

# Libraries NI



## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2014-15

### Contact:

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• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above	<input checked="" type="checkbox"/>
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Documents published relating to our Equality Scheme can be found at:

[www.librariesni.org.uk/AboutUs/OurOrg/Pages/Equality.aspx](http://www.librariesni.org.uk/AboutUs/OurOrg/Pages/Equality.aspx)

### Signature:

A rectangular box containing a handwritten signature in black ink that reads 'Terry Heron'.

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2014 and March 2015**

## **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**

### **Section 1: Equality and good relations outcomes, impacts and good practice**

- 1** In 2014-15, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

- Consultation on a draft Opening Hours Policy and Proposals was carried out from 18 February 2015 - 17 April 2015. The screening process had identified that the policy may have a differential impact on people in some Section 75 groups and on some staff. An Equality Impact Assessment was carried out and was subjected to consultation in parallel with the consultation process on the draft policy and proposals. A Rural impact Assessment was also carried out.
- consultation on Library Opening Hours will continue during 2015/16 with further local public consultation to develop patterns of Library opening hours which are sustainable
- the Mobile Library Service Strategic review was implemented in January 2014 and the routes and schedules of Mobile Libraries and Homecall vehicles were reviewed during 2014/15 to ensure efficient and effective service delivery
- to address the Department for Culture, Arts and Leisure (DCAL) key priority “To promote equality and tackle poverty and social exclusion” (PETPSE) Libraries NI has set aside £265,000 from our resource budget to continue to release a number of experienced front-line staff from their substantive posts to undertake outreach work in areas of social need and to work on community engagement. We have continued to target resources at 28 libraries which serve people in the 10% most deprived Super Output areas with a view to addressing inequalities and barriers to use through targeted programmes and activities. Specific targets in relation to this work have been incorporated in Service, Area and Branch plans and in individual staff appraisals
- we have implemented systems to support digital inclusion through fast and reliable Internet and free Wi-Fi in 98 libraries, assisting people to develop the necessary skills to access, evaluate and use appropriate information and increase the use of social media
- free access to 1,267 public computers and 64 iMacs

## PART A

- investment in online resources to make library services and information accessible 24/7
- quarterly screening reports issued to consultees
- a range of strategic and local partnerships and service level agreements are in place to support and enhance service delivery e.g. Booktrust, SureStart, U3A, Department for Employment and Learning (DEL), supporting the provision of Job Clubs in over 30 libraries, Department of Agriculture and Rural Development (DARD) and Local Rural Support Networks was established to meet the needs of those in the most deprived rural areas
- engagement with regional and locally based organisations to promote health and wellbeing and provide support and signposting for those with specific needs e.g. Health Trusts, Local Government Councils, Cancer Focus, Macmillan Cancer Support, Cedar Foundation, Autism Awareness, Action on Hearing Loss, Macular Society, Royal National Institute for the Blind (RNIB), Carers Matter, Suicide Awareness, Citizens Advice Bureau
- continuing engagement, as part of the out-workings of Strategic Reviews 1 and 2, with local partners and community groups in relation to library provision e.g. Workspace Group, South West Action for Rural Development, Village Renewal Grant Scheme, Larne Borough Council, Armagh City Council, Kells and Connor Library Action Group, Friends of the Library Killyleagh (FOLK), Fintona Library Educational Awareness and Training Association (FLEAT) in Fintona.

PART A

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2014-15 (*or append the plan with progress/examples identified*).

Please see APPENDIX 1: Part A Section 1 Question 2

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2014-15 reporting period? *(tick one box only)*

Yes                       No (go to Q.4)                       Not applicable (go to Q.4)

Please provide any details and examples:

**3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

As a result of what was identified through the EQIA and consultation exercise *(please give details):*

As a result of analysis from monitoring the impact *(please give details):*

As a result of changes to access to information and services *(please specify and give details):*

Other *(please specify and give details):*

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2014-15 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

An inclusive approach is mainstreamed into service provision and delivery to ensure implementation of the Equality Scheme is incorporated into Corporate, Service and Branch plans, Staff Appraisals and staff responsibilities.

5 Were the Section 75 statutory duties integrated within performance plans during the 2014-15 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

A target to ensure an inclusive approach is mainstreamed into service provision and delivery to ensure implementation of the Equality Scheme is incorporated into Corporate, Service and Branch plans.

6 In the 2014-15 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan

PART A

- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2013-14 report
- Not applicable

Please provide any details and examples:

An inclusive approach is mainstreamed into service provision by incorporating Equality Scheme commitments into Corporate, Service and Branch plans, Staff Appraisals and staff responsibilities.

**Equality action plans/measures**

**7** Within the 2014-15 reporting period, please indicate the **number** of:

Actions completed:	<input type="text"/>	Actions on-going:	<input type="text"/>	Actions to commence:	<input type="text"/>
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Please provide any details and examples (*in addition to question 2*):

Libraries NI delivers a range of Core and Regular activities, events and programmes through a network of 98 service points throughout the year.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period (*points not identified in an appended plan*):

Not applicable

**9** In reviewing progress on the equality action plan/action measures during the 2014-15 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

The Libraries NI Audit of Inequalities 2012 did not identify any known inequality. An

inclusive approach underpins service planning and provision, policies and strategies.

**Arrangements for consulting (Model Equality Scheme Chapter 3)**

**10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- All the time                       Sometimes                       Never

**11** Please provide any **details and examples of good practice** in consultation during the 2014-15 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

Consultation and engagement with Library Action Groups following Strategic Reviews 1 and 2 has been on-going regarding library service provision, alternative service delivery models, partnership working in e.g. Killyleagh, Kells and Connor, Draperstown and Fintona libraries.

Consultation with local action groups regarding planning for new library buildings in Fintona, Lisnaskea and Carnlough. Kilkeel Library received a William Keown Disability Access Award.

**12** In the 2014-15 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other *(please specify)*:

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:



PART A

Meeting with Action Ability to form a group response to the questionnaire regarding Opening Hours Policy.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2014-15 reporting period? (*tick one box only*)

Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2014-15 reporting period? (*tick one box only*)

Yes       No       Not applicable – no commitment to review

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

[Libraries NI Policy Screening Outcome Reports](#)

**15** Please provide the **number** of policies screened during the year (*as recorded in screening reports*):

<b>13</b>
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**16** Please provide the **number of assessments** that were consulted upon during 2014-15:

	Policy consultations conducted with <b>screening</b> assessment presented.
	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) presented.
1	Consultations for an <b>EQIA</b> alone.

**17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

PART A

Consultation on a draft Opening Hours Policy and Proposals was carried out from 18 February 2015 - 17 April 2015.

- 18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

Yes                       No concerns were raised                       No                       Not applicable

Please provide any details and examples:

A number of responses were received regarding individual policies e.g. Safeguarding Policy, Volunteer Policy and clarification was provided in relation to concerns raised.

**Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)**

- 19** Following decisions on a policy, were the results of any EQIAs published during the 2014-15 reporting period? (*tick one box only*)

Yes                       No                       Not applicable

Please provide any details and examples:

Examples of EQIAs that were undertaken in 2014/15 are published on the Libraries NI website [Libraries NI Public Consultations](#)

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

- 20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2014-15 reporting period? (*tick one box only*)

Yes     No, already taken place  
 No, scheduled to take place at a later date                       Not applicable

Please provide any details:

New Business Intelligence systems implemented. No change to information gathered about customers.

- 21** In analysing monitoring information gathered, was any action taken to change/review any policies? (*tick one box only*)

PART A

Yes                       No                       Not applicable

Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2014-15 reporting period, has shown changes to differential/adverse impacts previously assessed:

None

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

None

**Staff Training (Model Equality Scheme Chapter 5)**

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

A range of training interventions were planned and delivered during 2014/15, including:

- Community Development training (19 attended)
- Managing Customer Service training (39 attended)
- Equality Awareness training (on-going programme of delivery to all staff) and
- Safeguarding (Child Protection and Vulnerable Adults) training (on-going programme of delivery to all staff).

In addition a small number of staff were given opportunity to attend topic specific training, conferences and seminars, including

- Supporting Looked After Children Conference
- Association of Senior Children's and Education Librarians Conference and
- Macular training.

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The delivery of the training interventions (detailed at Q24 above) has helped to ensure

that frontline staff have appropriate and sufficient awareness, knowledge and skills in the delivery of a customer focused service as well as a range of activities.

Community Development training provided Branch Library Managers with a toolkit to improve contact with local communities and to engage with individuals and groups in order to target delivery of library services to their needs. Managing Customer Service provided staff attending with a range of skills and techniques to enable them to better engage with all customers.

### **Public Access to Information and Services (Model Equality Scheme Chapter 6)**

- 26** Please list **any examples** of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Following implementation of the Mobile Library Service Strategy in 2013/14 a review of Mobile Library Routes during 2014/15 was carried out to ensure efficient and effective service delivery to targeted customer groups.

### **Complaints (Model Equality Scheme Chapter 8)**

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2014-15?

Insert number here:

0
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Please provide any details of each complaint raised and outcome:

### **Section 3: Looking Forward**

- 28** Please indicate when the Equality Scheme is due for review:

2016/2017

- 29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

No

PART A

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2015-16) reporting period? *(please tick any that apply)*

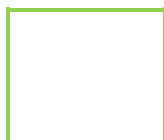
- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

PART B

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

See APPEDIX 2: Disability Action Plan April 2014 – April 2017

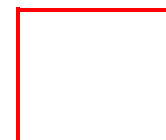
**1. Number of action measures** for this **reporting period** that have been:



Fully achieved



Partially achieved



Not achieved

Not Applicable

**2. Please outline below details 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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	None		
Regional <sup>iv</sup>	None		
Local <sup>v</sup>	None		

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	Community Development Training.	19	The delivery of these training interventions has ensured that frontline staff have appropriate awareness, knowledge and skills in the delivery of a customer focused service including those customers with needs specific to Section 75 categories.
2	Managing Customer Service Training.	39	
3	Equality Awareness Training.	Delivered to all newly appointed staff as part of induction.	
4	Safeguarding (Child Protection and Vulnerable Adults) Training.	Delivered to all newly appointed staff as part of induction.	
5	Supporting Looked After Children Conference.	3	
6	Macular Training.	3	
7	Health in Mind Project aims to increase awareness of mental health issues, enable the development of self-help skills, provide opportunities for social interaction and potential access to training and employments.	5212 participants in 257 activities  500 participants	The range of activities and workshops includes: Mindfulness; Mood Matters; Personal Resilience.  Workshops in eight rural libraries to promote positive mental health

PART B

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	Website clear layout and an enhanced search engine promoting both ease of use and access to online services and information.		Improving and extending access to information generally and information regarding library services, plans, performance and decisions.
2	Adaptive software on public computer terminals e.g. Jaws and Zoom Text.		
	Text Relay and Minicom service available in all libraries to improve and promote accessibility of services for people with speech impairment or hearing loss.		
	On request Libraries NI information can be made available in a variety of formats e.g. Braille, MP3 and alternative languages.		



PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Libraries NI is committed to promoting positive attitudes and implements an inclusive approach to service provision.  Please see examples listed in APPENDIX 1 Part A Question Two (attached).		
2			

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	Not applicable		
2			

PART B

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

	Action Measures partly achieved	Milestones / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	All on-going			
2				

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

	Action Measures not met	Reasons
1	Not applicable	
2		

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

Customer complaints are monitored on an on-going basis.

- (a) Qualitative
- (b) Quantitative

PART B

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?

No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

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

APPENDIX 2: Disability Action Plan April 2014 – March 2017 will be reviewed annually and revised as necessary.

<sup>i</sup> **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.

<sup>ii</sup> **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.

<sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

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