

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority 2010 – 2011 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 2010 to 31 March 2011**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2010 to 31 March 2011**. 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 2011**.

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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Equality Officer (Enter name and contact details below)

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?

The basis for the Library's key policy and service developments designed to promote equality of opportunity and good relations can be found in the business plans, schemes and reports previously submitted to the ECNI. As to the continued enhancement and development of the BL Diversity strategy, a planned strategy ensures the delivering, implementing and embedding of the following crucial areas of our Diversity Action Plan:

- The Library continues to deliver on each scheme, the action plans and statutory progress reports including; sustaining engagement and commitment to the scheme and plans, delivering and developing cultural change internally and externally (e.g. service users, public stakeholders), and working to meet the requirements of the New Public Sector Duty.
- This was the 1st year of new Disability and Mental Health Action Plan (January - December 2010) which was created through stakeholder, employee and public consultations. The Champion, Group and HR keep Disability, including Mental Health, high on the agenda and outcomes have been high in terms of commitment, speed and results (see the 1st year Disability / Mental Health Action Plan Statutory Report 2010-2011 as attached).
- The Library continues to engage with Disability Organisations for example MIND were invited to have a stand at the Library's Equality and Diversity Learning at Work Day in May/June 2010. We are active members of the Employers Forum on Disability and support the EFD in their work, by sharing best practice.
- Throughout the year we have promoted and raised awareness of Mental Health e.g. by celebrating World Mental Health day 1st October 2010. We are also in development / research stages of producing our Mental Health policy for employees as the national campaigns and raising awareness of mental ill health is increasingly becoming more topical and is an important aspect of promoting equality for disabled employees (details can be seen in Disability/ Mental Health 1st Statutory report 2010-2011 as submitted).
- In April 2010 the Library completed the 3 year Gender Action Plan. This included a consultation on Domestic Abuse, Transgender and Sexual Orientation as well as Gender. One of the key policies from the consultation was the development of a Domestic Abuse Policy which was launched in May 2011. The Library also celebrated International Women's Month in March 2011 with a number of public events. The Executive Director Champion, Group and HR are keeping these areas high on the agenda.
- The Library reviewed and updated its Equality and Diversity Policy with introduction of the Equality Act 2010.

- In February 2010 and 2011, the Library celebrated LGBT with a wide range of public events continuing to engage with LGBT organisations. The events were well received from staff and the public. A display for staff was organised at the Boston Spa site showcasing LGBT collection items. All the events were supported by the Library's Gender and Sexual Orientation Action Group. The Library also celebrated International Women's Month in 2010 and 2011 providing public events and showcasing the work of the BIPC in regards to women.
- The Race Action Plan year 2 ended in September 2010 (details as submitted in the Race Equality Statutory progress report and action plan). There was even wider coverage of Black History Month 2010 across workforce and services than previously which was well received. An event entitled "**Our memories of the uprisings: the 1980's revisited**". Frequently characterised as 'racial riots', the uprisings of the 1980s in Bristol, Brixton, Toxteth and Moss Side were significant reactions to the politics of late twentieth century Britain. The event brought together witnesses to offer memories of the uprisings and reflect on their context and legacy. Whilst, the audience had an opportunity to share their memories and discuss the socio-historical background to these events. The event was well attended and later publicised on the Library's website as a podcast.
- The Library regional and social inclusion activities engages with disadvantaged and ESOL communities to raises our profile and promote the exhibitions and collections on offer. The Executive Director Champion, Group and HR are keeping these areas high on the agenda.
- The Library has been a member of the Employers Forum on Belief since 2007 assisting with support and advice through our experience in organising Faith events. The Library continues to promote Faith as a key theme after the successful events for "Sacred" 2007 and "Ramayana" 2008. The joint British Library & British Museum travelling photographic exhibition, **Lasting Impressions: Seals from the Islamic World** opened at Toxteth Library, Liverpool, on 13 July, at the start of its nationwide tour. It had a preview at the St. Pancras site for staff in the summer of 2010.
- On 13 -14 September 2010, the Bharat Britain conference took place at the British Library and the "Making Britain" travelling panel exhibition was launched together with a database of sources for research. This was the culmination of the first phase of the Making Britain project which highlights the contribution of South Asians to Britain from the 19th century onwards. The Curator for India Office Records represented the British Library on the "Making Britain" Advisory Board and was involved in organising the conference and producing the travelling panel exhibition. The exhibition featured as part of the Library's Black History Month 2010 events for staff.
- The Library has produced the Prevention and Management of Staff Abuse at Work Policy which was launched in January 2011. This policy was developed in consultation with Front Line Services Diversity Group to reduce likelihood of abuse to staff and other users and put in place appropriate mechanisms to support staff.
- Funding identified in 0809 to embed the new equality schemes and implement action plans was widely used for training, raising the bar and placing the Library in a good position now there are funding issues. There will be continued use of the mandatory E on line Diversity

- A Library wide corporate policy for impact assessment ensures review of diversity, assessment, reporting and analysis of policies. A Corporate Social Responsibility project continues to develop further initiatives in conjunction with diversity such as, reader volunteer to primary school children, as well as the Library's ongoing corporate project with Read International.
- The Library's exhibition Growing Knowledge opened in October 2010. The Library's new exhibition aims to show how digital tools are radically changing the nature of research. Today's students and researchers can synthesise, expose and reconfigure information in ways that were never dreamed of even 20 years ago. Mass digitisation is making historic material accessible to everyone, and online databases are constantly extending the boundaries of research.
- The Library continues work with strategic partners and in July 2010 announced the Library's partnership with Brightsolid to digitise up to 40 million pages of the Library's newspaper collection. This will ensure the Library's position as a top national and international content provider to learners and researchers. This also improves the accessibility of the collections and guarantees access to diverse digital resources for future generations. The growth in usage of BL web resources continues.
- 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.
- The Business and Intellectual Property Centre has worked to exceed the London Development Agency's targets for attracting attendance from minority groups whilst raising the profile of successful entrepreneurs from minority groups and holding events and workshops for the disabled, women and BAME groups.
- The Library is working on 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 . 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 regularly promotes ethnically diverse case studies of entrepreneurs. in the Business and Intellectual Property Centre and on the website.



- The Library opened the Harry M Weinrebe Learning Centre on 16 September 2010 which will support digital literacy skills as well as first-hand encounters with historic manuscripts, sound recordings, maps and letters. Harry M Weinrebe Learning Centre will also provide a bright, spacious and inspiring space in which young learners will be able to explore the Library's collections and develop their digital research skills. Around 17,000 young learners and 3,000 teachers, adult learners and family groups take part in the British Library's Learning Programme every year, which is aimed mainly at secondary school pupils (aged 11-19) but also caters for younger and older groups.
- Tour and seminar for group of international students from Kings College London's Summer School, focusing on the contribution of Caribbean authors to London's literary history (July 2010).
- The Diamond Sutra went on display in the Chinese Print exhibition at the British Museum on 12 May and the Star Chart is on display at the Grand Palais in Paris in their exhibition on Daoism in 2010.
- **Somers Town Festival and Fiesta!** - The BL was a key partner in this local festival which was linked to the Spanish American Independence exhibition.
- Our central procurement unit (CPU) has a Responsible Procurement policy which has increased opportunities for a diverse supply base including SME's, BME's, Women's and Voluntary groups. Covering April 2010 to March 2013, the Procurement Strategy sets out an action plan to develop greater partnerships, collaboration, compliance and value for money. The Procurement Policy has been updated to reflect changes in finance responsibility, contracting processes and EU legislation. It's particularly helpful for budget managers tasked with procurement. The tender evaluation process is being reviewed in light of the Equality Act 2010 and the new public sector duty April 2011.

- 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?

Challenges and Initiatives ahead

- Main challenges are funding and resourcing as the Library is having to operate with reducing funding from Grant in Aid (GIA) especially in light of key legislative changes in diversity and equality and new changes in employment legislation.
- Preparing and implementing the Library's new Diversity Strategy, and delivery on existing action plans (gender / transgender, race, disability, mental health, sexual orientation) - Also to meet new requirements such as setting Equality Objectives by April 2012, and any reporting expectations of the Commission for Equality and Human Rights (CEHR).
- Prepare for new ECNI requirements and looking at the best value approach with regard to commonalities with UK requirements for reporting.

- Sustain engagement and commitment; delivering development and cultural change internally and externally, and making improvements where needed.
- A comprehensive policy programme which involves changes to existing policies as well as the development of new policies in Transgender, Mental Health, Reasonable Adjustment and a New Dignity and Respect Policy. The policy review programme will continue which includes negotiation with the Unions and EIA screening.
- The continued strategic partnership with Microsoft and Google along with the Library's on-going projects for enhancing remote and digital access and the reader's experience: to improve collection accessibility, help access to diverse digital resources for future generations and increase web resources.
- Continue to celebrate various diversity months such as Black History Month, LGBT Month, International Women's Day and the new Disability History Month Dec 2011 but mindful of our new resource constraints.
- Continue with our regional /social inclusion work by engaging with our local diverse communities and promote the work of the Library but mindful of our new resource constraints.
- **For other work initiatives in progress for 10/11, please see the reports submitted with this progress 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 and reference the title of the relevant EQIA in the space provided below:

	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 <i>"Conditions of Library Use"</i> / altered to accommodate persons of different religious belief • New partnerships with Faith leaders and Faith groups • Prevention and Management of Abuse at Work Policy was launched 21.01.11 to address 3rd party conduct. 	
Persons of different political opinion	<ul style="list-style-type: none"> • 	
Persons of different racial groups	<ul style="list-style-type: none"> • Implementing year 3 of the Race Action Plan via the Race Action Group who champion the plan / changes in their directorates. The Prevention and Management of 	

	<ul style="list-style-type: none"> • A broader approach to Black History Month coverage which showed best results yet in 2010. 	
Persons of different age	<ul style="list-style-type: none"> • The Library monitors policy / practice to ensure age neutral / positive. • Removal of the non-default retirement age will lead to a change in our retirement policy and practices. • We already have in place procedures for employees who wish to take partial retirement. 	
Persons with different marital status	<ul style="list-style-type: none"> • Organising “Singles Events” in the event programme • Civil partnership recognition in our benefits package • Sexual Orientation Group and LGBT group cover civil partnership recognition e.g. articles in Shelflife • Gender group cover marital status and partnership areas 	
Persons of different sexual orientation	<ul style="list-style-type: none"> • The Library has traced, showcased and catalogued material from the collections relevant to LGBT groups for historical, social and cultural interest. • The Gender Action Group / Sexual Orientation Sub group interlink with Stonewall (LGBT action group) to raise understanding and engagement to inform diversity strand area. • Developed a sexual orientation monitoring exercise. 	
Men and women generally	<ul style="list-style-type: none"> • Transgender Policy is in development to meet the needs of Transgender employees and raise awareness. • Promoted International Women’s Month 2011. 	
Persons with and without a disability	<ul style="list-style-type: none"> • Successful re-accreditation of the Disability Symbol in June 2010. • Disability Guidance for the Performance Management Rating system is being developed in line with a new Performance Rating system from 1st April 2011. • New Reasonable Adjustment policy was developed in 2010-11 to promote equality of opportunity. • A new disabled ramp in the car park to facilitate better access for disabled users (St. Pancras site). A mirror fitted in the BL conference centre to aid wheelchair user’s visibility when reversing out of the lift. 	
Persons with and without dependants	<ul style="list-style-type: none"> • Family days, events and exhibitions – of which some are still free to the public. E.g. family days in school holidays on site or in the regional programme. 	

- Title/s of EQIAs referenced:

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 2010-11

(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 CEHR.

This progress report covers the period from 1 April 2010 to 31 March 2011 with regards to the general approach to Diversity and the specific and detailed work accomplished for instance on: the Disability, Gender and Race action Schemes respectively.

For more detailed information on the commitments and planned actions listed below please see the 2008 / 2009 report.

1.1 Strategic Leadership - Responsibility for Service Diversity;

- **Continued Engagement: Executive Team / Board.** 3 Executive Directors are champions for disability, gender and race respectively. The Executive Team / 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:** a 2007 initiative encouraged applications from women, people from BAME backgrounds or with disabilities. From late 2010 the Chair has been female.
- **Lead person;** A single point of responsibility for diversity ensures integration of all service activities across the Library, a catalyst for action, co-ordinate progress reporting and help to prepare for a Single Equality Scheme in the future.
- **Lead Groups** - Progress is discussed between management and Trade Unions at quarterly meetings of the Equality and Diversity Working Group EDWG. A formal progress report ensures that areas encompassed by Section 75 are standard agenda items for the Board / Senior Management on at least a quarterly basis.

1.2 Corporate Social Responsibility

The Library's Corporate Social Responsibility (CSR) programme began in 2007 and works closely with the Diversity Groups e.g. the Health and Wellbeing team support the Mental Health Sub Group and the Diversity Team support the CSR Right to Read Initiative. As part

of our corporate project the Library supported "World Book Day" on 3 March 2011 in partnership with Read International. The aim of the day was to collect as many unwanted second hand books as we could from staff and the public. The target was to collect 1000 books and in total we collected 1056 books for READ International.

1.3 Partnership and consultation

The Library works 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. Long term partnerships have been reported previously and include those 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: these partnerships ensure progress of the duties and management of these key relationships takes the diversity, inclusion and accessibility programme forward whilst developing 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). From the 1st October some of the MLA responsibilities will move to the Arts Council for England.
- Develop better connection to minority audiences for our major exhibitions through visitor research and focus groups.
- Build on community activities: co-ordinate relations with local communities.

External work - more than 100 Library staff are active 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;

- Share The Vision - (For explanation and members see 0506 Progress Report)
- Project work with the Action on Hearing Loss and NLB continues e.g. incorporating adjustments for visually impaired in digitising 1m sound recordings.
- The Library's International Engagement strategy focuses on strategic partnerships and was significantly enhanced with the World Collections Programme. The aim being to use the collections of the British Museum, the British Library, the Natural History Museum, the Royal Botanic Gardens (Kew), Tate, and the Victoria and Albert Museum to foster bilateral links with institutions in Asia and Africa, and facilitate greater access to the collections and expertise. In June 2010, a Memorandum of Understanding was signed between the Ministry of Culture, India (on behalf of Indian cultural institutions), and the British Library, the British Museum, and the Victoria and Albert Museum. In October 2010, a Memorandum of Understanding was also signed with Her Highness

- Close work with local community organisations e.g. At Wetherby High a representative of the Library is a member of the Board of Trustee in an advisory capacity. The Library has also formed a reader volunteer with Tadcaster Grammar.
- Our 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

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; (1) A Working Party covers diversity and coverage of the National Archive, (2) Adhoc focus groups for readers, disability, gender and Age; (3) Disability and Mental health sub-group, Gender and sexual orientation sub-group and Race Action Group.

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

1.4 Education

The opening of the Harry M Weinrebe Learning Centre on 16 September 2010 with the expanded learning centre will support digital literacy skills as well as providing first-hand experiences with historic manuscripts, sound recordings, maps and letters. The Learning Centre will host the Learning programmes which are mainly aimed at secondary school pupils. Examples include:

- Inner schools learning programmes are continually reviewed and developed to ensure take-up by schools and groups from disadvantaged areas.
- The Library has a reputation for creative learning workshops which have supported disadvantaged talented students in London, and the Reader Volunteering Programme supporting 2 primary schools has up to 23 staff taking part.
- The Library has developed a learning policy for onsite, web users and regional programmes www.bl.uk/learning. Through workshops, curator talks and tours, learners explore primary sources such as historic newspapers, diaries, manuscripts, sound recordings and maps, developing their research skills in subjects ranging from History, Language and Literature, Arts and Images, Citizenship, Culture and Knowledge.
- 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.
- Learning about cultures - Access to cultural archives for discussion and enquiry-based learning has been resourced and devised following principles 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, understanding the complexity of cultural identity, and seeing cultures are formed through exchange.
- A new website was launched "Playtimes: A Century of Children's games and rhymes". The site contains new material collected during the project, selections from the Library's

'Opie Collection of Children's Games and Songs' and films and photographs from other nationwide archives.

- Local community supports Magnificent Maps exhibition – A striking map showing the area around King's Cross was launched at the Library, St Pancras, the map was produced as part of a community programme to support the Library's exhibition, *Magnificent Maps: Power, Propaganda and Art and Reveal* – a festival of visual arts in King's Cross.

1.5 Communication

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

- Senior Representation on Share the Vision Board.
- Contributing as a partner to the Moving Here website (free online access to resources which 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.
- Increasing the understanding of the Library's role and position and its unique role in the UK's cultural life.
- Aid diverse groups to engage/make meaning from collection displays and websites.
- Senior librarians from the London Borough of Camden, The London Borough of Islington and Westminster City Council enjoyed a tour of the Magnificent Maps exhibition at St Pancras, led by curator Tom Harper in July 2010.

NB: 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.

- Continued marketing strategies to make programmes relevant to a wider audience and working with partners to ensure we reach regional audiences.
- Celebration of Black History Month each year as part of the events on the public programme.
- Front Line Service Diversity Group – In depth communication, consultation and promotion of front line service policies. The service leads from security, welcome team, reader entry, customer services and information handle training projects and policy.
- Business and Intellectual Property Centre (BIPC) Since the Centre launched in 2006, we have welcomed 200,000 people through its doors. It offers free access to unrivalled

- 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.

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.

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. The Survey in 2008 showed a marked improvement from 2006. Each directorate team was then tasked with devising an action plan to progress areas for improvement. During 2010-11 a new staff survey was being developed for launch in the autumn 2011. A survey working group was commissioned and stakeholders were consulted and a pilot was undertaken with a group of staff. The results of the 2011 staff survey will be communicated to staff once the results have been collated.

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 currently has a recruitment freeze so some of the initiatives to attract, recruit and retain the best from the widest recruitment pool have been put on hold.

Collection, Research and Audience

The Library's Content Strategy, Research and operations team (CSRO) has responsibility for the development of a new content strategy, which will align acquisitions with our legal deposit intake and to our 2020 vision, including global trends, relevance to the UK, UK research priorities, historic strengths of the Library's collection, the continuing digital transition and user needs. Our CSRO team will continue to ensure that the collection builds on and reflects cultural diversity e.g. curatorial diversity and 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 examples see the 0809 report e.g. Research Asian British resources in India Office Records to add to Caribbean survey and the Sound Archive archiving the records of the late Disability Rights Commission and also recording the oral histories of the last survivors of Asylums. In addition, the Legal deposit of Large Print collection items.

Individual targets for diversity in performance objectives of employees from Scholarships and Collections include "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". The CSRO team will Launch and implementation of a new corporate Research Strategy.

1.8 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. We also regularly review based on comments from the public on our accessibility to our sites.

1.9 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. The Library has already began working on meeting the New Public Sector duty which came into effect from April 2011. By reviewing current service and employment and progress of the current action plans to inform our new equality objectives for April 2011.

1.10 Monitoring / Recording and Evaluating

The Library currently collates and monitors equal opportunities data across employment practice and service areas. Further developments and enhancements of equality statistics will be required in meeting our new obligations under the New Public Sector Duty.

Section 2: Screening

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

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>Y</u>es/<u>N</u>o	Is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o? If yes indicate year for assessment.
POLICIES UNDER REVIEW IN 2010-2011			
Recruitment Policy	<u>F</u>	<u>N</u>	Completed 2010
Performance Management Rating System	<u>F</u>	<u>N</u>	Completed 2010-11
New Streamlined Performance Management Rating System	<u>F</u>	<u>N</u>	Completed 2010-11
Retirement Policy	<u>To be negotiated</u>		
Harassment, Bullying and Discrimination Policy	<u>F</u>	<u>N</u>	Completed 2010
Managing Attendance	<u>F</u>	<u>N</u>	Completed 2010-11
Career Break provisions	<u>F</u>	<u>N</u>	Completed 2010
Flexible Working Hours scheme	<u>F</u>	<u>N</u>	Completed 2010
Restructure, Redeployment, Redundancy (People Placement Process)	<u>F</u>	<u>N</u>	Completed 2010

Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2010-11, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2011-12

EQIA Timetable – April 2010 - March 2011

Title of Policy EQIA	EQIA Stage at end March 2011 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals / relevant Section 75 categories due to be affected.
As policies above were subject to EQIA during 2010-2011		

1. Scholarships and Collections	Restructure	April 2010
2. Colindale closure sites	Restructure	July 2010
3. House of Lords Archive Facility	Restructure	September 2010
4. Strategic Marketing and Communications	Restructure	November 2010

- Where the EQIA timetable for 2010-11 (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 2010- March 2011

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
There has been some amendments / delay to the policy programme with re-organisations taking precedence for facilitation time / development of corporate policies.		

- Please outline any proposals, arising from the authority's monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:

(Enter text below)

2011-12 EQIA Time-table

Title of EQIAs due to be commenced during April 2011 – March 2012	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
Finance & Corporate Services	Restructure	July 2011
C&AD South Functional Review	Restructure	September 2011
Digital Operations	Restructure	October 2011
Selection Futures	Restructure	November 2011
Electronic Communications Security Policy	New	November 2011
Domestic Abuse policy	New	November 2011
Prevention and Management of Abuse of Staff at Work	New	November 2011
Close Personal Relationships	New	November 2011
Statutory Right to Request Flexibly Working	Existing	November 2011
Flexible Working Hours Scheme	New	November 2011
Reasonable Adjustment Policy	New	November 2011

Equality and Diversity Policy	Existing	November 2011
EIA policy /templates	Existing	November 2011
Relocation Policy	Existing	November 2011
Healthcare Information Services	Restructure	December 2011
Integrated Risk Management	Restructure	March 2012

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.
- 4.1 Diversity awareness training has been delivered in a variety of different ways:
 - New entrant induction training - awareness of policies relating to diversity.
 - Within management training programmes e.g. recruitment and selection courses
 - Intranet E learning on line diversity -programme of staff talks on diversity
 - Internal communications programme assists in awareness
 - 4.2 Recruitment and Selection Training courses –An intense training programme has ensured recruiters are training before they can be involved in the process. .
 - 4.3 Performance Management Training and Consistency Checking All managers were trained in the performance management system re: 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 Equality and Learning at Work Day – The Library supported national learning at work week with emphasis on raising awareness of the Library’s diversity strategy / the work of the action groups. Taster sessions were organised for staff to learn deaf awareness and BSL. Organisations such as MIND participated at the staff events to promote mental health.
 - 4.5 A new front-line diversity course for staff was developed and piloted aiming to: give a broad understanding of the Library’s equality and diversity policies and procedures; increase confidence and awareness in dealing with a diverse range of readers and visitors; and raise awareness of the practicalities of meeting the diverse reader and visitor needs to create a positive and accurate image of the Library.
 - 4.6 Managing employee investigation training was reviewed to incorporate changes from the Equality Act 2010 and to ensure line managers are equipped with the necessary skills to conduct investigations and hearings fairly and in line with employment legislation and best practice. The reviewed course is due to be launched in the autumn/winter of 2011.
 - 4.7 Our current EIA policy/ templates were negotiated with the Trade Unions and has been successful implemented. The Equality Impact Assessment course (in force since 2009) was reviewed to incorporate the changes to our bespoke system from the Equality Act 2010 / new Public Sector Duty 2011. This course will ensure managers are updated on our system to assess the impact on equality in their decisions-making affecting employment

- 4.8 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.
- 4.9 Executive Team and Board Training - regularly briefs and an annual presentation / report to the Board and Executive Team on Diversity strategy and progress, diversity legislation and best practice, Schemes, Duty and Action Plans, new policies, guidelines, initiatives and training provisions/ funding. The Executive Team keep abreast of diversity and impacts to changes to legislation e.g. the removal of the retirement age and new public sector duty.
- 4.10 Review of Training Provision; Diversity training is continually being reviewed, developed and upgraded.
 - E online Diversity training covering e.g. disability, age, gender, religion, belief and race.
 - Mental Health awareness – Equality and Learning at Work Day 2010 / World Mental Health Day – 10 October 2010.
 - Investigation and EIA training.
 - Further training on EQIA, screening, consultation and impact assessment.
 - Training Evaluation and review methods.

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.
 - The Library uses a variety of internal and external methods of communication to promote commitment to the statutory duties, e.g. intranet, document, policies and verbal / non verbal employee, visitor, stakeholder and public communications. For instance; an interactive staff magazine, “Team Briefings” for sharing, filtering and appropriate cascade of information and use of the intranet to promote diversity events held e.g. Black History Month
 - Commitment to Equal Opportunities and the Two Tick symbol is stated in advertisements and publicised literature for recruitment. Equality Schemes /action plans are on the BL website with our Equality and Diversity policy and statement re. Access etc
- 5.1 **External / Service Communications** - Improvement and development communications, communication channels and information including E and web based communications continues e.g.;
 - Providing user documents in an accessible, appealing and inclusive way e.g. Large Print events, audio guides on the website, information leaflets and website information.

- On 31 January 2011, Reference Services introduced the OCLC product QuestionPoint, or 'Ask a Reference Team' which will replace the current practice of remote users and Readers emailing a reference team with a question. This has many benefits for the Library, including standardisation and streamlining of work practices across 9 Reference Teams, Improved Management Information, creation of an in-house 'Knowledge Base' and the development of partnerships and networks with other Enquiry and Reference Services within HE, Public Libraries and the National Library of Wales and Scotland.

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, including the needs and experiences of people with multiple identities.

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

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

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

- The Business & Intellectual Property Centre is part funded by the London Development Agency who require targets for reaching minority groups. Information is captured via feedback forms on workshops and services.
- Reader Services have a yearly survey to gather qualitative data from readers.
- Customer services gather statistical information on comments from the public, readers and internal customers.
- As part of the audience development plan feedback is evaluated from event forms, MORI survey, and exhibition exit surveys to establish baseline data and visitor focus groups are used to understand audience needs when devising our exhibition programme.

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;

- Disability, Gender and Race Schemes - information gathering, involvement and engagement was undertaken internally with directorate matrixes, team meetings and brain storming sessions, also general (external) and employee focus groups and surveys hosted by specialist consultants for expertise and neutrality. These informed the Schemes and action plans.
- Research was undertaken on the attraction of minority ethnic job applicants during 2010 with focus groups for diverse racial groups as well as qualitative research. This provided

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.

Details of the main initiatives / steps taken during the year to improve access to services have already been covered in this report such as;

- Advances in remote access, digitisation of main and sound archive collections, etc.
 - Reader Services promoting accessibility software and hardware in the reading rooms
 - BIPC - Marketing materials available in Braille, large print and audio copies, information clinics and E-workshop courses provide more access opportunities for disabled audiences.
 - Ramp access improvements at the gate3 and the car park.
 - Regular testing of the induction loops by engineers with new loops in the BIPC workshop
 - New mirror installed in the Conference Centre lift to assist wheel chair users.
-

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.

During 2010-11 there were no Employment Tribunal claims.

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.
- Please outline any use of the Commission's guidance on consulting with and involving children and young people.

The Library is committed to effective consultation and conducts its consultation in accordance with the guidelines set out in the Equality Scheme. 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, formal and informal meetings with representatives of appropriate groups. These have been built on throughout 2010 and 2011 – this has been demonstrated previously in the document e.g. in Section 1.

Equality Schemes - successful partnerships representing diverse people have been maintained and the Unified Equality Scheme/ action plans are the product of much listening and discussion

with diverse Library stakeholders. The need and benefit of long term relationships has given active participation and helped produce the new 3 year action plans. Individuals have developed an understanding of the Library and a reciprocal relationship reflects the priorities of both parties.

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. Please outline any use of the Commission's Good Relations Guide
- Details of the progress of implementation and planned actions can be seen in this document and the attachments – This demonstrates that the Library has made significant progress in the implementation of Section 75, reaching a wider audience and making 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.
- By ensuring our decision making and services promote good relations and are inclusive to all. Our bespoke equality impact assessment process, in force since 2009 has been invaluable and highly relevant in assessing whether a new policy or decision making has an adverse impact on equality groups and asks the reviewer to consider how they might mitigate any adverse impacts found through the screening.

Section 11: New/Revised Equality Schemes

- If the Commission has notified you of its intention to request a new/revised scheme or formally requested a new/revised scheme and associated action plan, please outline below what progress has been made in this reporting period.

The Library has received notification of the ECNI intention to request a new revised scheme. We are currently reviewing our progress since we have done recent consultations in the areas of Disability/Mental Health, Gender, Transgender, Sexual Orientation. We will also begin reviewing the progress on the other categories.

Section 12: Additional Comments

- Please provide any additional information/comments.

12.1 not applicable

Annual Report 1 April 2010 / 31 March 2011
'Disability Duties' Questions

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



Fully
Achieved?

19



Partially
Achieved?

26



Not
Achieved?

10

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:

Level	Public Life Action Measures	Outputs ¹	Outcomes / Impact ²
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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.

National ³	Continue to engage and work in partnership with appropriate disabled community action/pressure groups	The Oral History Team have continued to work closely with Heritage Lottery Fund . I have provided a briefing on UK-wide oral history projects involving deaf and deafened people, and we contributed a powerpoint presentation to an HLF Disability History event which aimed to share good practice in disability heritage projects with disability organisations, heritage organisations and HLF grantees; and encourage disability and heritage organisations to consider new projects, either independently or in partnership	Capacity building within the disability organisation sector to learn best practice.
Regional ⁴	Continue to engage and work in partnership with appropriate disabled community action/pressure groups	Departments continue to engage with disabled organisation e.g. BIPC, Share the Vision, MIND, Employers Forum on Disability. The Oral History Team have provided advice and support to a number of disability history community projects in their early development stages. Examples include the West Sussex Association for Disabled People, and the Deafway Bolton project.	Increasing the profile of the BL amongst disability organisations which in turn builds the knowledge base and working relationships with disability organisations to contribute to our projects.
Local ⁵	Continue to engage and work in partnership with appropriate disabled community action/pressure groups	Over the past year the Oral History Team have been working very closely with a new partner, the Alliance for Inclusive Education , on a new project (to be funded by HLF), called 'What did you learn in school today?' which will focus on disabled people's hidden experience of education over the last 100 years through the telling and recording of personal memories and histories of school: "It will explore and record the educational experience of disabled people over the last century. We intend to interview a wide range of disabled people throughout England, with a diversity of age, impairment, gender, race and class. This truly unique collection, wholly designed and	This project will help to promote the lives of disabled people and their contributions to society and their experiences.

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.

		delivered by disabled people, with interviews carried out by newly trained and skilled disabled volunteers from London, will become a resource that will serve as an archive in the public interest but will also be a practical tool for schools, colleges and other education providers to bring to life debates on citizenship, equality and diversity." All the interviews will be deposited with the BL and we are providing advice and training.	
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	A new front-line diversity training for front-line staff was developed in 2010 and was piloted in 2011. The course included practical demonstrations of a working induction loop and accessibility areas when providing customer service to disabled visitors, readers and the public.	The course ensured our front-line staff are equipped to provide good customer service to all users of the library but also to be disability aware of the issues disabled people face in accessing services.	Feedback from the participants from the pilot courses have been complementary. New courses will be offered on a need basis.
2	Champions and experts within the Library have been developed and are referred to for advice or assistance.	Our internal experts offer advice and assistance on BSL sign language, mental health, access to work and reasonable adjustments.	The impact of this has resulted in increased capacity building or internal expertise in disability issues raising the level of knowledge and awareness of disability whilst we operate within reduced funding.
3	Produced disability guidance for line managers in key areas such as performance management ratings.	The guidance was produced in line with the new streamlined performance management rating system introduced from 1 st April 2011.	The impact of the guidance will be document in the annual progress report for 2012-2013.
4	Regular review the take-up of training and development by disabled employees.	Corporate training courses are analysed each year to determine the number of course participation from disabled employees.	For 2010-11 disabled course participant was 8%.

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	Increase awareness of the Disability Action Group/Mental Health sub-group (DAG/MHSG)	An Equality and Learning at Work Day was held in May/June 2010. Members of the group included experts on mental health talked to staff to raise awareness of their work and to promote positive attitudes to disabled people.	Increased awareness of the Library's disability strategy and action measures and the role of the (DAG/MHSG).
2	Increase the awareness of disability issues to staff.	An Equality and Learning at Work Day was held in May/June 2010 at the Library sites. To raises the awareness and promote disability. All of the action groups members had a stand and met with staff to discuss equality and diversity. The online equality tool was available for staff to use. BSL and Deaf awareness taster sessions were also offered. Information on disability and mental health was available. MIND a mental health charity had a stand at the event in St. Pancras.	The general feedback from employees on the events was complementary and from the organisations who participated. Further interest from staff to undertake BSL sign language was generated but due to resource constraints a waiting list has been devised until such time resources can be considered to fund this development opportunity.
3	Accessible Internal Communication – to improve workforce knowledge and engagement of Disability Equality and positive attitudes	The Library uses a variety of communication channels to promote disability equality. The intranet was used to promote World Mental Health day, we also regularly use Shelflife articles, news stories and staff updates to update our staff on our progress for example, our re-accreditation of the Two Ticks symbol in 2010.	By using a variety of communication channels we can improve the knowledge and sustain the engagement of our staff to have positive attitudes to disability.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	See 2a Local – Oral History Team’s partnership with the Alliance for Inclusive Education		
2	Ensure the continued digitization of the collections is accessible to disabled readers especially for those who are blind or partially sighted	The Library has a well established history of private/public partnerships in the digitisation of BL collections and to make access to the collections more accessible. During 2010, the Library announced two major digitisation projects and is working with the supplier to ensure the projects consider disability accessibility at the outset and for the life-time of the project.	Impact too early to be defined as yet.

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	Explore ways in which the IRMDS project ensure access to disabled users for example those with sight impairments or dyslexia	IRMDS project incorporate a project to ensure disabled users with different impairments could access the system by working with the Shaw Trust. The usability testing involved disabled users with different impairments and tested their experience of accessing the system. The testing identified areas for improvements to the system which were implemented and reasonable adjustment process has been in place.	The final outcomes/ impact can not be identified or evaluated as the system will not go live till September 2011.

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	26 action measures have been indicated as currently being implemented and may continue for the duration of this disability action plan.	The milestones set as per disability action plan and will be met.		
2				

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

	Action Measures not met	Reasons
1	Develop an access leaflet for visitors and readers which should include basic communication in Plain English and information for individuals with different impairments.	The access leaflet was developed in 2010 but on further feedback from the DAG/MHSG more additional information was required. This has now been postponed to Year 2. In the meantime 4 audio guides have been produced and are available on the www.bl.uk .

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

We consider external research from disability organisations to inform our policies and new areas for action for example, Employers Forum on Disability produced guidance on employment, performance management, managing sickness absence, reasonable adjustments and mental health.

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.

Our staff survey also provides qualitative data from our employees and responses can be collated by equality group. Our next Staff Survey is due to be released in the autumn of 2011.

Exit interviews are monitored and reported in management reports.

(b) Quantitative

We currently monitor our equal opportunities employment data every 6 months by disability as well as the range of equality groups in order to see if there is any barriers to equality of opportunity and meeting our duties.

We also monitor the number of complaints internally and externally although we may not have data on equality groups unless the complainant declares the information.

As described above we monitor the provision of training and development by equality group annually.

We also analyse the completion rates of employees completing the Equality Online tool.

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: 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 organisation's annual review of the plan? If so, please outline proposed changes?

No