage with external stakeholders. - Prompt – Identify your authority's most and least successful means of consultation in relation to s75 categories. Why were some means of consultation more or less successful in relation to particular equality categories? - (Enter text below)

There have been 3 major consultations in this period to inform the production of the Library's disability, gender and race schemes. There have also been ongoing smaller specific consultation groups related to e.g. reader services and the Business and Intellectual Property Centre. For specific services, targets are set by funding providers (e.g. DCMS and LDA). If consultations / services are inadequate, numbers and funding would decrease which is not the case.

In this report the focus is on the 3 major consultations. We used these consultations as a form or EQIA and screening mechanism for external and internal stakeholders. For the first scheme, disability, the Library recognised that the involvement of disabled people was a key element of this process and crucial to the validity and success of the scheme. Disabled people often feel left out of planning and decision making and the Library embraced the concept "nothing about us without us" for its promotional campaign for this particular scheme. The consultation aimed to;

- Establish methods of active engagement and involvement of people of different ability, and;
- Achieve meaningful and constructive dialogue;
- Achieve a sustainable mechanism for involving people;
- Demonstrate a commitment to involvement where there can be open dialogue as well as opportunities for profiling needs and issues.

The consultation was successful and it was seen that involvement / contribution of people of different gender / race were also key to the success and validity of

gender /race scheme processes, the Library applied this method to these schemes. This was also of benefit for transgender considerations since the special discrimination provisions applicable for any person who intends to, is undergoing, or has undergone gender reassignment are new to gender equality and thus new to consultation and involvement.

The Library saw the benefit of establishing long term involvement relationships to not only meet the requirements of the duties / schemes by encouraging active participation but to be sustained as the individuals involved should develop an understanding and a reciprocal relationship to reflect the priorities of both parties.

The Questionnaires and Focus Groups for these schemes were held as separate information gathering and consultation processes between 2006 and 2007, (Disability October 2006, Gender February 2007 and Race November 2007) and included;

- **A general questionnaire on BL website** – covering all Library services and open to employees, readers and users of Library facilities who (respectively to each process) were disabled and non disabled, of different gender, or different race including people of different disability, gender or race who lead on or have an interest in the relevant strand of diversity in stakeholder organisations and people from relevant diversity organisations, and others interested in either the BL and/or in disability, gender or race equality.
- **An employee questionnaire: Intranet:** for employees. Covering all aspects of their employment. (Employees could respond to both questionnaires).

Focus / Involvement Groups; The Library advertised several different focus groups and consultation mechanisms for each process. These were:

- General groups open to service users, employees, and stakeholder organisations, people who; lead on the relevant diversity strand in stakeholder organisations and; from relevant diversity strand organisations. (Also key Library service leads).
- Employee Focus Groups - held at our 2 main sites (Boston Spa / St Pancras)
- Employees Drop in Sessions – where employees could drop in and chat with the consultants.
- Phone Consultation Option – for those who could not attend the focus groups and wanted to be part of the consultation processes

The following is an extract from Focus Group Invitation as an outline of the British Library context:

The British Library, the national library of the United Kingdom, is one of the world's greatest libraries. Our services include facilities for readers and researchers, library and information professionals, learners and teachers, and for the public.

We are currently reviewing our policies and services with the different needs of [people of relevant diversity strand] in mind. This review will contribute to the development of our [name] Equality Scheme and the setting of [name] equality goals. Our aim is to ensure that there is equal access to our services and employment for [people of relevant diversity strand] We are keen to get the views of those interested in [name] equality to help the British Library shape its services for the future}.

During this consultation we will discuss the British Library's role as:

- *a provider of services to readers, researchers, businesses and the public*
- *an investor in imaginative projects*
- *an influencer and a promoter*
- *an educator and information provider*
- *an employer and commissioner of services*

The information from this stakeholder consultation is planned to inform the BL's {Name Equality Scheme, alongside BL Directorate policy and practice impact assessments and plans.

Promoting the Questionnaires and Focus groups - The Library launched the questionnaires after advertising publicly and internally for involvement by;

- posters and the plasma screens in the general Library
- by the reader bulletin which is delivered by e-facility t(11,500 readers and service users for disability in 2006 progressed to 33,000 in 2008 for the Race Scheme Duty] and message board entries
- intranet news items and posters on HR and internal communications boards, in meetings and personal invitations to encourage employee involvement.
- Our consultant partners contacted external organisations with invitations to focus groups and a hyperlink directing them to the public questionnaire.
- internal involvement / contributions to the schemes from employees facilitated by directorate management cascades with discussions and active participation in planning matrices with relevance to their department. See Section 2 above.

The Library used qualitative and quantitative data sources in monitoring the impact of policies and procedures. The initial consultation formats were designed to be the foundation of a long term sustainable involvement strategy, building on existing structures and developing sustainable initiatives to support long term partnerships. They were used as a mapping exercise to gain initial insights into experiences and perceptions of disabled employees, service users and stakeholders. Findings were analysed and reviewed to identify action areas to be addressed in the Schemes and to strengthen the validity of focus group findings. (Results can be found >>>>>>>>)

Both the 3 major consultations and ongoing smaller consultation groups related to specific services have been successful in securing relevant and valid scheme action plans and meeting requirements that secure funding and further progress. Any difficulties encountered in the 3 major consultations were in relation to the number of organisations running their consultations consecutively with ours to meet UK statutory deadlines for schemes. This affected the numbers available to respond due to consultation fatigue and diary conflict amongst potential participants.

C. Indicate if your list of consultees was amended during the 5 year period and what further steps could be taken to develop your level of

engagement and consultation? *Prompt - Outline the extent your authority did/ did not move away from formal consultation and on what criteria was any such consultation targeted? To what extent were requests to be included and/or objections from those not included in the consultation process received and how were these addressed? (Enter text below)*

As described in B above, we have targeted far wider participants for both the 3 major consultations and ongoing smaller consultation groups related to specific services.

For the former this was broad, formal and a large project in terms of; (a) covering all Library services in every aspect from buildings and environment to remote access and social inclusion; (b) the range of stakeholders targeted as this was open to employees, readers and users of Library facilities who respectively to each process were disabled and non disabled, of different gender, or different race including people of different disability, gender or race who lead on or have an interest in the relevant strand of diversity in stakeholder organisations and people from relevant diversity organisations, and others interested in either the BL and/or in disability, gender or race equality.

For the latter smaller service specific ongoing consultations and focus groups there has been a higher level of awareness and activity generally across the directorates and the service users due to the Schemes – for instance the Business and Intellectual Property Centre **BIPC** which opened in March 2006 has had numerous focus groups and entrepreneurial discussions which has resulted in 2 successful disabled entrepreneurs to work with the BIPC in assisting disabled service users in their business planning.

We did not receive any requests to be included and our approach was widely out reaching to source interested parties and engage. There were no objections from those not included in the consultation process received as we aimed to reach as many as we could (see Section 2 above)

We have been successful in securing relevant and valid scheme action plans and meeting requirements that secure funding and further progress. Any difficulties encountered in the 3 major consultations were in relation to the number of organisations running their consultations consecutively with ours to meet UK statutory deadlines for schemes. This affected the numbers available to respond due to consultation fatigue and diary conflict amongst potential participants.

D. To what extent did your authority consult directly with directly affected individuals as well as with representative groups, particularly in relation to young people and those with learning disabilities, and was this sufficient?

Prompt – How effective was your authority at providing feedback to consultees as a result of consultation exercises? What were the lessons learnt in terms of enablers and impediments to consulting directly with affected individuals? What could your authority do in future to provide effective consultee feedback?(Enter text below)

As described in B and C above, we have targeted far wider participants for both the 3 major consultations and ongoing smaller consultation groups related to specific services. These were for directly affected individuals as well as representative groups.

The results of the 3 major consultations have been published in our schemes, launched and advertised and then made available to all interested parties on our web site and by hard copy.

The consultations targeted directly affected individuals. In terms of users of regular Library services these generally range from higher education students, readers and researchers up to an age group of 80-90 plus. Younger students (school ages) were not excluded but may not choose this method of responding. We have an education department who outreach activities, events and regional programmes of involvement.

There has been progress in listening to and understanding the needs of people with learning difficulties, mainly as a result of the Disability Scheme consultation and the work of our Disability Action Group. A sub group of this action group is being set up in 2008 to look at work required in the areas of mental health and learning difficulties.

SECTION 3

The authority's arrangements for assessing and consulting on the impact of policies adopted or proposed to be adopted on the promotion of equality of opportunity.

A. Outline and discuss the number of policies your authority subjected to screening over the past five years, setting out the number and percentage of 'policies screened in' on the basis of equality considerations and the percentage 'screened in' on the basis of the good relations duty. *Prompt – What lessons learnt in terms of enablers/ impediments to screening in terms of, screening criteria and priority factors? Are there any other criteria which could usefully be included? What lessons are there regarding responsibility for screening at regional level and subsequent screening of local policy? What could your authority do in future to ensure effective screening arrangements? Set out in an **appendix a list of all policies screened out during scheme implementation.** - (Enter text below)*

Key areas - The Library bears in mind that the main aim of the statutory duties is to mainstream equality of opportunity and good relations considerations into the functions of the authority, leading to better policies and service delivery. The Library thus aims for not just statutory compliance but best practice and equally does not tend to separate out equality considerations and good relations duty.

The way in which the Library has screened and impact assessed has been varied and may not always be by formatted forms. For instance, our Disability, Gender and Race Schemes and action plans since December 2006 were in effect major and comprehensive forms of information and data gathering (qualitative and quantitative), consultation, screening and equality impact assessing.

Details of the progress of implementation and planned actions can be seen in this document and the attachments. The processes were an undertaking of good relations audits in these strands of diversity. There were demonstrable findings and outcomes which will be used to inform future planning, actions and assessments. For instance it enabled scheme and action plan development, strategy and framework for improvements, identified training needs and demonstrated targeted work done to promote or achieve better relations with or between one or more relevant group.

From these processes 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 of our initiatives.

B. To what extent did your authority's consideration of the screening criteria not identify equal opportunity implications on any of s75 categories, but for which consultees then highlighted problems? - Prompt

–Identify the extent the collection of quantitative and qualitative data informed screening processes. Outline extent consultations with representative groups produced data to inform the screening process which was not otherwise available to your authority. Outline any difficulties in identifying policies and equality implications using the definition of policy set out in the Guide to the Statutory Duties. - (Enter text below)

As per A above the screening and impact assessment applied has been varied and may not always be by formatted forms. The Disability, Gender and Race Scheme comprehensive consultations of all stakeholders (including workforce and service users provided broad quantitative and qualitative data which gave extensive data, much of which would not otherwise have been available to the Library. It helped to identify scheme and action plan development, strategy and framework for improvements, identified training needs and demonstrated targeted work done to promote or achieve better relations with or between one or more relevant group. It also gave more robust monitoring data to assess the impact of our initiatives.

C. Outline over the past five years how many EQIAs your authority commenced as a result of i) initial screening and ii) as a result of screening new/revised policies subsequently, and discuss the extent that your authority has become more effective at identifying equality of opportunity dimensions in its policies. - Prompt – Were changes made to the screening process? Outline any examples of any changes made to policies to better promote equality of opportunity and/or good relations, rather than to address any perceived differential impact, as a result of screening policies that were 'screened out'?- (Enter text below)

Were changes made to the screening process? Outline any examples of any changes made to policies to better promote equality of opportunity and/or good relations, rather than to address any perceived differential impact, as a result of screening policies that were 'screened out'?- (Enter text below)

See EQIA Timetable April 2006 – March 2007 and then 2007 -2008 – EIA training has been rolled out to managers and work is being completed on a comprehensive corporate framework. This work will be taken forward in 2008-2009.

D. Outline over the past five year period the percentage of your authority's initial EQIA timetable that reached i) stage 6 of the EQIA process i.e. decision making, and ii) stage 7 of the EQIA process i.e. annual monitoring & publication of results, and indicate the extent that your authority has become more effective at progressing EQIAs. - Prompt – Explain any slippage that occurred and what was done to rectify it. To what extent did you notify representative groups of this slippage and what was their reaction? What were the lessons learnt in terms of enablers and impediments to monitoring EQIAs? - (Enter text below)

Please see C above

SECTION 4

- **Arrangements for monitoring any adverse impact of policies adopted by the authority on the promotion of equality of opportunity.**
-

- A. **To what extent were sufficient arrangements put in place to collect data relating to the nine equality categories to monitor the impact of policies and what could your authority do in future to develop monitoring arrangements?** *Prompt - What were the lessons learnt in terms of enablers / impediments to monitoring & developing new/additional quantitative data over the past five years? Did your authority consult its own employees or collaborate with other authorities to collect data? Did your authority engage with representative groups to develop monitoring arrangements? (Enter text below)*
-

The standard monitoring data and information is collated and assessed in part quarterly and annually e.g. demographics of the workforce. Further improvements are under way for 2008 -2009 as part of the EIA process and corporate policy.

SECTION 5

The authority's arrangements for publishing the results of equality impact assessments and of monitoring any adverse impact of policies adopted by the authority on the promotion of equality of opportunity.

- A. **Indicate the number of reports published outlining the results of EQIAs and monitoring over the past five years, and outline what your authority could do in future in relation to improving the publication of EQIA results and monitoring.** - *Prompt – Identify the number of reports that were provided in alternative formats. What were the lessons learnt in terms of enablers and impediments to publishing the results of EQIAs and monitoring? - (Enter text below)*
-

See above and attached

SECTION 6

A commitment that in making any decision with respect to a policy adopted or proposed to be adopted by it, that the public authority shall take into account any equality impact assessment and consultation carried out in relation to the policy.

EIA Training has been rolled out to managers to ensure equality is integrated into decision making with a consistent approach that will support our corporate framework

A. In terms of the number of EQIAs that reached stage 6 i.e. decision making to what extent were mitigation measures and alternative policies adopted? - Prompt - Outline the extent to which your authority produced EQIAs that did not identify adverse impact on any of s75 categories, but which consultees then gave an indication of adverse impact of s75 category and/or proposed mitigation measures or alternative policies. (Enter text below)

N/A

B. To what extent did consideration of EQIAs and consultations contribute to a change in policy, as opposed to policy decisions which would probably have been made in any event by your authority? - Prompt - Set out any key examples. What were the lessons learnt in terms of enablers and impediments to making a decision and taking into account an EQIA and consultation? What could your authority do in future to ensure decision making effectively takes these issues into account?

N/A

SECTION 7

- Arrangements for training staff on issues relevant to the duties.

A. To what extent were sufficient arrangements put in place to develop and deliver a training programme in accordance with scheme commitments? - Prompt - Was the programme focused on the initial period of scheme implementation or did it effectively cover all five years? To what extent were outside trainers from representative groups used in designing or delivering training? Was focused training for staff in management and roles associated with aspects of scheme implementation provided on an ongoing basis?

Training has been geared year on year according to:

- Increasing legal requirements and best practice needs

- Enhanced service user, workforce and organisational needs and expectations in terms of inclusion, access, compliance, knowledge, and cultural change.
- Funding, funder requirements and organisational priorities

In terms of **general training** this has included diversity training in all management training programmes and delivering diversity awareness in a variety of different ways e.g.

- **Induction** - All new entrants receive induction training inclusive of awareness of Library policies relating to diversity
- **Performance Management.** In early 2004 staff were trained in the new performance management system which emphasises the need for fairness and respect for all colleagues. This continues as part of staff inductions. Added to this are regular consistency checking meetings for enhancing knowledge, skills and equality by this system which are compulsory to attend / well attended. In 2007 the performance management system was reviewed and further briefing sessions ensued.
- **Recruitment and Selection Training courses** – These diversity awareness and from January 2005 most managers have been taken through a course with panels made up of recently trained managers. From 2007 the principle has been that no one is able to sit on a panel unless they have been through this training.
- **An internal communications programme** has been developed which assists in awareness and new legislation or policies launch

In terms of specific training on Section 75 related issues, training has included:

- Disability awareness briefings for front line staff 2004
- Awareness training briefings for teams hosting work placements for people with disabilities and for Disability Action Group Members (e.g. Autism, Aspergers Syndrome, dyslexia, mental health which are delivered by representatives from the relevant organisations)
- An online disability awareness training package “Disability Confident” was launched on the intranet in 2004 with a programme of staff talks on disability issues.
 - In 2006 Disability Awareness training was reviewed. More interactive methods were looked at and employees of the Library trialled and attended workshops run by actors with disabilities in order to increase learning and awareness of Disability issues particularly around access and assistance.
 - In early 2008 these were implemented at the Library for 355 front line staff, HR and Managers
- An internal communications programme was launched to tie in with a new policies and scheme launch
- Several programmes of management / HR exchanges have been held with briefings on dealing with Harassment and Bullying, Age Diversity / Legislation, diversity in recruitment with an emphasis on new Age Legislation.
- Intranet and internet access (access to information on all aspects of diversity including implications of new regulations e.g. discrimination on grounds of religion

and sexual orientation. This is continually being updated with a current emphasis on race, age, disability and gender.

- Employment legislation briefings and updates for HR staff are regularly held including equality legislation
- An executive and senior manager
- There has been participation in a number of conferences, seminars and workshops organised by networks e.g. Employers Forums for Age and Disability.
- An E mentoring Scheme has been launched in Boston Spa to enhance partnership activities amongst new non traditional groups and 10 staff have attended the training sessions
- 300 front line service staff and HR staff were trained in the new religion and belief guidelines in April 2007.

Executive Team and Board Training

- The Executive Team Social Inclusion Champions have attended a one day Diversity in Britain Conference which was organised by Guardian, TMP and the DTI and provided a useful forum to discuss strategic issues around diversity and inclusion, further Champion training is planned.
- The Executive Team has been briefed on diversity and projects and shared with the board the following key topics for instance;
 - Age Legislation and Diversity - away day presentation September 2006
 - Disability Equality Scheme, Duty and Action Plan
 - Gender Equality Scheme, Duty and Action Plan
 - Religion and Belief – Consultation and Guidelines for Service Users – Training for front line service staff
- 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.

B. Have all staff received awareness training and what could your authority do in future to deliver an effective training programme? – (e.g. does BL have evidence that over the past 5 years staff understood their role in implementing the scheme? Lessons learnt in terms of enablers / impediments to communication/ training?)

The majority of staff will have had or will be about to receive induction and general management training the provision for which is amply covered above.

Key training priorities have been identified over the last 5 years and staff / training methods with the highest impact have been targeted to get the best results with the time and funding available e.g. front line service staff, managers and HR (see above)

Diversity training is continually being reviewed, developed and upgraded and was uplifted from 2006 onwards. For instance in 06/07 focus was on new legislative and statutory requirements for age, disability, gender, religion and belief. In early 2007 the quantity and pace of new legislation continued to have a high impact on the Library and

a wealth of training was needed to embed schemes and projects. The Library sourced extra funding in 0708 to support these requirements and awareness needs which included implemented and soon to be applied initiatives such as;

- General awareness raising through communications, staff talks, open forums (on - going)
- Disability Awareness Training for front line staff and managers
- A mid 2008 launch of a tested on line Diversity training programme for majority access of workforce which has emphasis on disability, age, gender, religion and belief, sexual orientation and race. (Usage can be monitored and recorded).
- Specialist training on EQIA, Screening and Consultation from January 2008
- Training statistics, evaluation & review methods and monitoring of arrangements to review training as a result of staff recruitment, promotion or re-organisation.
- Funding for 26 employees to undergo British Sign Language (BSL1) Training on site from 2008
- PATH career development programmes for 4 BAME staff from 2008.
- Race Equality Awareness Training from late 2008.

SECTION 8

- **Arrangements for ensuring and assessing public access to information and to services provided by the authority.**

-
- A. What extent were sufficient arrangements put in place to ensure and assess public access to information and to services provided by the authority? Prompt - Was an audit of information provision undertaken? To what extent did you provide accessible formats without specific requests? What were the lessons learnt in terms of enablers and impediments to ensuring and assessing public access to information and to services? What could your authority do in future to ensure equality of opportunity in public access to information and to services?**

SECTION 9

The authority's timetable for measures proposed in the scheme.

-
- A. Outline the extent to which measures set out in the original timetable have been implemented. Any detailed information should be included as an appendix to the report. Prompt – Update any progress previously reported as underway or delayed. Has a mechanism been developed to report by exception i.e. on specific issues that have not been progressed? - (Enter text below)**
-

As can be seen from the annual progress reports the Library has kept pace with plans and timetables. The one area that the Library is keen to improve on is Screening and Equality Impact Assessment.

Work in this area has been delayed by the sheer quantity of legislation and new requirements, e.g. preparation for Age legislation, the development and delivery of 3 Equality Schemes (Disability 2006, Gender 2007, Race 2008) and the Unified Scheme 2008). Considerable strategic and organisational work has been completed which is demonstrated in our annual reports.

The Library took a very comprehensive approach to addressing and preparing for Age legislation, the schemes and the work done on religion and belief. As already described in this document this formed an intricate and valid screening and impact assessment process through consultation and negotiation.

As a result of this work in early 2008, the Library was able to review and lay out their commitment and vision for Monitoring and Evaluation (see Unified Scheme Part 7 – Monitoring and Evaluation). This includes;

- Outcomes, monitoring, performance, evaluation and review
- Gathering information and analysing data.
- Collation and reporting
- Responsibility / accountability
- Evaluation and review
- Trade Union Staff Side involvement
- Data criteria
- Impact Assessment – principles / process

The Library has focussed on the broader aspects of Diversity especially in reporting across 9 strands to the ECNI and working to a social and workforce inclusion plan. Consideration has been given to how the requirements of the Single Equality Duty are met and how the different strands are balanced whilst recognising similarities and differences.

As part of this process, in early 2008 the Library provided Equality Impact Assessment Training Courses for key decision / policy makers in the Library. 104 attended the training inclusive of 4 Diversity Champions / Executive Directors who delivered course introductions in demonstration of commitment. Attendees have cascaded this to others in their department.

The Library is now working to;

- improve, develop and establish enhanced criteria to assess the relevance of policies / procedures to diversity and to meet the requirements of the specific duties of the Equality Act 2006.
- establish a firm corporate approach and policy on impact assessment
- ensure appropriate prioritisation criteria

- sustain proactive Consultation / Involvement
 - Publish assessments
 - Monitor and review
-

B. If your authority was to be reconstituted in the next five years what would be the main scheme actions/equality considerations that an incoming authority should address? Any detailed information should be included as an appendix to the report. - Prompt – Outline what arrangements could be put in place to transfer equality scheme knowledge. - (Enter text below)

- This is theoretical and not applicable to the British Library.
 - The Library has ongoing comprehensive documents, policies, practices, procedures, business strategies and actions plans whereby there would be a commitment transfer
 - Legal, statutory, best practice and other requirements / expectations would still apply to any incoming authority.
-

SECTION 10

Details of how the scheme will be published.

A. Were scheme commitments in this section delivered and what evidence supports this view?

All The British Library's Schemes have been published on the Library's website and with alternative formats available. As they have been published they have been forwarded to the ECNI.

This year there is an unprecedented number of large reports requiring comprehensive information and there is a slight to delay to publication and submission as these reports and the time involved have caused priority conflicts with delivery of prime diversity initiatives that are deemed crucial to progress.

Reports this year, January 2008 to date are;

- Race Equality Scheme
- Unified Equality Scheme
- Disability Statutory Report
- Gender Statutory Report
- DCMS Secretary of State Report
- 5 Year Northern Ireland Report
- ECNI Annual Progress Report

SECTION 11

The authority's arrangements for dealing with complaints arising from a failure to comply with the scheme.

In 2007 the Library began a process of reviewing its formal complaints procedure in line with service needs and with the legislation covering the Library's use and this has now been approved in May 2008.

The Library is committed to ensuring that our services are accessible to the public and responsive to individual, community and business needs and aim to meet service commitments in the following areas:

- Making it easier to contact us
- Providing a professional and high quality service
- Dealing with your initial contact
- Keeping you informed
- Ensuring your voice counts

Department Heads / Lead Service Managers will have ultimate responsibility for ensuring their staff teams provide customer service in accordance with these principles. Each Directorate will monitor data in relation to diversity and service delivery. Any identified disparity or trends will be raised in the Action Groups, and conveyed to the appropriate business areas through the member leads.

Each area of the business now has a diversity action plan bespoke to their business area which in the case of Disability, Gender and Race will be monitored through the respective Action Groups and service leads, and in the case of all other strands of diversity is monitored through the Equality and Diversity Working Party and the Social Inclusion Plan.

Complaints

The Library is committed to listening and responding to your concerns and complaints. In the case of any complaint made to us we aim to:

- demonstrate accountability
- work to improve our standards
- be responsive to the needs of the complainant
- be just and proportionate
- be timely and effective
- be open to public scrutiny and sensitive to public interest

- increase public confidence in our ability to deal effectively with your concerns and complaints

If you have a complaint you should contact the Service Improvement Team who will:

- record your complaint,
- investigate the complaint within 10 days
- respond to you as appropriate or if the complaint cannot be resolved within the timescale will advise you of this
- be as open and transparent as the maintenance of effective services will allow
- use this information to inform the development of future policy and proactive and to increase our understanding of how you wish to be treated.

Should you have a concern with regards to these Schemes, you should initially contact the HR Diversity Business Partner at the St Pancras site with your concerns.

HR Diversity Business Partner
 The British Library
 4th Floor,
 96 Euston Road,
 London
 NW1 2DB
 Telephone **020 7412 7000**

If these are not resolved you can report your concerns to the Commission for Equalities and Human Rights (CEHR) who oversee the implementation of all equality schemes and adherence to diversity and equality legal and best practice requirements in general.

A. Outline the number and nature of complaints received by your authority, and what your authority could do in future to develop its complaints handling process and learn from complaints. Prompt – Outline the nature of complaints and scheme element e.g. screening, consultation. What effect did complaints have on the operation of your scheme? - (Enter text below)

1. 2003 - 2004 - No complaints were received in this period
2. 2004 - 2005 - No complaints were received in this period.
3. 2005 – 2006 – (3) There were 3 complaints received by the organisation during 2005-06. These came from employees. 1 for Race Discrimination and 2 for Religion, Belief, Race and Gender - All 3 were resolved by the organisation to the satisfaction of the complainant and they were not referred to the Equality Commission

4. 2006 – 2007 – (1) There was one complaint received by the Library which was in relation to a job applicant who claimed disability discrimination by raising a formal questionnaire to the Library. An employment tribunal was initiated before the deadline for the Library’s response. The complainant withdrew the tribunal claim. This was not referred to the Equality Commission
5. 2007 -2008 – (4) There were 4 complaints from staff –
- 2 for Race Discrimination which initiated an Employment Tribunal Hearing which was unsuccessful for the complainants
 - 1 for Disability Discrimination. Employment Tribunal proceedings were initiated but then withdrawn before the hearing.
- Following the Employment Tribunal claims we have reviewed our internal procedures to improve best-practice. None were referred to the Equality Commission

SECTION 12

- **A commitment to conducting a review of the scheme within five years of its submission to the Equality Commission and to forwarding a report of this review to the Equality Commission.**

- A. What has been your authority’s experience of conducting this review? To what extent has the Commission’s guidance been useful in undertaking the review?

EQIA Timetable – April 2006 - March 2007

Title of Policy EQIA	EQIA Stage @ end Mar 07 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant equality & good relations categories due to be affected.
Recruitment and Selection (added - new technology)	Internal BL	Audited and updated for Age Legislation / best practice purposes in 0506. Audit, review, consultation and feedback were all part of the process- Now have new on line recruitment service / website and functionality of this and information given is under review from January 06
Performance Management (added as reviewed)	Internal BL	Audited and updated for Age Legislation/ best practice – since then there has been a review or upgrade of competencies and the mandatory consistency checking process.
Learning &	Internal BL	Audited and updated for Age Legislation/ best practice –

Development – (added as reviewed)		since then there has been a review and upgrade of policy with regard to career opportunities and application for development – This is under consultation currently
Retirement	Internal BL	Audited and updated for Age Legislation/best practice – Affected by Government pension policy - CSP scheme under review and delays have affected progress - under review and consultation currently
Managing absence	Internal BL	Audited and updated for Age Legislation and best practice – reaching the final stages of consultation along with management guidelines
Pension Policy	Internal BL	Audited and updated for Age Legislation/best practice – Affected by Government as CSP scheme under review and delays have affected progress - under review and consultation currently
Service related benefits and annual leave	Internal BL	Audited and updated for Age Legislation and best practice – reaching the final stages of consultation along with management guidelines

Ongoing EQIA Monitoring Activities April 2006- March 2007

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
Disability Equality Scheme and Action Plan	New area developed which has shown areas of impact – areas needing action	The first action plan report is due in January 2008
Gender Equality Scheme and Action Plan	New area developed which has shown areas of impact – areas needing action	The first action plan report is due in April 2008

2007-08 EQIA Time-table

Title of EQIAs due to be commenced during April 2007 – March 2008	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
Corporate Social Responsibility –	Revised Policy	By March 2008 – to be able

General policy in which diversity will feature	with broader perspective	to consult on a final draft
Corporate Social Responsibility – corporate policy for Impact assessment / Impact Assessment Training / analysis and reports	Added to CSR policy with broader perspective and accountability	By March 2008 to have implemented training and toolkit – to be able to consult on the final draft of the umbrella document
Disciplinary, Grievance, Capability, Covert monitoring, Probation,	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Bullying & Harassment	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Diversity Policy and Strategy	Policies are under review	Policies to drafted for final draft for consultation by March 2008
Race Equality Scheme	Part of new single umbrella scheme below - separate focus in process	May be published singularly or as part of Single Equality Scheme which will initially cover Disability, Gender and Race
Single Equality Scheme	New Umbrella Scheme -	Aiming to publish by March 2008 and will initially cover Disability Gender and Race dependent on results of SES consultation
Religion and Belief, Age, Sexual Orientation	Potentially new addition to umbrella scheme	Assisting with consultations – Dependent on results of SES consultation. The consultations will occur in 0708 but results are not likely until 0809.
Other policies are under also review	Revised	The position on these other policies will be covered in the 0708 progress report. There is a challenging schedule for additional work dependant on resources and man power.