

EQUALITY COMMISSION FOR NORTHERN IRELAND
Public Authority 2008 - 2009
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 2008 to 31 March 2009**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2008 to 31 March 2009**. Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **31 August 2009**.

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 2007 -2008 as submitted with the progress report for 2006 - 2007 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 Library has continued 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 second year of the Disability Action Plan ran from January to December 2008. The same Executive Director has Championed the cause since January 2007 and chairs the 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 2008 as attached).
- The Library is still active in the Employers Forum on Disability. The Library entered the “Disability Standard” national Disability Equality performance benchmarking in 2007. The Library achieved Gold Award Banding in 2007 with Diamond Awards for “Listening to Disabled People” and “Accessible Goods and Services”. The results were used to inform and implement further actions. The Library entered the benchmarking again in March 2009. The full results will not be out until Autumn 2009 but this time the Library has already been notified that they have obtained the top rating of platinum level. 106 large organisations took part and the Library came joint first in the ‘charities & not-for-profit’ category and has also been ranked amongst the top ten of disability confident organisations.
- The Library support the Employers Forum for Disability in their work, hosting their annual conference in disability and recruitment in 2007 and speaking 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. The

Forum also come and speak to the Library's Disability Action Group about the work that they are doing.

- Having made considerable progress in the Organisational Development Project for Disability the new project from January 2009 is Mental Health which is supported by the Mental Health Sub Group. Further details of activities can be seen in the year 2 Disability statutory report attached to this main progress report.
- In May 2008, the Library completed the second year of the Gender Action Plan. The actions included a more in depth Equal Pay Audit than was previously undertaken and the results were positive with a very high level of parity. Project work is being completed around Domestic Violence, Sexual Orientation and Transgender best practice and policy with the support of Agender, Refuge and Stonewall. Further details of activities can be seen in the year 2 Gender statutory report attached to this main progress report. The Champion, Group and HR are keeping Gender high on the agenda.
- The strategic project process used for Disability and Gender has been used for the Race Equality Scheme Project which was a large project between August 2007 to March 2008.
- **Launch of Unified Generic Scheme** – UK equality commissions merged in 2007 to form a single “Commission for Equality and Human Rights (CEHR). Government preparations for Single Equality Schemes are taking time as it is contentious and complex. Unlike Disability Gender and Race which have long term legislation, best practice, guidance and case law, other areas of diversity e.g. sexual orientation, age and belief are in early stages with not the same legislative background or experience.

To keep pace with national progress and in staged preparation for attaining a Single Scheme in the future, In April 2008 the Library created a Unified Equality Scheme for Disability, Gender and Race. This took the generic areas of these strands (e.g. vision, mission, training, leadership) into a unified main document whilst keeping the bespoke areas (e.g. of legislation, consultation, and action plans) separate and highly focussed.

- The Library did greater coverage of Black History Month in October 2008 across the workforce and services than had been done previously and this was well received. The Library reaches the end of year 1 of the Race Action Plan in September 2009.
- The Library has still been promoting Faith as a key theme, and after the very successful “Sacred Exhibition” in April 2007 (which focused on the Abrahamic faiths of Judaism, Islam and Christianity), the Library has since held an equally successful “Ramayana Exhibition” in June 2008 complete with a large programme of supporting events including a regional road show and learning programme.

- The Library has been a member of the Employers Forum on Belief since 2007 and has assisted in support and advice following their experience in organising the Faith exhibitions.
- The Library held a “Taking Liberties Exhibition” which focussed on a civil liberties and human rights. The Commission for Equality and Human Rights was involved in and supported this exhibition.
- The Front Line Services Diversity Group which was established in early 2007 to address increased expectations for diverse service users, and to look at policies, training, and awareness needs etc. Has moved on from the initial project on Religion and Belief Guidelines and has assisted in launching and implementing training projects e.g. Disability Equality Awareness Training across 300+ front line services employees and managers in early 2008, reader access equipment and Race Awareness Training in late 2008.
- The Library is still a member of the Employers Forum on Age. The intense Age Project undergone in 2006 to ensure compliance with Age Legislation included policy review, retirement process changes, publicity and awareness training, etc and the Library received the the “Best Newcomer” to the forum award in November 2007 and was 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 0809 to help to continue to embed the new equality schemes and implement action plans. This was to fund the Race And Cultural Awareness and Investigative training courses and to support continued funding of mandatory 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 CSR project began in 0708 which involved review of diversity, impact assessment, reporting and analysis policies. The CSR group continues to develop further initiatives in conjunction with diversity
- Information Systems Support – Library wide initiatives are in place to improve information gathering and analysis, inclusive of looking at the functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service statistics.
- The Library have continued to collaborate with Microsoft and Google Scholar in a long term strategic partnership that will ensure the Library's position as a top national and international content provider to learners and researchers. This 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 was reviewed and updated with increased diversity coverage in 0708. The diversity section where statutory reports and schemes can be found is regularly updated and resourced.
- Part of Library's digital library includes the selective archiving of UK websites that have been selected by the UK Web Archiving Consortium. A project for archiving of diversity websites commenced in 2006 and continues.
- The Business and Intellectual Property Centre has 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 is working to established a collection and content strategy (from 0708) 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.
- The Library's marketing strategy has worked to reach new and more diverse audiences and engage existing ones with active promotion of ideas, concepts and events e.g. Rise and Rise of Black Entrepreneurs event and Asian Advantage in the Business and Intellectual Property Centre.
- A regional programme of events has targeted 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.
- During 2008, our central procurement unit (CPU) published the Responsible Procurement policy which aims to provide opportunities for a more diverse supply

base including SME's, BME's, Women's and Voluntary groups. In addition, our Tender evaluation for procuring services now includes confirmation that bidders have equality / diversity policies meeting UK legislation to ensure they meet the Library's standards on disability equality and diversity.

What are the main initiatives planned in the coming year 2009-2010 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?

- **Challenges ahead.** The Library will be working to; deliver on each of the three action plans and statutory annual 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) and; making changes where improvements are needed and also to meet the requirements needed to create a Single Equality Scheme and any reporting expectations the CEHR may have.
- The reporting year 0910 will see the end of the second year of the 3 year Race Action Plan in September 2010 with the report due by March 2011.
- The reporting year 0910 also see the end of the final year of the 3 year action plan for Disability at December 2009. In the Autumn of 2009 the Library will be creating a new 3 year Disability action Plan, culminating information gathered as a result of a review of the last 3 years plan, from the consultation of internal and external stakeholders, the Disability Action Group and Mental Health Sub Group Members and from the results of the 2009 Disability Standard National Benchmarking to formulate the next 3 year plan due to be launched on December 4, 2009. A particular project for the 3 years will be to uplift performance and progress in the areas of mental health and wellbeing.
- The reporting year 0910 also see the end of the final year of the 3 year action plan for Gender at March 2010. In the Spring of 2010 the Library will be creating a new 3 year Gender Action and will be culminating information gathered as a result of a review of the last 3 years plan, and from the consultation of internal and external stakeholders and from the Gender Action Group and Sexual Orientation Sub Group members and the Library's LGBT group. A particular project for the 3 year will be to uplift performance and progress in the area of sexual orientation and work with Stonewall.
- After the comprehensive specialist neutral access audit across the whole Library in April 2008 (buildings, workplace and service) the action plans will take any outstanding improvements into consideration.

- The Library will measure the success of the E on line Diversity training (disability, age, gender, religion and belief and race) which has been made mandatory for all staff and is being implemented from April 2009. Also the success of the Race Awareness Training.
- The public consultation for the Race Equality Scheme in 2008 revealed that some of the visitors to the Library do not have an appropriate attitude to staff in terms of race, culture and religion. This coincides with an increased awareness of staff experiencing this and with a year on year increase in staff in the public, retail and service sector experiencing this. As a result, the Library is providing an Abuse Policy for staff experiencing this.
- From Autumn 2009 to submission date at March 2010 the Library will working on its submission to the Race for Opportunity (employers forum for race) national benchmarking. Like the Disability Standard Benchmarking this is a substantial piece of work but it has high impact and benefits as it results in recognition for progress and identifies areas for action which is crucial for encouraging engagement, giving feedback, mapping and driving.
- In 0910 the Library, through its HR department and Gender Action Group, are preparing and launching a Domestic Violence Policy to assist in handling employees who are victims or perpetrators and also for information on how to help the public e.g. should a perpetrator trace a victim to Library premises.
- Information Systems Support – Work will continue on Library wide initiatives that are improving information gathering and analysis, functionality of the electronic systems the Library has for workforce statistics (e.g. general HR data base, new recruitment on line system and website) and for service and impact assessment statistics.
- There is a major policy programme underway in the Library with a major review of Library policies such as Discipline, Capability, Grievance, Equality Impact Assessment, Equality and Diversity, Whistleblowing. These are not only under negotiation with the Unions in 0910 but are also undergoing EIA screening. As above, further new policies are being drafted e.g. Domestic Violence, Abuse of Staff, etc.
- In 2008 the Library started the “Gateway Project”, planning the building of a new Digital Library Centre at the St Pancras Site. The project is now entitled DRC – Digital Research Centre. The strategic partnership with Microsoft and Google Scholar continues along with the Library’s on-going projects for enhancing remote and digital access and the 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 0910, 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 or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	<ul style="list-style-type: none"> • There has been no radical changes since last year re “Conditions of Library Use” / dress code to accommodate persons of different religious belief and the changes in 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 - This will be reviewed in 2010 • After consultations in 2008, the Library is developing an “Abuse at Work Policy” to address issues with conduct from the public / service users to the staff and the proportion of poor conduct linked to race, religion or belief. 	
Persons of different political opinion	<ul style="list-style-type: none"> • 	
Persons of different racial groups	<ul style="list-style-type: none"> • The Library began implementing year 1 of the Race Action Plan in September 2008 with a newly formed Race Action Group. Executive Director / Champion chairs the group and members champion the plan and changes in their directorates. After the consultations in 2008, the Library is developing an Abuse as Work Policy to address issues with conduct from the public / service users to the staff and the proportion of poor conduct linked to race, religion or belief. • The Library has broadened its approach to Black History Month coverage which showed high results in October 2008. The Race Action Group will support the approach and events in October 2009 • The Library now offers 17 different languages on its website to meet the needs of growing international audiences and for people whose first language is not English • The Library regards the comprehensive information, fact 	

	<p>finding, mapping and consultation completed in 2008 as a form of screening and actions – more details of changes to policy and practice will be available after September 2009 when the first year of the Race Action Plan will have been completed – report due by March 2010</p>	
Persons of different age	<ul style="list-style-type: none"> • The Library monitors policy and practice to ensure age neutral / positive. Circa 12 policies are under review currently which have been drafted mindful of requirements and will undergo EIA screening in 0910. • The Library has been able to introduce a partial retirement policy. Previously the final salary pension scheme (Civil Service) was inflexible for reducing hours before retirement without adversely affecting pension entitlements. The scheme has been altered to facilitate partial retirement without financial penalty. The policy provided covers this. • The Library has a continued programme (restricted by the Treasury) of shortening incremental scales within pay bands 	
Persons with different marital status	<ul style="list-style-type: none"> • Organising “Singles Events” as part of Library event programme • Civil partnership recognition 	
Persons of different sexual orientation	<ul style="list-style-type: none"> • Transgender people were consulted and included in forming the gender action plan. “Agender” an external transgender action group came to present to the Gender Action Group to raise profile, understanding and engagement and to help prepare the way for a Transgender Policy for the Library. • Staff have formed an LGBT group for support and networking who link in with the Gender Action Group for uplifting, understanding, knowledge and actions. • The Gender action Group had a presentation from Stonewall an external action group for LGBT to raise profile, understanding and engagement and to help prepare the way for a Sexual Orientation Policy for the Library. 	
Men and women generally	<ul style="list-style-type: none"> • The Gender Action Group had a presentation from Refuge an external action group for domestic violence to raise profile, understanding and engagement in this and to help prepare the way for a Domestic Violence Policy for the Library. This will cover violence of men to women, women to men, women to women and men to men in recognition of the various groups that can be affected even if it is predominantly man to woman • In 2008 the Equal Pay Group updated and assessed the comprehensive audit on equal pay completed in 2006 – No issues were found and the group will now meet less frequently. • Flexible working Policy is under review following 	

	changes in legislation and working practices	
Persons with and without a disability	<ul style="list-style-type: none"> • The comprehensive access audits completed in 2008 have been acted on • Service Improvement lists complaints / compliments and comments made by disabled service users and these are monitored and acted upon. E.g. the Library had externally required security changes to close the main accessible routes into the Library and when security requirements were reviewed these were re-opened • Reader / Service user Access Equipment has been further upgraded • Increased remote access to information /documents 	
Persons with and without dependants	Family days, events and exhibitions – some which in the economic climate have been aligned to encourage more children and free. E.g. meeting children’s illustrators with the opportunity for story-telling and drawing. Both can occur on the Library sites or within the regional programme	

Section 1: Strategic Implementation of the Section 75 Duties

- Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2008-09
(Enter text below)

1. The British Library Commitment

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

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

This progress report covers the period from 1 April 2008 to 31 March 2009. 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 Equality Scheme, Race Equality Scheme respectively.

For more detailed information on the commitments and planned actions listed below

please see the 2007/2008 report.

1.1 Strategic Leadership - Responsibility for Service Diversity;

- **Continued Engagement: Executive Team / Board.** For commitment at strategic management level, there are 3 Executive Directors who are champions for Diversity, (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 service 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 Group EDWG (Joint Management and Trade Unions). A formal progress report is ensures that areas encompassed by Section 75 are a standard agenda for the Board and / or Senior Management Team on at least a quarterly basis.

1.2 Corporate Social Responsibility

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

1.3 Partnership and consultation

The Library 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 - , Diversity Champions Network (DCN), Employers Forums for Age, Disability, Belief and Race 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, Gender and Race Action Groups – Mental Health sub group etc.

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

1.4 Developing “Faith” as a major theme and consideration

Faith has continued to be a major theme. The Library has worked with community faith leaders / key local community groups, to develop a programme of regional events to share the success of the “**Sacred Exhibition**” nationally, including within prisons. This has nationally opened up the questions of what unites and divides us. The Library’s “Ramayana Exhibition” opened in June 2008 supported by relevant and inspiring events such as speakers and traditional dancing and entertainment on the Library’s Piazza.

1.5 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.

1.6 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.

1.7 Promotion

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

- Continued marketing strategies to make programmes relevant to a wider audience and working with partners to ensure we reach regional audiences
- Continued with “Faith” as a major theme in events leading up to and during the Ramayana Exhibition, the Exhibition it’s self and with Sacred on the regional programme.
- 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. Latest projects include 300+ front line staff receiving disability confidence workshop training 2008 and Race Awareness Training early 2009. A mystery shopping exercise to assess the success of the disability training etc.
- 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 “Ramayana” and “Taking Liberties Exhibitions”.

1.8 Workforce Developments

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

- Strategies to underpin development/ implementation of a diverse workforce
- Staff Monitoring, Evaluation, Communication and Awareness.
- 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 which looks at consulting a wide mix of staff to capture their views.

The British Library benchmarks progress internally via a Staff Survey (nee Colleague Opinion Survey). The Survey in 2007 showed a marked improvement on the areas in 2004-05 identified for strategic action internally e.g. benchmark ratings on the perception of the Library’s commitment to equality and diversity as a result of new communications policy. The 2007 survey identified new areas for action for 07/08 which were part addressed in the new Race Equality Scheme process and have been benchmarked in the latest survey in late 2008. One of the areas being addressed is an Abuse at Work Policy to address the poor conduct of some of the service users / public and the proportion that is related to race, culture or belief.

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

the new Disability and Gender Action plans which will include mental health and sexual orientation.

Corporate training and awareness schemes

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

Workforce Diversity Targets

The Library is still aiming 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. The Recruitment and Selection Training programme has been implemented so that from April 2007 anyone needing to be involved in recruitment has 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; organising PATH career development for 4 BAME employees in 2008 – 2009 which includes mentoring.

Individual and 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 has been reviewed and so has the mandatory consistency checking for fairness and consistency in results. Work is being done on building more specific targets for diversity into the performance objectives of employees. It has been built into the employees from Scholarships and Collections so that there is understanding and a commitment to the continued development of the collection to reflect a multi-cultural Britain and meet the needs of a wide range of research needs. This is being monitored and sustained.

1.9 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
- 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 researching LGBT sexual orientation areas
- The Sound Archive archiving the records of the late Disability Rights Commission and also recording the oral histories of the last survivors of Asylums and senior citizens who remember less inclusive styles of disability management which is a record for researchers that demonstrates progress
- have grown through the ages
- 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. The continued development of the collection to reflect a multi-cultural Britain and meet the needs of a wide range of research needs is understood and has been built into employee performance objectives but this now needs to be monitored and sustained.

Curatorial Diversity.

Ongoing from the last report, the Library has looked at ways of achieving a more diverse succession in the curatorial workforce. Realistically, this will be a long term project since these roles are extremely specialist, high in knowledge requirements

and often exceptional, with a limited market and dedicated, long serving employees. Succession planning is necessarily mainly long term. For more information see the 0708 report).

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. Meanwhile we have a Caribbean Librarian posted for 3 months.

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

1.10 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)

1.11 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.

1.12 Monitoring / Recording and Evaluating

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

Section 2: Screening

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

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

For sections 2 and 3 - we have newly drafted or reviewed the 14 policies listed in section 2 – these have been screened as they have been written – These are or will be under negotiation to agreement in 2009 -2010

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 F or R</i>	Was initial screening decision changed following consultation? <u>Yes/No</u>	Is policy subject to EQIA? <u>Yes/No</u> ? If yes indicate year for assessment.
POLICIES UNDER REVIEW IN 2008 -2009	TO BE NEGOTIATED AND SCREENED 2009 -2010		
1. Stamping, Pressmarking and Labelling Restructure	R	No	No
2. IRM restructure	R	No	No
3. Discipline			
4. Grievance			
5. Capability			
6. Probation			
7. <u>TUPE</u>			
8. <u>Whistleblowing</u>			
9. <u>Secondment</u>			
10. <u>Career Development</u>			
11. <u>Diversity and Equality</u>			
12. <u>Close Personal Relationships</u>			
13. <u>Equality Impact Assessment</u>			
14. <u>Electronic Communications Policy</u>			
15. <u>Recruitment and Selection testing</u>			
16. <u>Reasonable Adjustment</u>			

Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2008-09, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2009-10

See Section 2 above

EQIA Timetable – April 2008 - March 2009

Title of Policy EQIA	EQIA Stage at	Outline adjustments to policy
----------------------	---------------	-------------------------------

	end March 09 (Steps 1-6)	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 2008-09 (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.

(Enter text below)

Ongoing EQIA Monitoring Activities April 2008- March 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

2009-10 EQIA Time-table

Title of EQIAs due to be commenced during April 2009 – March 2010	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
1. Colindale closure sites??	Restructure	March 2010
2. Access to Flexible Working Policy	Existing policy	March 2010
3. Discipline	Revised	
4. Grievance	Revised	
5. Capability	revised	
6. Probation	revised	
7. <u>TUPE</u>	New	
8. <u>Whistleblowing</u>	Part revised part new	
9. <u>Secondment</u>	revised	
10. <u>Career Development</u>	new	
11. <u>Diversity and Equality</u>	revised	
12. <u>Close Personal Relationships</u>	new	
13. <u>Equality Impact Assessment</u>	new	
14. <u>Electronic Communications Policy</u>	revised	
15. <u>Recruitment and Selection testing</u>	new	
16. <u>Reasonable Adjustment</u>	Part Revised part new	

Section 4: Training

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

(Enter text below)

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 in 0809 have included:

- participative training workshops run by actors with disabilities were held in 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 2008 ready to implement corporate policy / practice.
- Race and Cultural Awareness Training workshops for front line service staff, managers and HR
- Investigation training for managers
- 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.

Various Diversity Training was implemented during 2008-09 to raise awareness and understanding on Equality and Diversity.

- *The managing employee investigation courses were run as part of our on-going training provided to managers to carry out investigations under our various HR policies fairly and efficiently*
- *The managing attendance course was also run as part of our on-going training provided to managers to manage attendance fairly and in line with the revised Managing Attendance policy and guidance document.*
- *Equality Impact Assessment Training course was run to ensure managers are trained in carrying out EIAs.*
- *The Race and Cultural Awareness Workshops for Managers and Front-line staff were run as part of the Library's Race Equality Action plan and to promote good relations between people*

4.5 Executive Team and Board Training

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

- An annual presentation / report to the Board and Executive Team on Diversity strategy and progress
- Diversity Legislation and best practice
- Disability, Gender and Race Equality Schemes, Duty and Action Plans
- New policies, guidelines and initiatives
- Training provisions and funding

Members of the Executive Team continue to attend a number of diversity related meetings and seminars e.g. National Museums Directors Conference meetings, the Mayor’s Commission on African and Asian Heritage. The Library has also participated in the Cabinet Office Diversity Network.

4.6 Review of Training Provision; Diversity training is continually being reviewed, developed and upgraded. In 08/09 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 09 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 e.g. diversity issues that can arise.
- Further training on EQIA, screening, consultation and impact assessment
- Training Evaluation and review methods
- Monitoring of arrangements to review training needs as a result of staff recruitment, promotion or re-organisation.

Section 5: Communication

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

(Enter text below)

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 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.

5.1.2 **From 2008 an Employment Law Update newsletters** for managers which updates on diversity and discrimination law and best practice

5.1.3 **From 2009 – A Diversity Newsletter – for all staff**

5.1.4 **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. Equality Schemes and action plans are on the BL website together with our Equal Opportunities policy and a policy statement re. Access for people with disabilities

5.1.5 **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.

5.1.6 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.

Section 6: Data Collection & Analysis

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

(Enter text below)

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

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

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

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

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

(Enter text below)

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.
- BIPC - Marketing materials are now available in braille, large print and audio copies, as well as, Business and IP information clinics. E-workshop courses were launched in March 2008 to provide more opportunities for disabled audiences to access their services.

Section 8: Complaints

- **Please identify the number of Section 75 related complaints:**
 - **received and resolved by the authority (including how this was achieved);**
 - **which were not resolved to the satisfaction of the complainant;**
 - **which were referred to the Equality Commission.**

(Enter text below)

During 2008-09 we received one Employment Tribunal claim but this was withdrawn. It was not referred to the Equality and Human Rights Commission.

Section 9: Consultation and Engagement

- **Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.**

(Enter text below)

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

A number of initiatives are in place to engage with relevant groups and improve representation both within the workforce and in the audience profile. These have included targeted publicity campaigns, focus groups and formal and informal meetings with representatives of appropriate groups. The Library has continued to build on these throughout 2008 and 2009 – this has been demonstrated previously in the document e.g. in Section 1.

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

Equality Schemes - 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.

The Library will be undertaking in 2009 -2010 consultation, participation and involvement initiative for the new 3 year action plans for disability and gender which will aim for an outcome of having had meaningful and constructive dialogue and new actions.

Section 10: The Good Relations Duty

- **Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.**

(Enter text below)

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

Please outline any use of the Commission's Good Relations Guide.

(Enter text below)

Section 11: Additional Comments

- Please provide any additional information/comments

(Enter text below)

Annual Report 1 April 2008 / 31 March 2009
'Disability Duties' Questions

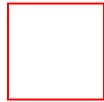
1. How many action measures for this reporting period have been?



Fully
Achieved



Partially
Achieved



Not
Achieved

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

- 45 actions where we have completed our targets so far
- 13 Actions being implemented
- 5 Actions in planning stage to be implemented

This is a 3 year plan and the remaining areas are due to be completed by December 2009

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

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

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

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

	Training Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

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

	Communications Action Measures	Outputs	Outcome / Impact
1			
2			
3			
4			

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

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

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

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

PLEASE SEE OUR ANNUAL STATUTORY ACTION PLAN REPORT AS ATTACHED

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

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

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

	Action Measures not met	Reasons
1		
2		
3		

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

(a) Qualitative

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.

(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 delete: Yes / No

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If yes please outline below:

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

PLEASE SEE OUR ANNUAL STATUTORY ACTION PLAN REPORT AS ATTACHED

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?

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