

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority 2007 – 2008

Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006

This report template includes a number of self assessment questions regarding implementation of the Section 75 statutory duties from **1 April 2007 to 31 March 2008**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 July 2007 to 31 March 2008**. Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **30 September 2008**.

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

Name of public authority (Enter details below)

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S75 and DDO
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S75 Executive Summary - What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?

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 business plan for diversity 2006 -2007 as submitted with the progress report for 2005 - 2006 and attached with this report.

In relation to the continued enhancement and development of the BL Diversity strategy for service users and the workforce, a planned strategy for delivering, implementing and embedding the following crucial areas of our Diversity Action Plan has been ensured.

- The first year of the Disability Action Plan ran from January to December 2007. A new Executive Director has Championed the cause since then and chairs the revised high profile Disability Action Group with firm terms of reference, project briefs and accountabilities. The Champion, Group and HR are keeping Disability high on the agenda and outcomes have been high in terms of commitment, speed and results (See the Disability Action Plan Statutory Report 2007 as attached).
- The Library is active in the Employers Forum on Disability and entered the “Disability Standard” which nationally benchmarks Disability Equality performance. This has been used to inform and implement future actions if they had not already been identified in the existing 3 year plan. As a result of entering the standard the Library came 8th, received Gold Award Banding and two Diamond Awards for “Listening to Disabled People” and Accessible Goods and Services.
- The Library support the Forum and hosted their annual conference in disability and recruitment in June 2007 and spoke about engagement and commitment at their Standards Conference in November 2008. The Library also participated in their “shadowing project” for better understanding of employees with disabilities and also has work placements for disabled people.
- In early 2007, the Library commenced work on their Gender Equality Scheme which was implemented in 0708. The process includes a more in depth Equal Pay Audit than previously undertaken. Also the support and participation of Transgendered people in the consultation process has been encouraging and progressive. The Champion, Group and HR are keeping Gender high on the agenda and outcomes of the first years action plan will be available shortly in the Gender Action Plan Statutory Report June 2007 – May 2008.

- The strategic project process used for Disability and Gender has been used for the Race Equality Scheme Project which has been a large project between August 2007 to March 2008.
- As part of promoting Faith as a key theme, and after concerted preparation and consultation with stakeholders, employees, faith leaders and faith experts, the Library launched their “Sacred Exhibition” in April 2007. Focusing on Judaism, Islam and Christian faiths it gives access to the most treasured ancient texts and artefacts. It has also opened up sensitive consideration of what divides and unites us and served to draw four key Faith Leaders into open debate for the first time. The planning and staging of the Exhibition has attracted multitudes of new service users from minority backgrounds to and use and participate in the Library. The exhibition runs from April 27 to September 2007 with a large programme of supporting events including a regional road show.
- A Front Line Services Diversity Group was established in early 2007 to address increased expectations for diverse service users, and to look at policies, training, and awareness needs etc. An initial project on Religion and Belief Guidelines positioned the Library’s obligations for legal deposit, collection security and “Conditions of Use”, and then looked at proportional, appropriate and sensitive accommodation of service user needs. Endorsed by Faith Leaders, the resulting Guidelines ensured clarity for front line teams, and readiness for the Sacred Exhibition and new Religion and Belief regulations for discrimination in goods and services effective from April 30, 2007. 300 front line staff received training. The Group have since assisted in implementing projects in Disability Equality Awareness Training across front line services and managers in early 2008 and reader access equipment.
- Following the intense Age Project to ensure compliance with Age Legislation by October 2006 which involved policy review, retirement process changes, publicity and awareness training, internal comms, posters and letters etc. the Library received an award in November 2007 from the Employers Forum on Age for being the “Best Newcomer” to the forum and was also shortlisted for “Best Employee Engagement”. 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.
- 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 – impact assessment
- Corporate Policy for Impact Assessment a Library wide Corporate Social Responsibility project began in 0708 which involves review of diversity, impact assessment, reporting and analysis policies.

- Information Systems Support – Library wide initiatives are in place to improve information gathering and analysis, inclusive of looking at the functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service statistics.
- The Library have continued to collaborate with Microsoft and Google Scholar in a long term strategic partnership that will ensure the Library’s position as a top national and international content provider to learners and researchers. This not only improves the accessibility of the collections but will also guarantee access to diverse digital resources for future generations. The growth in usage of BL web resources averages 25% per year.
- Working with Public Libraries - Hidden Treasures Brought to Life: The British Library launched a spectacular national competition for UK Public Libraries to put local treasures online, in collaboration with the Society of Chief Librarians, Scottish library chiefs and Microsoft. The 4 winning libraries – one each in England, Scotland, Wales and Northern Ireland – will have their nominated treasures digitised, converted into Turning the Pages 2.0 ‘virtual texts’ and hosted online by the British Library for three years. Each Turning the Pages production and hosting package is worth £10,000 generously sponsored by Microsoft. - Turning the Pages 2.0 is a remarkable 3-D system that allows people to explore digitised versions of the world's greatest books and manuscripts online. See examples of existing [Turning the Pages texts](#).
- The Library website has been reviewed and updated and now has increased diversity coverage e.g. a landing-page made for Slavery, the slave trade and its abolition; creation of faith resource in Online Gallery to accompany Sacred exhibition in 07/08; and a new diversity section where statutory reports and schemes can be found.
- Part of Library’s digital library includes the selective archiving of UK websites that have been selected by the UK Web Archiving Consortium. A project for archiving of diversity websites commenced in 2006 and continues.
- The Business and Intellectual Property Centre has gone from strength to strength in exceeding the London Development Agency’s targets for attracting attendance from minority groups whilst raising the profile of successful entrepreneurs from minority groups and holding entrepreneurial events and workshops for the disabled and BME groups.
- The Library has established a collection and content strategy to reflect a multi-diverse Britain, and meet the needs of a wide range of researchers. “Relevance to UK” is one of the key strategic drivers for the content / consultation strategy . To compliment this there is also an “Audience Development Plan” using evaluation of feedback (event forms, MORI survey, exhibition, exit surveys) to establish baseline data and consultation.

- Fund Raising for Diversity is ongoing and funding bids often include a marketing plan focusing on diverse audiences e.g. Raffles family archive now acquired with an outreach project with Malay community in Liverpool expected to commence in June 2007.
- The Library's marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre; the Sacred exhibition marketing reaches beyond normal media to publications aimed at young, ethnically diverse and religious audiences achieving new BME contacts and broader media coverage.
- A regional programme of events has targeted at the community in the regions, including London e.g. with "borough days" focusing on local history of individual boroughs as part of the London in Maps programme and worked with local libraries to market to local communities and an inclusive Sacred regional and learning programme.
- The Corporate Procurement Unit has reviewed and upgraded policy, practice and training

What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?

- **Creating a Unified Generic Scheme** - 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. This has been contentious and will take time 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 with not the same legislative background or experience.

However, in keeping with national progress, in June 2008, the Library will have unified the three 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 three areas (e.g. consultation reports and action plans) separate so that focus is maintained on embedding these areas.

- **Challenges ahead** – The Library will be working to: deliver on each of the three action plans and the required statutory progress reports; sustain engagement and commitment to the scheme and plans – *not just in the action groups but Library-wide; delivering development and cultural change internally (staff) / externally (e.g.: service users, public, stakeholders)* - making changes where improvements are needed Meet the requirements needed to create a Single Equality Scheme and any reporting expectations the CEHR may have.

- The reporting year 0809 will see the second annual statutory reports against the action plans for the Disability and Gender Equality Schemes in June and September 2009 and also the first annual statutory report for Race in January 2010. The action plans also include the main initiatives.
- Following the extra funding that was identified for 0708, certain aspects of the funding project will be implemented in 0809 such as; the completion of specialist neutral Access Audits of buildings, workplace and service environments and action plans for any areas that need changes implemented, the E on line Diversity training (disability, age, gender, religion and belief and race).
- Funding has been secured to continue to help embed the new equality schemes, implement action plans and prepare other areas of diversity for a Single Equality Scheme. It will, for instance, help fund review and / or implementation of Race Equality Awareness training, and impact assessment initiatives, corporate policy for Impact Assessment.
- Information Systems Support – Work will continue on Library wide initiatives that are improving information gathering and analysis, functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service statistics.
- Following on from the success of the Sacred Exhibition from April 27 to September 2007. The “Ramayana Exhibition” will open in June 2008 complete with a large programme of supporting events including a regional road show and learning programme.
- The Library has started the “Gateway Project” of work around the planned building of a new Digital Library Centre at the St Pancras Site. The strategic partnership with Microsoft and Google Scholar will continue and with the Library’s on-going projects for enhancing remote and digital access and the readers experience will continue to improve improves the accessibility of the collections but will also guarantee access to diverse digital resources for future generations. Growth in usage of BL web resources is expected to grow.

For other work initiatives in progress for 0708, please see the Unified Generic Scheme and the Disability, Gender and Race Equality Action Plans, and the ongoing service and workforce diversity plans as attached with this report.

- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3:

	Outline change in policy/ practice which have resulted in outcomes	Result of EQIA?
Persons of different religious belief	Changes re: "Conditions of Library Use" / dress code to accommodate persons of different religious belief - Changed security and registration procedure – training for front line staff and managers - Increased access and inclusion for persons in different religious dress without compromising security and legal deposit - New partnerships with Faith leaders and Faith groups	Yes –
Persons of different political opinion		
Persons of different racial groups	New Race Equality Scheme following comprehensive consultation and information gathering – outcome is new partnerships and valid action plan	Yes – via scheme process
Persons of different age	Changes to policy and practice to ensure age neutral and age positive e.g.: <ul style="list-style-type: none"> • Managing attendance policy • Review of retirement policy following pension scheme changes that facilitate partial retirement without financial penalty. • Review of right to request Flexible working • Continued programme (restricted by treasury) of shortening incremental scales within pay bands 	Yes –
Persons with different marital status	Organising "Singles Events" as part of Library event programme - Civil partnership recognition	No
Persons of different sexual orientation	Transgender people consulted and included in forming gender action plan	Yes via gender scheme process
Men and women generally	Continued programme (restricted by treasury) of shortening incremental scales within pay bands Equal Pay audit re gender and age	Yes – audit
Persons with and without a disability	Review of evacuation procedure for disabled services users - Access audits commenced March 2008 Reader / Service user Access Equipment upgraded Facilities upgrades e.g.: extra accessible toilet – number of touch sensitive electronic doors increased Disability support officer appointed for readers Increased remote access to information /documents	Yes – via scheme process
Persons with and without dependants	Family days and events	No

Section 1: Strategic Implementation of the Section 75 Duties

Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2007-08.

1. The British Library Commitment

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

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

This progress report covers the period from 1 April 2007 to 31 March 2008. It covers not only the general approach to Diversity but very specific and detailed work that has been accomplished for instance on: the Disability Equality Scheme DES, Disability Standard (National Benchmarking), Gender and Race Equality Schemes due in May 2007 and June 2008 respectively.

For more detailed information on the commitments and planned actions listed below please see the 2005/2006 report.

1.1 Strategic Leadership - Responsibility for Service Diversity;

- **Continued Engagement of the Executive Team and Board** – To demonstrate support and commitment at strategic management level, there are now 5 Executive Directors who are champions for Diversity, (for the workforce, the service, disability, gender and race respectively). The Executive Team and Board are engaged in the Diversity programme and action plans with quarterly and special reports and actively contribute to Government strategic initiatives.

BL Board – Governance: in 2007 after welcoming applications for 5 vacancies from women, people from ethnic minority backgrounds and people with disabilities, the Library appointed women and people from ethnic minorities.

- **Lead person;** A single point of responsibility for diversity, ensures integration of all activities across the Library, a catalyst for action, co-ordinated progress reporting and help to prepare for a Single Equality Scheme in the future.
- **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 is ensures that Section 75 is a standard agenda for the Board and / or Senior Management Team on at least a quarterly basis.

1.2 Partnership and consultation

The Library continues to work in partnership across the library, museum, archival, local and regional communities and group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. There are long term partnerships such as reported previously and new partnerships which have in the majority been developed from Faith, Disability, Gender, Transgender and Age consultation and new initiatives around access to Library services in the 21st Century, especially remote and digital access.

Intentions / Outcomes: Internal / external partnerships ensure progress of the duties. Management of these key relationships helps to take the diversity, inclusion and accessibility programme forward and develops the Library's outreach and access work. Some intentions and outcomes for these partnerships have been:

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

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

- Employers Forum's on Age / Disability
- M25 Working Group - (For explanation and members see 0506 Progress Report)
- Share The Vision - (For explanation and members see 0506 Progress Report)
- Right to Read (R2R) group.
- The Network - (For explanation and members see 0506 Progress Report)
- Project work with the RNIB and NLB continues e.g. incorporating adjustments for visually impaired in digitising 1m sound recordings.

- Close work with local community organisations e.g. Camden Business Education Partnership and Leeds Mentoring in a range of employee volunteering projects.
- Hosting local community events e.g. "A Glimpse of Bangladesh" festival at St Pancras organised jointly with Camden Council and local Bengali communities.
- Work with community faith leaders /local community groups- e.g. with active support in preparing for the Sacred or Ramayana Exhibition.
- Programmes of regional activities have helped define how the Library's services and collections can be presented in a way that appeals to, and is of value to, a wide cross-section of the community including taking the Sacred Exhibition on the road. The Library developed a programme of events targeted at the community in the regions, including London. Such as "borough days" focusing on local history of individual boroughs as part of the London in Maps programme and working with local libraries to market this to local communities; developing an inclusive Sacred regional and learning programme and a multifaith regional learning programme with the Learning Team.
- Looking at taking forward recommendations from expert and specialist groups - e.g. of the Mayors Commission for African and Asian Heritage, Diversity Champions Network (DCN), Employers Forums for Age and Disability etc

Internal Work - Internally there are working group activities with focused measures to increase audience profiles of minority groups and identify accessibility needs. Examples of work include for instance;

- A Working Party covers diversity and coverage of the National Archive
- Adhoc focus groups for readers, disability, gender and Age
- Disability and Age Action Groups

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

1.3 Developing "Faith" as a major theme and consideration

This, as planned, has been a major theme and is described in the Executive Summary. The Library has worked with community faith leaders / key local community groups, to develop a programme of events building up to the successful launch of the "**Sacred Exhibition**" in April 2007. This brings together the rare treasures and texts from Islamic, Jewish and Christian Faiths and has nationally opened up the questions of what unites and divides us. At the same time the Library's Front Line Services Diversity Group lead by HR, developed Religion and Belief Guidelines for Service Users. The Library's "Ramayana Exhibition" will open in June 2008.

1.4 Education

Work has continued on establishing increased education resources and training across the library, workplace and employees and for schools and lifelong learners that have targeted and addressed the needs of persons in the nine equality categories, for instance;

- Continued work and development with inner schools
- Shaping services, programmes and activities to be accessible and inclusive and to be stimulating and supportive of learning
- Continued work and development with workplace learning

Work with inner schools is continual e.g. learning programmes are continually reviewed and developed to ensure take-up by schools and groups from disadvantaged areas. The Library has gained an excellent reputation for creative learning workshops which have supported disadvantaged talented students in London, and the Employee Volunteering Programme supporting local schools has up to 25 staff taking part.

The Library has developed a learning policy with DCMS targets for onsite, web users and regional programmes. The regional "Inside Story" project reached 1000+ students from diverse backgrounds in Leeds, Rotherham and York. This researched stories in their cultural contexts drawing on original illustrated books, the Ramayana, the Shahnama and the Golden Haggadah. The children have helped create an exhibition to tour the three Yorkshire cities, hosting a range of events and workshops. A web resource for teachers will follow.

Learning Onsite: 2 weeklong summer schools were held for young people from Camden as part of Camden Summer Festival of Learning.

The Library continues to shape services, programmes and activities to be accessible and inclusive and to be stimulating and supportive of learning by using the "Inspiring Learning for All" framework to assess the quality of our interpretation, the extent to which it is accessible and its impact on users and communities

The online learning resources on www.bl.uk and on www.bl.uk/learning are being continually reviewed and updated and these are freely available for use by all schools in the home countries of the UK, including Northern Ireland. A re launch of www.bl.uk/learning is aimed for in 2006 with a fresh design and content which includes diversity aspects of learning.

Access to cultural archives for discussion and enquiry-based learning is an important route to developing egalitarian attitudes in students. The resources have been devised following principles which are rooted in a philosophy that is respectful to the individual learner and which promotes respect for different views. This includes developing skills to make interpretations of texts and artifacts from past and other cultures and understanding the complexity of cultural identity, seeing that cultures are formed through exchange."

Learning includes understanding cultures... Interpreting artifacts helps generate enquiries about stories, values, languages and technologies beyond your own experience. This can aid understanding of the complexity of cultural identity, to see that cultures are formed through exchange.

1.5 Communication

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

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

NB: For the plans for continual improvement and development of verbal and non verbal communications, communication channels and information including E and web based communications see 1.1.3 above – for the achievements see the communication section in Section 4.

1.6 Promotion

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

- Developed marketing strategies to make programmes relevant to a wider audience and working with partners to ensure we reach regional audiences
- Developed “Faith” as a major theme in events leading up to and during the Sacred Exhibition and in the Exhibition it’s self.
- Front Line Service Diversity Group – In depth communication, consultation and promotion - Due to fast paced change, greater expectations, legal requirements, the Library is reviewing front line service policies. The Group consists of service leads from security, welcome team, reader entry, customer services and information. The first project was for Religion and Belief policy around conditions of use, dress codes and security. This involved in depth consultation with faith leaders and experts and 300 front line service staff being trained on the policy and religion and belief awareness which will now be cascaded to other staff.
- Business and Intellectual Property Centre (BIPC) Launched in early 2006, the BIPC has developed marketing strategies ensuring that programmes are relevant to a wider audience and are working with partners to ensure regional

audiences are reached. E.g. holding events aimed at inspiring SME's and entrepreneurs and at raising the profile of the BIPC and its resources. This includes:

- actively engaging with disabled audiences and meeting 5% annual targets under our funding agreements with the London Development Agency.
 - Leonard Cheshire Disability is a key service delivery partners in the Partner Programme. The Library hosted the launch for Enabled4 Enterprise in partnership with Leonard Cheshire in February 2008.
 - The *Association of Disabled Professionals* (ADP) was a BIPC partner in 07/07, but now a Marketing Associate in 07/08. The Library held a launch event for the new publication 'How to start your own Business' for disabled entrepreneurs.
 - BIPC has SignVideo in main seminar rooms which enable provision of sign language interpreters for events at half the usual cost making workshops more accessible
 - 2 hours free desktop research is offered to new BIPC service users, promoted through the "Ready to Start" programme and referred to BL by Business Link London, ACBBA, CENTA & Leonard Cheshire Disability.
- The Library has continued to support, develop, implement and review strategic marketing and **internal and external communications** - see the communication section in Section 4.
 - The Library continues to raise its profile as an employer and a service provider amongst new non-traditional groups e.g. local communities, people with disabilities and with applicants from ethnic minorities e.g. through organisational and promotional work for the Gender, Race and Disability Equality Schemes and for the Sacred Exhibition.

1.7 Workforce Developments

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

- Strategies to underpin development/ implementation of a diverse workforce
- Staff Monitoring, Evaluation, Communication and Awareness.
- Corporate training and awareness schemes
- Workforce Diversity Targets
- Individual targets and specific targets

Staff Monitoring, Evaluation, Communication and Awareness.

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

The Library benchmarks progress internally via a **Colleague Opinion Survey**. The 04/05 survey identified areas for strategic action e.g. perception ratings of Library commitment to diversity via demonstration of valuing diversity of workforce. The subsequent January 07 survey showed marked improvement in these areas whilst identifying new areas for action for 07/08 which have been addressed in the new Race Equality Scheme process. The next survey is due in October 2008.

Employees have been consulted and involved in general / workforce surveys and focus groups on an individual and work related basis as part of the process of developing the Library's Disability, Gender and Race Equality Schemes. The results of these are openly and transparently reported within the schemes and outcomes are in the action plans.

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

Workforce Diversity Targets - The Library is still aiming improve targets and to attract, recruit and retain the best from the widest recruitment pool and to continue to implement a number of key targeting initiatives to increase applications from groups currently under-represented in the workforce.

The new recruitment website and online application system has been monitored with regard to further increasing functionality and access. A Recruitment and Selection Training programme has been implemented and from April 2007 those involved in recruitment have to have completed the training. The Two Tick Symbol requirements are being sustained.

The Library is working to maintain work experience placements, volunteering and mentoring that introduce more people from minority groups to the work environment, and to encourage and champion work placements for under-represented groups e.g.; work placements through Prospect for people with Asperger's; hosting and supporting the EfD Annual Conference on recruitment and retention for disabled people and PATH career development for 3 BAME employees in 2008.

Individual / Specific Targets; The competency based framework for performance management is in its third year and has a generic core competency demonstrate a commitment to developing a flexible and diverse workforce.

The Performance Management System and mandatory consistency checking for fairness and consistency in results has been reviewed. Work is being done on building more specific diversity targets into employee performance objectives so

that there is understanding and a commitment to the continued development in meeting the needs of a diverse audience.

1.8 The Collection, Research and Audience

The Library continues to work to ensure that the collection builds on and reflects cultural diversity e.g.

- Diversifying the National Collection / Archive and diversifying Research
- Individual Targets for diversity
- Curatorial Diversity
- Adding value for a culturally diverse audience.

The Collection - The Library continues to build the National Collection to reflect the cultural diversity of the UK e.g. improving legal deposit coverage of non-English materials to improve the diversity of the National Archive. This includes the introduction of **web archiving of collections** and also **diversifying research** in order to develop the wide range of research required to sustain this reflection, for instance;

- Research Asian British resources in India Office Records to add to Caribbean survey – developed this to secure a funding bid.
- Research topics for University of Sheffield PhD students in 07/08 include “wider participation” theme e.g. input into postcolonialism.
- Proposal for funding to develop printed/web guide to Black British resources in the BL collection.
- Development of printed/web guide to Black British resources.
- Continue to explore development of multi-lingual search facility.
- Continue to monitor TEL, Google etc. approaches.
- Curatorial resource diverted into anti-Slave Trade Anniversary Programmes for 2007
- Concordat PhD programme has moved away from being topic-driven, but one African studies PhD allocated.

The Library has also built **individual targets** for diversity into the performance objectives of employees from Scholarships and Collections to reflect the needs of a multi-cultural audience.

Curatorial Diversity - (on-going). The Library has looked at ways of achieving a more diverse succession in the curatorial workforce. This will be a long term project as these roles are extremely specialist, high in knowledge requirements and often exceptional, with a limited market and dedicated, long serving employees. Succession planning is necessarily mainly long term. (See the 0607 report).

The Library has in place corporate training schemes that promote diversity awareness and work experience schemes that introduce more people from minority groups to our work environment. The Library is looking at traineeship and curatorial work placements targeted at BAME communities with the hope to launch a scheme by Q4. There are however funding issues and sources are being explored by senior management.

Adding value - developing ways in which we interpret and exploit the collection so that it can support the needs of a culturally diverse audience.

1.9 Accessibility - Shaping our programmes and services so that we are more inclusive and attract take up from a broader demographic profile and supporting Black and Minority ethnic groups, women and those with disabilities in their business and entrepreneurial activities. (See Social Inclusion Plan 0607 and 0708 attached)

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

1.11 Monitoring / Recording and Evaluating - Maintenance and development of existing workforce and service records with further records of relevant statistics projects, metrics or case studies. Informing the Library and assist in meeting the duty, but also designed to aid the reporting of progress to the government and other public bodies. Further developments and enhancements of records came through the developing the Equality Schemes and Age Policy.

SECTION 2: Screening - Provide an update of new/proposed/revised policies screened during the year.

Please note the comments with regard to current and future work and work in progress within this report.

Title of policy subject to screening	Was the <u>F</u> ull Screening Report or the <u>R</u> esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Yes/No</u>	Is policy being subject to EQIA? <u>Yes/No</u> ? If yes indicate year for assessment.

Section 3: Equality Impact Assessment (EQIA)

Please provide an update of policies subject to EQIA during 2007/08, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2008-09.

EQIA Timetable – April 2007 - March 2008

Title of Policy EQIA	EQIA Stage @ end Mar 08 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 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 & Development – (added as reviewed)	Internal BL	Audited and updated for Age Legislation/ best practice – 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

EQIA Timetable – April 2008 - March 2009

Title of Policy EQIA	EQIA Stage @ end Mar 09 (1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.
		In January 2008 – March 2008 – 155 key decision and policy makers attended corporate Equality Impact Assessment Training and plans for policy review and adjustment are under way. Below are a few examples of areas that are already underway for 0809
Flexible Working Policy	Internal BL	Reviewing and developing for new legislation and organisational needs
Performance Management	Internal BL	Outcome - Auditing results and policy for any evidence of barriers to career progression – monitoring for progress re 0708 review or upgrade of competencies and the mandatory consistency checking process.
Corporate Policy on EIA Assessment	Internal BL	Reviewing and developing for new legislation and organisational needs
Whistle blowing	Internal BL	Reviewing and developing for new legislation and organisational needs
Discipline	Internal BL	Reviewing and developing for new legislation and organisational needs
Grievance	Internal BL	Reviewing and developing for new legislation and organisational needs
Capability	Internal BL	Reviewing and developing for new legislation and organisational needs
		Others are being planned

Where the EQIA timetable for 2007/08 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

Ongoing EQIA Monitoring Activities April 2007- March 2008 and into 2009

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 was due in mid 2008 for year 1 January 2007 to 2008 and has been completed
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 August 2008 for year 1 May 2007 to April 2008
Race 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 December 2009 for year September 2008 to August 2009

2008-09 EQIA Time-table

Title of EQIAs due to be commenced during April 2008 – March 2009	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
Corporate Social Responsibility – General policy in which diversity will feature	Revised Policy with broader perspective	By March 2008 – to be able 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	Aiming to publish by March

	Scheme -	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.

Section 4: Training

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

4.1 Diversity awareness training has been delivered in a variety of different ways:

- New entrant induction training includes of awareness of policies relating to diversity.
- Diversity training has been included in all management training programmes including recruitment and selection courses
- There is E learning disability awareness on the intranet and programme of staff talks on disability issues in progress e.g. dyslexia
- An internal communications programme has been developed which assists in awareness and new legislation or policies launch

4.2 Recruitment and Selection Training courses –Include training on Diversity and recruiters. An intense training programme has ensured that recruiters have received training before they can be involved in the process and currently most interview panels are made up of recently trained managers.

4.3 Performance Management Training and Consistency Checking All staff were trained in the performance management system which emphasises the need for fairness and respect for all colleagues. Further awareness training has been completed following a review and attendance at consistency checking workshops is mandatory. There are regular meetings for enhancing knowledge, skills and equality.

4.4 Specific training on Section 75 related issues have included:

- 300 front line service staff and HR staff were trained in the new religion and belief guidelines in April 2007.
- After a disability training review and trial of more interactive methods, participative training workshops run by actors with disabilities were held in early 2008 for 355 front line staff, HR and managers in order to increase learning and awareness of disability issues particularly around access and assistance.
- 155 key decision and policy makers have attended bespoke Equality Impact Assessment training in early 2008 ready to implement corporate policy and practice in this area.
- An internal communications programme informs employees on new legislation, projects, policies and schemes. Also intranet and internet access to information on all aspects of diversity has been enhanced. Employment legislation briefings and updates for HR staff are regularly held including equality legislation
- There has been participation in a number of conferences, seminars and workshops organised by networks e.g. Employers Forums for Age and Disability.

4.5 Executive Team and Board Training

The Executive Team and Board are briefed on diversity and projects – for instance on the following key topics;

- Age Legislation and Diversity –
- Disability, Gender and Race Equality Schemes, Duty and Action Plans
- 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.

4.6 Review of Training Provision; Diversity training is continually being reviewed, developed and upgraded. In 07/08 focus was on new legislative and statutory requirements for age, disability, gender, religion and belief. The quantity and pace of new legislation has had a high impact on the Library and there is still a wealth of training to do. From April 08 ongoing this includes review, expansion and implementation of;

- E on line Diversity training with emphasis on disability, age, gender, religion and belief and race.
- Race Equality Awareness Training
- Investigation Training to improve skills and knowledge in this area in diversity issues can arise.
- Further training on EQIA, screening, consultation and impact assessment
- Training Evaluation and review methods

- Monitoring of arrangements to review training needs as a result of staff recruitment, promotion or re-organisation.

SECTION 5: Communication

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

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

5.1.1 Internal communication – since 2005 when a new internal Communications Policy was launched, communications have been increasingly proactive with e.g. an interactive staff magazine “Shelflife”, and a weekly process of “Team Briefings” for sharing, filtering and appropriate cascade of information. There is also a Team Brief monthly information report on the intranet for a Library wide audience with a feedback system. Since 2006 a survey found 75% feeling better informed, 64% using the feedback system (69% of those happy with the response), and since 80%+ wanted Team Brief and the feedback system to continue, it has. A further Colleague Opinion Survey in January 2007 affirmed progress in communications and also in diversity and equal opportunity.

5.1.2 Commitment Statements -The Library’s commitment to Equal Opportunities is stated in all recruitment advertisements and continues with the Two Tick symbol commitment which is publicised in all recruitment literature. The Equality Scheme has been posted on the BL website together with our Equal Opportunities policy and a policy statement re. Access for people with disabilities

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

- Work on providing user documents in an accessible, appealing and inclusive way.
 - Taking part in Career Fairs and Open Days aimed at minority groups to communicate commitment to diversity and inclusiveness.
 - Partnership work with the Society of Chief Librarians continues e.g. improving a web-based training package to raise awareness among library staff of the BL’s collections / services and to help improve service to users of public libraries across the UK
 - Communicating and engaging through supporting and promoting the INSPIRE referral and access initiative which aims to provide seamless access for lifelong learners to resources in academic, public or national libraries.

- Collaboration with Microsoft and Google Scholar in long term strategic partnerships to ensure the Library's position as a top national / international content provider to learners and researchers. This improves collection accessibility and also guarantees access to diverse digital resources for future generations. Growth in usage of BL web resources averages 25% per year.
- The Library's marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre; the Sacred exhibition marketing reaches beyond normal media to publications aimed at young, ethnically diverse and religious audiences achieving new BME contacts and broader media coverage.
- A regional programme of events has targeted communities in the regions, including London e.g. worked with local libraries and an inclusive Sacred regional and learning programme.

5.1.4 Various methods are used to communicate progress on the statutory duties which are reviewed to ensure effective delivery. New ways of communicating are explored e.g. by undertaking various projects and being proactive in delivery of information on statutory duties e.g.;

- The web-based training programme for public librarians has now been introduced to other library sectors
 - Web services delivery /Usability testing. This has been used to evaluate and improve important new website content, from Turning the Pages on the web, to current work on a prototype global search of the Library's web resources
 - Extending the usability testing is an explicit part of the Library's strategy 2005-2008 in raising the standard of the web experience for our users and has been extended to people with disabilities in terms of web site accessibility.
 - Reviews are assisted by a variety of means e.g. there was feedback from teachers and other educators with regard to the creative guides and resource books that have been developed for the education section.
 - Representing the Library on Share the Vision Group who work to enhance access to library and information services for visually impaired people
 - Partnering on the "Moving Here" website which provides free online access to resources which record and illustrate the migration of the Caribbean, Irish, Jewish and South Asian Communities to England over the past two centuries
 - Greater use of ethnic print, online services and media to raise awareness of library services
 - Aiding diverse groups to engage/make meaning from collection displays etc
 - Developing Collect Britain website to feature "Expressions of Faith" featuring well-known people from different faiths and walks of life talking about favourite items. Also there was focus on Caribbean views by a leading writer.
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Section 6: Data Collection & Analysis - Outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75.

6.1 Systems that were established during the year to supplement available statistical and qualitative research;

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

- The Business and Intellectual Property Centre is part funded by the London Development Agency who require targets for reaching minority groups – Systems are in place to capture information

Category	LDA target	BL achieved
BME backgrounds	29%	47%
Women attendees	33%	55%
People with disabilities	5%	5%

- As part of the audience development plan –
 - Strategic Marketing & Communications have evaluated feedback from event forms, MORI survey, and exhibition exit surveys to establish baseline data.
 - The Learning Team will be using the consultation and evaluations used for the Sacred Exhibition as a model for future consultations.
- For the Learning Programme and Learning Policy, the DCMS target of numbers of learners on site is 7,500 and the target for web users is 200,000 and this is being monitored.

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

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

- For the Disability, Gender and Race Schemes - information gathering, involvement and engagement was undertaken externally and internally with (a) Internal directorate matrixes completed in team meetings and brain storming sessions; (b) General and employee focus groups and surveys were hosted by specialist consultants for expertise and neutrality. These were then reported in the Schemes.
- For the Sacred Exhibition/ Religion & Belief Regulations and discrimination in goods and services (effective April 2007), there was substantial consultation with faith leaders, faith specialists, community, regional and national groups.

- The British Library, RNID, NLB working with consultants “Rightscom” have worked on a research project looking at best practice for services to the visually impaired and have sent out a survey questionnaire with regard to impact assessment the results of which should be available in 0708.
 - With the NMDC Cultural Working Group the Library has supported research and planning across the sector with regard to social inclusion and diversity progress. A report shared with DCMS in 0708.
-

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

Section 7: Information Provision, Access to Information and Services - Detail of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.

Details of the main initiatives / steps taken during the year to improve access to services including have already been covered within this document such as work completed and in progress, such as;

- As a result of the Disability, Gender, Race Equality Scheme Duties, for the Sacred and Ramayana Exhibition and Religion and Belief Projects
 - Meeting the challenges of the 21st century Library in remote access, digitisation of the main and sound archive collections, Turning the Page access to collections etc.
-

Section 8: Complaints

Identify the number of Section 75 related complaints:

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

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. The complainant initiated Employment Tribunal proceedings but then withdrew the tribunal claim 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 9: Consultation and Engagement - Provide details of the measures taken to enhance the level of engagement with individuals and representative groups during 07/08

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

A number of initiatives are in place to engage with relevant groups and improve representation both within the workforce and in the audience profile. These have included targeted publicity campaigns, focus groups and formal and informal meetings with representatives of appropriate groups. The Library has continued to build on these throughout 2006 and 2007 – this has been demonstrated previously in the document e.g. in Section 1.

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

Equality Schemes - The British Library has maintained successful partnerships with different groups representing diverse people for many years but the Equality Schemes produced in 2006-7, and the detailed actions they identify is the product of much listening and discussion with diverse stakeholders inside and outside the Library. The Library saw that there was both a need and a benefit of establishing long term involvement relationships which will not only meet the requirements of the schemes by encouraging active participation but also will be sustained so that individuals develop an understanding of the Library with a reciprocal relationship that reflects the priorities of both parties.

To achieve a sustainable, meaningful and constructive dialogue it was determined that questionnaires alone would not really meet this requirement and that open dialogue was needed for active involvement and for profiling needs and issues. Thus focus groups that targeted former, current and potential service users, staff and the wider community over a broad range of diverse backgrounds were also used. Initiatives were thus;

-
- **General questionnaires on the website** – covering all Library services and included (from relevant diversity strands) service users, employees, stakeholder organisations, people who lead on diversity strands in stakeholder organisations and people from diversity organisations.
 - **Employee questionnaires on the intranet:** covering all aspects of employment.
 - **Focus / Involvement Groups** – The Library held focus groups that were general, (participants as per the questionnaire), which were also attended by key service

leads and members of the action groups in the Library. Employee focus groups were also held. The Focus groups explored the British Library as; an educator, promoter; information provider, employer, commissioner of services, investor in imaginative projects, and as an influencer.

- **Launching and advertising** – Using posters and plasma screens, a reader bulletin (reaching 11,500 service users) in the public Library encouraged general involvement in the questionnaires and focus groups. Intranet news items and posters on HR and internal communications boards encouraged employee involvement.
-

Religion and Belief Consultation – Sacred Exhibition and new Regulations – As part of promoting Faith as a key theme; the Library launched their “Sacred Exhibition” in April 2007. Focusing on Judaism, Islam and Christian faiths it gives access to the most treasured ancient texts and artefacts. This involved concerted and protracted preparation and consultation with stakeholders, employees, faith leaders and faith experts. The planning and staging of the Exhibition has attracted multitudes of new service users from minority backgrounds to and use and participate in the Library and a road show has taken the Exhibition to the Regions.

Additionally a Front Line Services Diversity Group, established in early 2006 worked on an initial project on Religion and Belief Guidelines which also involved consultation with stakeholders, employees, faith leaders and faith experts. The Library positioned its obligations for legal deposit, collection security and “Conditions of Use”, and then looked at proportional, appropriate and sensitive accommodation of service user needs. Endorsed by Faith Leaders, the resulting Guidelines ensured clarity for front line teams, and readiness for the Sacred Exhibition and new Religion and Belief regulations for discrimination in goods and services effective from April 30, 2007. 300 front line staff then received training.

-
- **Section 10: The Good Relations Duty – Detail additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work. [Please outline any use of the Commission’s Good Relations Guide].**
-

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

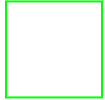
10.2 From these documents and attachments it can be seen that the Library has made significant progress in the implementation of Section 75, in terms of reaching a wider audience and making our services more inclusive. There is a clear commitment to embedding the principles of diversity and inclusion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

of our initiatives. Examples that demonstrate this commitment in 2007-2008 can be found throughout this report and in the supporting documents.

Section 11: Additional Comments - Please provide any additional information/comments

Annual Report July 2007/ March 2008
'Disability Duties' Questions

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



Fully
Achieved



Partially
Achieved



Not
Achieved

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

- 16 actions where we have exceeded our targets for this year
- 32 actions where we have completed our targets for this year
- 2 actions we had planned for year 2 and 3 which have been completed early
- 7 actions postponed until next year as these need to follow other actions to be implemented successfully
- 6 actions not due to commence until year 2

PLEASE SEE OUR ANNUAL STATUTORY ACTION PLAN REPORT AS ATTACHED

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

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

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Level	Public Life Action Measures	Outputs ¹	Outcomes / Impact ²
National ³			
Regional ⁴			
Local ⁵			

¹ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

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

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

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

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

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	Training Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

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

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	Communications Action Measures	Outputs	Outcome / Impact
1			
2			

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

3			
4			

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

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

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

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

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

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	Action Measures partly achieved	Milestones ⁶ / Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				
3				
4				

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

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

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	Action Measures not met	Reasons
1		
2		
3		

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

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(a) Qualitative

(b) Quantitative

6. As a result of monitoring progress against actions, has your organisation either:
- made any **revisions** to your plan during the reporting period or
 - taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes.

PLEASE SEE OUR ANNUAL STATUTORY ACTION PLAN REPORT AS ATTACHED

Please delete: Yes / No

If yes please outline below:

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

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

The Library entered the Employers Forum on Disability Benchmarking – the “Disability Standard”. The forms were completed in March 2007 – 3 months after the publication of our 3 year action plan which was thus in the very early stages of implementation. As a result, most of the actions identified were already on our action plan. However, in keeping with the national areas that have been identified for improvement, the Library has additional action points for year 2-3 around organisational development areas which include career progression, recruitment, promotion, performance management etc.